



# Volunteer Information Pack

We support volunteers across Monmouthshire to develop their wellbeing and the wellbeing of their community.

Contact your local Volunteer Coordinator to find out more:

[wellbeing@bridgescentre.org.uk](mailto:wellbeing@bridgescentre.org.uk)

01600 887568



Wellbeing  
Services  
Bridges Centre

Supporting people to live a better life

# About us

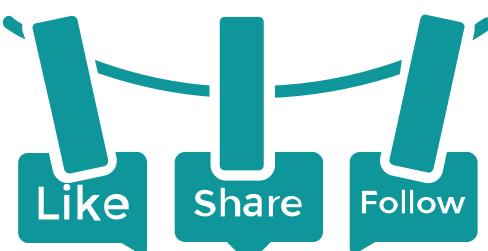
## Bridges Charity

Established in 1984, Bridges is an independent Monmouthshire wide charity. Our aim has always been to enhance the wellbeing of the local community. Through our projects, we make a difference to the lives of older people, rurally isolated people, young adults with additional needs, people with mobility challenges and those who are economically disadvantaged.

## Volunteering for Wellbeing

We support volunteers across Monmouthshire to develop their wellbeing and the wellbeing of their community through volunteering. We do this by supporting volunteers within projects delivered by the Bridges Charity as well as working alongside community groups across Monmouthshire.

We can therefore support you to find the right volunteering role. Whether you have a couple hours spare a month, or want a regular weekly role our opportunities are varied and flexible.



Please "like" our Facebook page:  
[www.facebook.com/volunteeringforwellbeing](https://www.facebook.com/volunteeringforwellbeing)

# Volunteer Roles

Volunteering for Wellbeing work with lots of organisations and projects to offer a wide range of volunteering opportunities. We will help you find a volunteering role that fits your needs, that is flexible and that has your wellbeing at its heart.

## Some of our volunteer roles



Offer friendly, flexible, door-to-door transport for people who require additional support getting to local shops, social activities or appointments.

[Bridges Car Scheme - Facebook](#)



Offer support to people who are socially isolated in Monmouthshire to feel part of their community by providing volunteer befrienders.

[Bridges Befriending Scheme | Monmouth | Facebook](#)



Activities, fun, friendship and work-related experiences for young people with additional needs aged between 14 and 25 in Monmouthshire.

[Building Bridges Monmouthshire | Facebook](#)



Locally based, fun and safe activities for 6-17 year olds with additional needs and their families across Monmouthshire.

[QB Monmouthshire | Facebook](#)



Promoting self-advocacy across Monmouthshire for adults aged 18+ with a learning disability.

**For more info on any of our projects please visit :**  
[bridgescentre.org.uk/wellbeing-services-2/](#)

# Why volunteer?

## Volunteering is good for you

Volunteering is one of the most meaningful ways to make a difference — not just for others, but for yourself too. Giving your time, skills, or simply your presence can have a real and lasting impact on your community.

Volunteering fits in with the “Gwent 5 ways to Wellbeing” - advice on maintaining your health and wellbeing. They advise to:

- Connect
- Be active
- Take notice
- Keep learning
- Give

## Inclusive volunteering

Our project prides itself on welcoming and encouraging as many people as possible to become involved with their community. We welcome **all** volunteers and have a dedicated Volunteer Engagement Coordinator to help with extra support needs.



**Volunteer Spotlight Adam**

**Role: Volunteer support for Building Bridges summer activities**

“Witnessing the community feel that Bridges provides has opened my eyes to its importance. I highly recommend taking on a volunteering role - it's very fun! The water fight at summer camp was my favourite experience.”

# Getting started

The safety and wellbeing of our volunteers, and the people they work with is paramount. Because of this, we ask our volunteers to complete the following steps before starting their volunteering role:

- **Online registration form** and **volunteer agreement** which will be provided as a link to click below or in a paper form if you prefer.
- [Click here to fill out our easy online registration form](#)
- <https://forms.office.com/e/6H8CsADxY4>
- **References**, you will need one or two character references. These can be from a neighbour, employer, or a friend, but not a family member. They need to tell us how long they have known you, in what capacity and whether they think you will be a good volunteer.
- **DBS**, criminal records check will be required for some roles if you are supporting children or vulnerable adults. There is no charge for the check. Further information about this can be found later in this pack.
- **Induction**, for all new volunteers so that you feel confident volunteering.
- **Training**, will be provided for all our volunteering roles so that you feel confident and knowledgeable before you start.

## To Do List

- Complete the registration form
- Complete DBS if appropriate
- Organise for 1 or 2 references
- Complete training



# Things to mention

## Training

We offer a variety of optional training to up-skill our volunteers:

- **Out and About Training**, a hands-on session where you will learn how best to support people with mobility difficulties and sensory impairments.
- **Dementia Friends**, learn how best to support someone with dementia and their family and friends.
- **Autism Awareness Training**, learn how autism impacts children, adults and families.

## Coffee get-togethers

We often host coffee mornings throughout the county which you will be invited to. They are a great opportunity for you to meet other volunteers, share stories' and be part of our volunteering family

## Confidentiality

Confidentiality is very important to us and we must follow the law regarding Data Protection. We will gain your consent if we need to share your details with anyone and ensure that any information that we have is held securely.

## Safeguarding

We have a duty to keep everyone safe and some of the people we work with are "vulnerable" or more "at risk" of abuse or neglect. We will ensure that you have training to understand what is a safeguarding issue and how to report it.



## Volunteer Recognition

Registering for the GAVO Volunteer Recognition Certification Scheme is a great way of showing how you have dedicated your time, when applying for college, University and employment. The Scheme is open to both new and existing volunteers and registering is simple.

For more information:

<https://www.gavo.org.uk/volunteering>

# Frequently asked questions

## **How much time do I need to commit to volunteering?**

We've got a range of volunteering opportunities during daytimes, evenings and weekends to fit around people's different situations. Our opportunities are flexible and we can work around you.

## **Do you pay expenses?**

We cover reasonable out-of-pocket expenses connected to your volunteering with Bridges Charity projects.

## **How old do you have to be to volunteer?**

Some of our roles may not be suitable for people under 18. If you are 14 to 17 you may still be able to volunteer as part of a recognised scheme, such as the Duke of Edinburgh's Award or school work experience.

## **I have a criminal record – can I still volunteer?**

Having a criminal record does not necessarily mean you cannot volunteer with us and some of our roles require a DBS check. We will have a conversation with you to discuss the convictions, so that we can support you find a role that works for everyone.

## **I'm receiving benefits, am I allowed to volunteer?**

Yes, but if you're looking for work, you may need to tell your Jobcentre Plus.

## **I'm a refugee or asylum seeker, can I volunteer?**

If you are an asylum seeker, have refugee status or have exceptional leave to remain in the UK then you're welcome to volunteer.

## **I have a disability, can I still volunteer?**

We welcome all volunteers and have a dedicated Volunteer Engagement Coordinator to help with extra support needs.





# Volunteer Spotlight Karen

**Role: Group Befriender**

“For me, Volunteering has given me a sense of purpose, it’s good for me socially and feels like I am giving something back. It has built my confidence back up and given me empathy with others to build their confidence back up too.”

## Need help...

In an emergency dial **999** directly then inform your Coordinator.

Social Services Duty Line may also be able to help:

Abergavenny – **01873 735885**

Caldicot & Chepstow - **01291 635669**

Monmouth - **01600 773041**

Out-of-hours - **0800 328 4432**

If you have any questions about volunteering  
or your volunteer role contact our team:

**01600 887568**



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WELFARE • SUPPORT • INFORMATION