



This pack will let you know a little bit about TASHA Foundation and some practical information about volunteering with us. If you would like more information or, would like to talk to somebody about volunteering at TASHA Foundation, please feel free to telephone the Volunteer Coordinator's Sarah Finn or Eddie Roche on **0208 560 4583**.

WHAT DOES TASHA FOUNDATION DO?

TASHA Foundation is a Charitable Company Limited by Guarantee, established in the 1990's. Working with residents of Hounslow and Ealing, we aim to provide training, confidential information, support, counselling and holistic health care services to individuals affected by substance misuse and mental health difficulties.

Our main areas of work are:

- Counselling
- Housing Support
- Training & Employment
- Carer's Project
- Volunteering Programme

Advice can be sought from our mental health helpline, which is currently open on Monday; Tuesday & Wednesday's from 6pm – 9pm and is run by qualified Counsellors.

WHAT VOLUNTEER ROLES ARE AVAILABLE?

Volunteers work throughout the whole organisation. Roles include: Reception, Administration, Housing Support, Carer's Project, Employment Support, VIP Suite & Online Learning, HR & Marketing, Events & Fundraising.

For some roles, certain skills are needed, such as being able to use a computer. For others, only enthusiasm is needed! We are also always looking for skilled volunteers to run support sessions and training workshops for staff and volunteers.

Role availability changes, so if you don't have something specific in mind, you can always choose an area of interest and we can discuss the opportunities available.

HOW DO I APPLY?

Stage 1

Read through this information pack. This about what kind of role you'd like to do

Stage 2

Fill out the attached application form and return it

By email to: sarah.finn@tasha-foundation.org.uk – eddie.roche@tasha-foundation.org.uk

Or by post: 112 High Street, Brentford, Middx TW8 8AT

Stage 3

We will then invite you to join us at one of our Volunteer Support Meetings for an informal chat. You will have the opportunity to meet other volunteers, discuss the type of role you would like and see if TASHA Foundation is right for you.

Stage 4

After meeting, ascertaining if TASHA Foundation is the right place for you, you will then be interviewed by the person who would be your Line Manager.

Stage 5

TASHA Foundation may offer you a volunteer role. You'll have a 2 week trial to give you the opportunity to try the role out and see if it's right for you.

SOME THINGS TO BE AWARE OF BEFORE APPLYING

Having a criminal record or issues such as mental health or physical health problems does not exclude you from volunteering at TASHA Foundation. They will be taken into account when deciding which volunteer role is suitable for you.

Our work involves supporting vulnerable adults. This means any role you may be offered will be subject to reference checks. In addition to this, we are required to do a Criminal Records Bureau (CRB) checks on our Staff and volunteers.

Applicants who have a history of substance misuse must not have been using for a period of 2 years before applying. This is in line with best practice recommendations and is to ensure that recovery is not jeopardised by coming into contact with customers who may be under the influence.

SUPPORT WHILST VOLUNTEERING

- All volunteers receive an induction. At the induction you will be given details of TASHA Foundation's policies and procedures, including Health & Safety.
- You will receive support and guidance from the Staff member managing the project you are Volunteering on, with additional support from the Volunteer Coordinator's.
- You will have one-to-ones with you Manager, the frequency of which will depend on the number of days you are volunteering, to discuss your professional and personal development.
- You will have the opportunity to undertake internal or external training as appropriate to your role.
- If there is a particular training that you would like to undertake, you can discuss it with your Line Manager during support and supervision.
- TASHA Foundation will make a commitment to pay reasonable expenses incurred whilst volunteering. This is with the condition that they are agreed with you Line Manager, or the Volunteer coordinator, in advance and on the production on receipts. These may include:
 - Travel to and from the place of volunteering
 - Travel incurred whilst undertaking volunteering duties
- TASHA Foundation will also pay a set lunch allowance for any volunteer working over four hours in one day.

