

Your guide to becoming a volunteer at Caritas Diocese of Salford



**Make a real
difference.
Support your
local charity.**



**Help us work alongside people
experiencing poverty, disadvantage
or discrimination, to make a positive
impact and help change lives.**

CARITAS DIOCESE OF SALFORD

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FR Registered with
**FUNDRAISING
REGULATOR**

Charity number: 1125808

About us

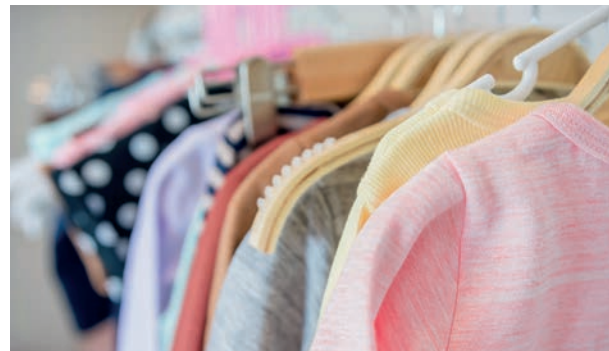
Caritas Diocese of Salford (Caritas Salford) is the social action agency of the Catholic Diocese of Salford.

In practice, that means we work alongside people from communities across Greater Manchester and Lancashire, providing a range of services and outreach activities to help them to transform their lives with dignity.

We support people experiencing poverty, disadvantage and discrimination - and we do so by taking positive, practical steps.

Everyone deserves to live in a safe, healthy and secure environment.

We believe in action, listening to people and working with them to rebuild their lives for the long-term.



Did you know...?

We were created in 2008, and have since incorporated the work of Catholic Children's Rescue Service, Catholic Welfare Societies, St Joseph's Mission to Deaf People, Justice and Peace, Racial Justice and Catholic Family Care to bring together work of individual charities created over more than a century.



Our reach spans

620

square miles
across the area.



We run

12



services across the diocese
of Salford.



We support **thousands** of people every year
with our range of community based services.

We are proud to be
supported by

103

staff



We also have

263

amazing volunteers.



We couldn't do what we do without our
volunteers - will you join them and help us
support even more local people?

Our services

We're proud of our services and the support we provide people locally, making a real, tangible difference to their lives.

Our work includes:

Supporting children, young people and families:

Our schools' service removes barriers to learning and participation, empowering children, young people and their families by providing a bespoke package which can address a range of areas, including behaviour, supporting bereavement, emotional wellbeing, anxiety, safeguarding and confidence.

Our young parents' accommodation provides support, safety, security and a period of stability to young parents and their children at a time when they have experienced crisis or distress in their lives, whilst preparing them for independent living.

Supporting people experiencing homelessness:

Our day centre facility in Manchester, **Cornerstone**, aims to ensure that no-one has to sleep rough, that people have the support they need to prevent them from becoming homeless, and that those who do are helped to secure safe accommodation.

Our **Morning Star Hostel**, supported accommodation in Manchester, also provides a safe place for a temporary but not time-limited period.

At our **Red Door Day Centre** in Bury, we also support homeless and vulnerable individuals with food, essential practical support and assistance in finding both temporary and permanent accommodation.

Our team also assists with access to other services and benefits, including management of income, access to appropriate health care, and support in improving physical and mental wellbeing.



Supporting local communities through social action:

Our **Lalley Welcome Centre in Collyhurst** supports people on low incomes with practical needs in health, housing, family and employment. We assist people who are unemployed or receiving benefits, families facing homelessness, those struggling with addictions, mental health and wellbeing or conditions that prevent them from working.

Our **community allotment** offers the chance for local people to learn new skills whilst also providing fresh produce as part of a healthy-eating scheme, which also supplies our **Lalley food bank**.

Our team at the **St Joseph's Mission to Deaf People** works to break down the barriers of isolation experienced by members of the local deaf community.

Supporting refugees:

Our **Aspire service** supports individuals including refugees and asylum seekers who have aspirations to progress into professional employment, many wishing to restart careers that have been cut short due to conflict. Our support enables them to rebuild their lives and give back to their new community.

Through our **Community Sponsorship Scheme**, Caritas Salford enables groups of volunteers to safely resettle, welcome and support families of refugees in their community.

Our **Caritas Charity Shop and Community Drop-In** near Bolton town centre provides access to quality, affordable products, while also offering much-needed opportunities for people in the community to drop-in and socialise with others.

Formation and animation:

We also work with **parishes and school communities** across Greater Manchester and Lancashire, providing tools to help them put the Church's commitment into practice, in accordance with the principles of Catholic social teaching.



Volunteering at Caritas Salford

We believe that volunteering should be a mutually beneficial experience where volunteers can contribute to our strategic goals, and enjoy a fulfilling experience while also learning new skills.

We love that our volunteers have such a huge benefit on our organisation, bringing with them a range of skills and experience - and a huge amount of enthusiasm too!

We're committed to providing a supportive environment for our volunteers, managing our relationships in a way that ensures the needs of both parties are met.

We strive to create a diverse and inclusive organisation, with a warm welcome guaranteed for everyone who joins our team.

Why volunteer with us?

- An opportunity to use your experience, skills and expertise to support people in your local community
- Be a part of the wider change and make an impact on people's lives
- Access various online and in-person training courses to further enhance your skills and knowledge
- Join a friendly, supportive team
- Meet new people
- An enjoyable experience!



