



## Information about volunteering with Volunteer Link, Linked Minds and Support for Family Carers

Thank you for your interest in volunteering with Volunteer Link or Linked Minds.

Although the Linked Minds project is new (launched 10.10.18) the charity Volunteer Link has been operating since 1994. We support people across the London borough of Ealing. We are a small staff team of five and we all work part time. Currently we have around 80 volunteers and a board of Trustees.

Our befriending volunteers support lonely and isolated people, through regular visiting and meet-ups. Volunteers usually visit or meet-up every week for one and a half to two hours. The purpose of the visit is to provide companionship, emotional and social support and, with Linked Minds, to help clients become involved with their local or wider communities. Volunteers are not there to provide practical assistance. Volunteers are fully supported with their volunteering by Volunteer Link staff.

The Support for Family Carers Project involves visiting a cared for person for 3 hours a week to chat with them, or undertake an activity such as watching a film or playing a board game, so that their carer can have a break.

We ask that volunteers commit to us for at least a year, Links with Linked Minds will usually last for 1 year where other links are often on-going.

Once we have received an application form, potential new volunteers will be invited to attend an informal interview at the office prior to the training, and bring three forms of ID to this for their DBS check, e.g. passport, driving licence, recent utility bill, bank statement. They are then invited to attend a one day Volunteers Induction training. They are also required to complete an online form for a DBS (police) check and this can be done in the office with staff support if preferred.

**The Volunteer Link Scheme**  
**Boundary House, Boston Road**  
**London W7 2QE**  
**Phone no: 020 8434 3635**  
**Email: [befriending@volunteerlink.org.uk](mailto:befriending@volunteerlink.org.uk)**  
**Website: [www.volunteerlink.org.uk](http://www.volunteerlink.org.uk)**  
**Registered Charity: 1072538**





The Volunteers Induction training course is a short day, usually 9.45 am to 3 pm and may be on a weekday or a Saturday. Volunteers looking to join our Support for Family Carers or Linked Minds project will also be invited to attend an additional training session. Volunteers on all the initial training courses are being observed by staff and occasionally it might be noted that someone is not ready or suitable to volunteer with us. If this is the case the person will be informed in a sensitive manner and reasons given for this.

Volunteers can expect from Volunteer Link that they will:-

- Provide full induction training and support
- Provide ongoing training
- Be available to talk through any issues or concerns in your link
- Provide advice and guidance
- Arrange for you to meet with a Befriending Coordinator for a supervision session six months after commencing your volunteering, and annually thereafter.
- Provide out-of-pocket expenses,
- Ensure that you are covered by the organisation's Health and Safety policy
- Insure you for your volunteering
- Provide a volunteer problem solving procedure for any issues that you have with Volunteer Link whilst volunteering with us
- Treat you in accordance with our Equal Opportunities policy.

Volunteer Link expects from volunteers that you will:-

- Perform your role to the best of your ability
- Adhere to the rules, procedures and standards of Volunteer Link
- Make regular visits to your client and let your client and Volunteer Link staff know if you are unable to attend a visit for any reason or change the date or time of your visit
- Attend a volunteer supervision session six months after commencing volunteering and annually thereafter
- Return monitoring and expenses forms promptly at the end of each month
- Maintain the confidential information of your clients and the organisation

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We hope that you will want to pursue your volunteer application with us. Please complete and return the form to the Volunteer Coordinator at [volunteering@volunteerlink.org.uk](mailto:volunteering@volunteerlink.org.uk) and do get back to us if you have any questions.

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