QUESTIONS / QUERIES

If you have any questions or queries with regards to volunteering at TASHA Foundation please feel free to contact our Volunteer Coordinators Sarah or Eddie on 0208 560 4583 or email to:

sarah.finn@tasha-foundation.org.uk

eddie.roche@tasha-foundation.org.uk

TASHA FOUNDATION VOLUNTEER APPLICATION FORM

Please indicate below which area interests you by ticking one or more of the boxes below:

Reception Administration Other

Other (please state) _____

PERSONAL DETAILS

Please complete fully:

Name: _____

Address: _____

Postcode _____

Tele No (H) _____ (M) _____ (W) _____

Date of Birth _____ Age: _____ Sex: M / F

Ethnic Group: _____

Email _____

Present Occupation: _____

Do you possess a driving licence? Yes / No

Do you have use of a car? Yes / No

Are you registered disabled? Yes / No

Have you ever accessed services,
for substance misuse or mental health issues? Yes / No

If yes to the above question, when _____

Was your last contact? (Date)

ABOUT YOU

Why do you want to Volunteer for TASHA Foundation? Are there any particular skills or experiences you would like to gain by Volunteering?

What work (paid or unpaid) have you done in the last 5 years? Please give full details (including dates)

What do you do at the moment? E.g. Studying, Working, Looking for Work. Please give details.

What do you like to do in your spare time?

What skills or unique talents do you have that may be relevant or useful?

What languages do you speak and at what level: A little, can get by, fluent? (can you translate)

Application Information

Which Volunteer role are you applying for OR what area of TASHA Foundation's work are you interested in?

Most of TASHA Foundation's placements maybe only 4 hourly placements, would this be ok?

What days are you available? Can you do occasional weekends or evenings?

		Am	Pm			Am	Pm
Your availability (please tick as appropriate)	Monday	<input type="checkbox"/>	<input type="checkbox"/>	Friday	<input type="checkbox"/>	<input type="checkbox"/>	
	Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	Saturday	<input type="checkbox"/>	<input type="checkbox"/>	
	Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	Sunday	<input type="checkbox"/>	<input type="checkbox"/>	
	Thursday	<input type="checkbox"/>	<input type="checkbox"/>	Varies	<input type="checkbox"/>	<input type="checkbox"/>	

Would your volunteer role with TASHA Foundation be part of a training course or work placement scheme you are taking part in? If Yes, please give details.

MORE ABOUT YOU

TASHA Foundation supports clients who may have physical Health, substance misuse or mental health issues.

We have a responsibility to ensure that volunteers are safe in their roles and that volunteer roles do not jeopardise you or your recovery. Answering “Yes” to any of the following questions will not exclude you from volunteering with TASHA Foundation, but will be taken into account for certain roles, avoiding conflicts of interest and ensuring you receive appropriate support whilst volunteering.

Are you currently using, or have you previously used TASHA Foundation’s Service’s?

Yes No

If Yes, please give details

Are you currently using, or have you previously used substance misuse services?

Yes No

If Yes, please give details

Are you currently using, or have you previously used mental health services?

Yes No

If Yes, please give details

Do you have any physical health problems, which may affect you whilst volunteering?

Yes No

If Yes, please give details

Is there anything you may need additional support with whilst carrying out a volunteer role at TASHA Foundation?

Yes No

If Yes, please give details

REFERENCE DETAILS

Please provide details of 2 referees who know you well. One should be a previous employer, Course tutor, etc; the other should be a person who you have known for at least 2 years. None of the referees should be a relative. Referees will not be contacted unless we have offered you a volunteer position.

Name:

Address:

Contact No:

Their connection to you:

Name:

Address:

Contact No:

Their connection to you:

CRIMINAL RECORDS

TASHA Foundation works with vulnerable adults and are therefore exempt from Section 4 (2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (exceptions) Order 1975

We therefore require that you declare all criminal convictions, including those, which are spent.

Do you have any spend or unspent convictions?

Yes No

If Yes, please provide further full details

DECLARATION

I understand that the offer of any Volunteer role with TASHA Foundation is subject to satisfactory reference and, where appropriate, a CRB check.

In accordance with the 1998 data protection act, I agree that TASHA Foundation may hold and use personal information about me for Volunteer reasons and to keep in touch with me. This information, including that contained on this form, can be stored on both manual and computer form. It will be held securely, and only accessed by authorised personnel.

I confirm that the information I have given is accurate.