How we will support you - Our promise

- We'll provide a clear volunteer role description and induction, clarifying your responsibilities and supporting you to achieve them
- We'll always strive to make sure volunteer's voices are heard and recognised
- We'll provide you necessary training to conduct your role in efficient and effective ways
- We'll celebrate success and recognise the contributions our amazing volunteers make
- We'll make sure that the health, safety and welfare of our volunteers is safeguarded



What we expect from our volunteers

- You'll always uphold the organisation's values, aims and objectives
- You'll always carry out your role to the best of your ability
- You'll treat everyone with respect and dignity
- You'll complete training that Caritas Salford deems to be mandatory for your role
- You'll take reasonable care for the health and safety of yourself, and of others
- You'll comply with all appropriate policies and procedures of the organisation (including Safeguarding, Health and Safety, and Volunteering policies, along with others)
- You'll be respectful of the diversity of our staff, volunteers, supporters and the people who access our services.
- You'll also be expected to contribute positively to creating healthy, hospitable and welcoming workplaces and environments.



It's also important to note:

Health and safety:

Volunteers have a duty to protect their own health and safety and that of others who may be affected by their work. This includes people who use our services, volunteers, supporters and other visitors. We expect all our people to follow Caritas policies, procedures and take action to prevent people from harm. We also expect you to report hazards, accidents and incidents in accordance with procedures.

Safeguarding:

Everyone in Caritas has a responsibility to safeguard the well-being of people who may be at risk of harm. As part of your role you will be required to undertake mandatory safeguarding and health and safety training to give you information about how you can ensure that children, young people and adults at risk are safeguarded. Your role includes a duty to refer any safeguarding concerns in line with our procedures.

We're committed to safeguarding children, young people and adults at risk of harm within the community and aim to embed a culture of safeguarding to prevent abuse and provide support to individuals who have been harmed.

We expect everyone to contribute to the creation of a safe environment, challenge inappropriate or dangerous behaviours and report concerns.

Confidentiality and protecting data:

As part of our work it may be necessary for you to gather, record and store confidential information or personal data. We expect everyone to respect confidentiality (within the boundaries and procedures for safeguarding and whistleblowing) and not disclose personal information. You may also have access to information or communications technology equipment for your role.

You will be required to ensure that appropriate security procedures are followed and that confidential information, including passwords, are not communicated to unauthorised individuals.



Frequently asked questions:

How can I apply?

If you have found a suitable opportunity that interests you, you can apply quickly and easily by completing an online application form attached to the opportunity or we can place you on suitable role.

The amount of time needed is different for each opportunity and would be outlined in the role description. It could be one-off, short or longer term volunteering commitment.

How long is the recruitment process?

Once you have applied, we will contact you as soon as possible with information on next steps. We will also keep you updated throughout the application and selection process. If you are appointed, we will want to support you to get started as soon as possible, but this will be entirely dependent on the role and the background checks required for that particular role.

Is there an age restriction for volunteers?

There's no upper age limit on volunteering, but we do not currently recruit anyone under 18 years of age.

Will I get my expenses paid?

Volunteers are entitled to claim legitimate expenses incurred in their volunteering activities. This includes bus fares or fuel/mileage, commuting from home to the place of volunteering and any travel connected with their volunteering role. Where lunch is not provided and the volunteering activity extends beyond four hours then the cost of a sandwich can be claimed. Receipts must be provided for all expenses and authorised by the relevant manager.

What skills do I need to volunteer?

The skills required for a role depends on the opportunity and the nature of the project. For some roles, there is no specific set of skills required and we only look for enthusiasm, commitment and workplace values. The role requirements will be clearly stated in the role description and we're happy to discuss them with you too.

Can I claim benefits when volunteering?

You can volunteer and claim benefits if the only money you get from volunteering is to cover expenses, such as travel costs.

Do you offer corporate volunteering opportunities?

Yes, we accept offers for corporate volunteering and would love to hear from you if your organisation feels they can support us in this way.

Will I get training?

Yes, once your application is successful, you will enrol in various training, both online, and in-person. We will support you to complete this as needed. You are also obliged to undertake some mandatory training which includes health and safety, safeguarding, and raising awareness about human trafficking.

I've got a conviction/criminal record, can I still volunteer?

If you have a criminal record you can still volunteer in most roles, depending on the nature of the offences. You might need a Disclosure and Barring Service check if you want to volunteer with children or vulnerable adults.

Can I volunteer together with my family or friends?

Yes, you can volunteer with your friends and family, depending on the role. They would also have to complete the formal application process.

Can I leave if I don't like it?

Yes of course you can. We want all our volunteers to have a worthwhile and positive experience so we welcome feedback on how we could make improvements. We encourage volunteers to talk to us before making the decision to leave.

I am an asylum seeker, can I still volunteer?

Yes, you are welcome to join us as a volunteer. However, if your final appeal is refused and you are denied leave to remain, you will be obliged to leave.



Thank you

For more information:

- ✉ **Volunteering@caritassalford.org.uk**
or **m.yates@caritassalford.org.uk**
- 🌐 **www.caritassalford.org.uk/volunteer**
- ☎ **0161 817 2250 or 07939 995 952**

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