Signature		Date	
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Please return your completed form:

TASHA Foundation, 112 High Street, Brentford, Middlesex TW8 8AT

Tel: 0208 560 4583 Fax: 0208 560 4583

e-mail: sarah.finn@tasha-foundation.org.uk eddie.roche@tasha-foundation.org.uk

EQUAL OPPORTUNITIES MONITORING

Our Volunteer recruitment processes are carried out in a way that ensures that individuals are selected purely based on their ability to do the role for which they have applied. No Volunteer will receive less favourable treatment on the grounds of sex, marital status, disability, race, ethnic origin, nationality, age, sexual orientation, religious belief or political opinion or be disadvantaged by conditions or requirements, which are not justified or relevant to the role. TASHA Foundation are committed to ensuring that every applicant applying for a volunteer role within TASHA Foundation is treated fairly.

This information will be used purely for ensuring the effectiveness of our equal opportunities policy - and will be separated from your application form.

Gender	Male <input type="checkbox"/>	Female <input type="checkbox"/>	Transgender <input type="checkbox"/>
Age Group	18-20 <input type="checkbox"/>	21-30 <input type="checkbox"/>	31-40 <input type="checkbox"/>
		41-50 <input type="checkbox"/>	51-60 <input type="checkbox"/>
		Over 60 <input type="checkbox"/>	
Ethnicity	Asian or Asian British – Bangladeshi <input type="checkbox"/>	Asian or Asian British – Indian <input type="checkbox"/>	Asian or Asian British – Other <input type="checkbox"/>
	Asian or Asian British – Pakistani <input type="checkbox"/>	Mixed – White and Black African <input type="checkbox"/>	Mixed – White and Black Caribbean <input type="checkbox"/>
	Mixed – White & Asian <input type="checkbox"/>	Mixed – Other <input type="checkbox"/>	Other <input type="checkbox"/>
	Black or black British – African <input type="checkbox"/>	Black or black British – Caribbean <input type="checkbox"/>	Black or black British – Other <input type="checkbox"/>
	Chinese <input type="checkbox"/>	White British <input type="checkbox"/>	White Irish <input type="checkbox"/>
	White European <input type="checkbox"/>	White Other <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
Sexuality	Heterosexual <input type="checkbox"/>	Lesbian / Gay <input type="checkbox"/>	Bisexual <input type="checkbox"/>
			Prefer not to say <input type="checkbox"/>
Are you registered disabled	Yes <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>	No <input type="checkbox"/>
Do you consider yourself to have a disability	Yes <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>	No <input type="checkbox"/>
How did you hear about TASHA Foundation	Friend/ Relative <input type="checkbox"/>	TASHA website <input type="checkbox"/>	Volunteer Centre <input type="checkbox"/>
		Newspaper <input type="checkbox"/>	Other website <input type="checkbox"/>
		Other <input type="checkbox"/>	

Volunteer Person Specifications

Reliability is essential and we would always prefer a small consistent commitment than a larger one that cannot be maintained. The ability to work as a member of a team and contribute without being directive or judgemental is essential. The ability to be flexible as well as prioritise workloads. To accept and value in-house training if deemed necessary. Understanding of Equal Opportunities and the need for confidentiality.

There will always be areas where the ethos of TASHA Foundation can be improved. This in itself can assist in your personal development and by sharing and thinking through areas at work will give TASHA Foundation a stronger base from which to explore further development

Duties of Volunteer Administrator

- Cover the reception and be the first point of contact for visitors, service users and professionals.
- Answer incoming calls promptly and ensure messages are delivered on time and to the correct person.
- Ensure the reception area is manned, kept clean and tidy at all times
- Offer visitors, service users and professionals refreshments and make them welcome.
- Keeping visitors, service users and professionals updated on how long they are likely to be waiting.
- Word Process memos, letters, and reports that have been prepared by Project Coordinators and Officers.
- Assist and deal with incoming and outgoing post.
- Filing, photocopying, faxing and printing
- Sending messages and updates to staff and volunteers using Outlook by email
- Replenish leaflets and literature and ensure a constant supply of information is available.
- Most importantly, actively look for work to do and make your individual improvements to TASHA Foundation administration.

Duties of Volunteer Receptionist

- Ensure Reception area is manned at all times and not left unattended
- Be first point of contact for service users, professionals and visitors
- Provide information and advice whenever necessary
- Answer all calls within three rings and take timely and accurate messages
- Email all messages to relevant staff using Microsoft Outlook
- Keeping the Reception area clean and tidy at all times
- Room bookings
- Providing a professional signposting service for clients and visitors

Duties of Volunteer Help liner

- To provide a listening ear and respond sensitively to all callers.
- To provide written information and support service for all callers.
- To assist in the collation and analysis of helpline statistics.
- To keep the Manager informed of any unusual occurrences or complaints relating to the service.
- To attend group supervision.
- To understand the confidentiality of each client's situation and to treat each client with respect acknowledging their own dignity and worth as a human being.
- To be prepared to think through personal development and acknowledge that space is needed to consider current situations.
- Provide a signposting service whenever necessary

Duties of Volunteer Training Support Worker

- Ensure that all learners are fully supported according to Learning Centre's guidelines.
- Be able to identify, collate and record all evidence of learner support onto the learner's files
- Provide course support and feedback to help learners grasp the ideas and skills contained in the learning materials.
- Monitor, track and identify inactive learners and respond appropriately to maintain a high level of learner retention.
- Conduct regular reviews with learners and update their learning plan accordingly.
- Provide advice to learners on progression routes and appropriate courses
- Handle enquiries from new and current learners and provide general course information and assistance
- Ensure that learner files and relevant documentation are complete, up to date and stored in a manner that is audit compliant.
- Ensure that the learning centre meets contractual, quality, audit and other requirements for our commissioners, external funders and awarding bodies.
- Produce weekly, monthly and quarterly management information reports
- Work towards and meet set performance and quality targets
- To undertake any training relevant to the efficient execution of any of the above duties and tasks.
- Work within TASHA Foundation's policies and procedures.

Duties for Volunteer Carers Support Worker

- Help set up and man stalls for events and fairs, whilst promoting TASHA Foundation
- Set up and prepare for groups by producing literature, leaflets and posters using Microsoft Office
- Ability to take referrals and assist people with completing referral forms for future courses
- Data entry onto an Excel spreadsheet and record accurate information
- Assist with producing reports and statistical information when necessary
- Willing to assist and be trained in facilitating groups
- Sending out large mailings using Mail merge in Word
- Telephone contact with carers, service users and professionals
- Ability to take and deliver messages correctly and on time
- General office duties and administrative tasks

Duties for Volunteer Employment Support Worker

- IT literate – with the ability to guide clients who are absolute beginners (essential)
- Have a good command of written English – to help complete application forms, CV building and Covering letters (essential)
- Be patient and non judgemental (essential)
- Able to provide IT support within the employability workshops
- Having had some experience of being unemployed (desirable)
- Have some knowledge of our client group (desirable)
- Be able to carry out research (desirable)
- Ability to work on own initiative

Duties of Events Manager Volunteer

- Sourcing relevant events in the Boroughs of Ealing, Hammersmith and Hounslow
- Booking stalls, liaising with external organisations and managing all arrangements
- Preparing and printing leaflets, flyers and newsletters for display
- Assisting potential clients with the completion of application forms
- Have a good command of the written and spoken English (essential)
- Managing the stall and answering questions
- Good communication skills to help promote TASHA Foundation
- Flexibility to work evenings and weekends when necessary (essential)
- Hold a full UK driving licence (desirable)
- Ability to work on own initiative and responsibility to manage assistants

Duties of Events Co-ordinator Volunteer

- IT literate – ability to find, save and print documents using Microsoft Office
- Printing and collating leaflets, newsletters and flyers
- Preparing application packs
- Flexibility to work evenings and weekends when necessary
- Accountable to the Events Manager
- Ability to work on own initiative
- Manage stalls at events and ability to promote TASHA Foundation
- Provide administrative duties wherever necessary
- Chase up new applications and ensure details are recorded correctly
- Take and deliver messages to staff within TASHA Foundation

For Internal Use Only						
	Application Rec'd	Ref One Applied for	Ref Two Applied for	Ref One Rec'd	Ref Two Rec'd	Applicant Informed
Date						

Police Check Appointment made	Police Check Appointment attended	Police Check Received	Result
Date	Date	Date	