



Forgetting retention and building connection

Natalie Rebecchi

Michael Phillips

Introduction





Insights

- Value Proposition

How we can meet your expectations

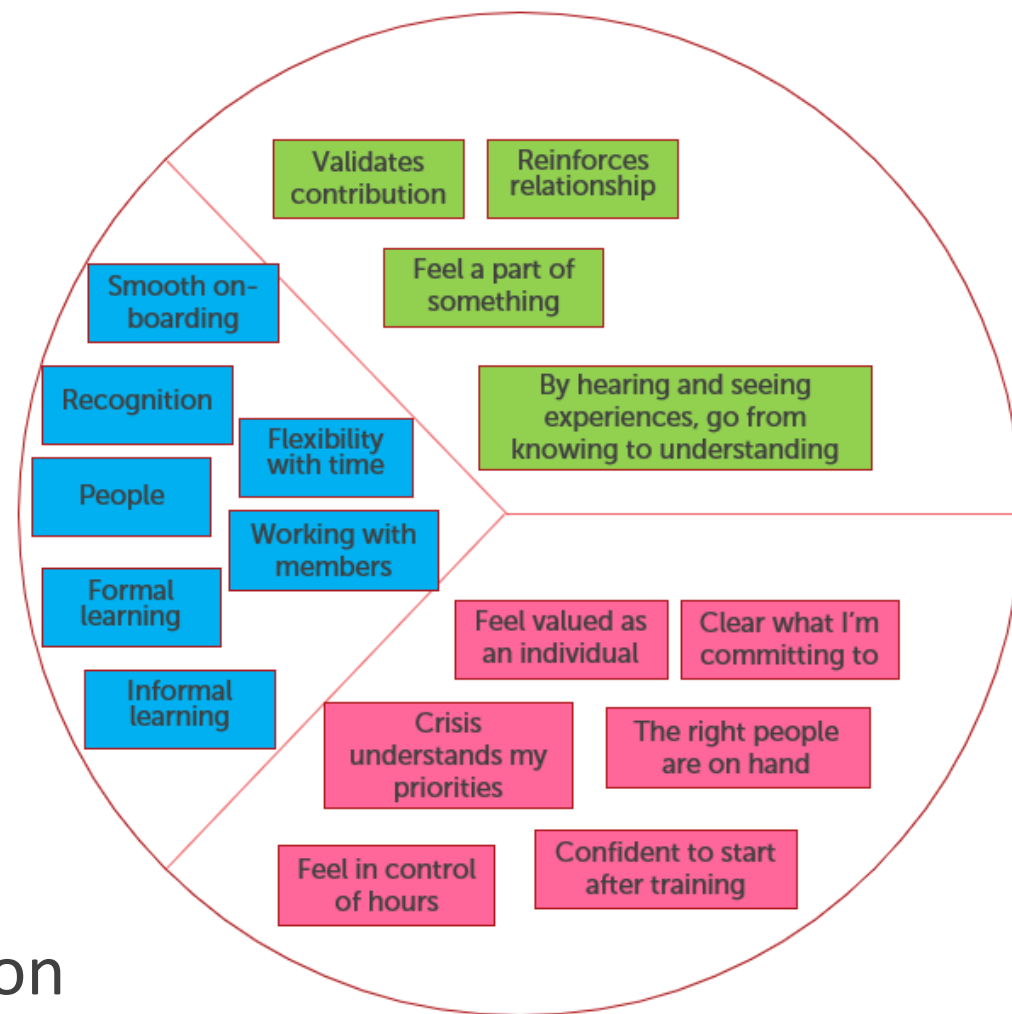
The volunteering team at Crisis is organising conversations with volunteers across all locations and all roles.

The conversations are a part of some work to listen and check in whether we are meeting the needs and expectations of our valued volunteers just like you.

We want to hear, in your words, why you became a Crisis volunteer, how you are finding volunteering, what is working for you and if there are things that we could be doing differently.

In the last two years the world has changed so much that we want to take this opportunity to understand the effect on the lives of the thousands of volunteers that are crucial to Crisis' mission.

Our colleagues in the Supporter Engagement team will be helping us with this check-in and are organising conversations in June and July at a convenient time for you.



1. Social connection
2. Meaningful productivity
3. To learn about homelessness

Together
we will end
homelessness

Insights

- Website Research



Our volunteers tell their stories

CHRISTINE'S STORY



"The joy in the room as people enjoy their dinners, there's just nothing better for me."

[Read more](#)

JASPREET'S STORY



"It's been rewarding, for sure."

[Read more](#)

ADAM'S STORY



"I really enjoy being on the till – you get to meet people and interact."

[Read more](#)



Volunteer your specialist skills

If you have a specialist skill developed through your career or academic studies that can help deliver effective solutions to ending homelessness, we want to collaborate with you. We can match you with a specific project in our organisation to help boost capacity, accelerate innovation, and solve strategic challenges and problems.

Our specialist volunteers come from all walks of life, bringing important new perspectives and expertise. Volunteers from Accenture have already helped us to reconsider our approach to our shops and e-commerce, and we have a volunteer who is acting as a mentor to one of the businesses supported through our Venture Studio. We want individuals and teams who can help us to end homelessness sooner by bringing their talents to all parts of Crisis. This could be in marketing, finance, project management, data and digital.

We will ensure that your role is valued, with defined goals and objectives and that you understand how you are part of ending homelessness. Not only will you be able to see the direct impact of contributions, but you will also have a chance to learn about the structural causes of homelessness and the solutions needed to end it.

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Learning

- Blended Approach

Wellbeing Audio Sessions

Thank you for taking part in Volunteers' Week 2023.

As a thank you for volunteering with Crisis over the past twelve months, we've teamed up with audio learning provider, Assemble You, to gift you access to some free self-development.

Assemble You isn't a traditional podcast. Each Assemble You audio course is only ten minutes long, designed specifically for learning, and packed with valuable tips and tricks.






The following sessions are all centred around personal development and wellbeing and are accompanied by downloadable resources.


We hope you find them valuable!

Maintaining Your Belief

CRISIS PRIVATE PODCAST - EPISODE 1

Maintaining Your Belief

     00:00 / 10:08

MORE INFO  Transistor

DOWNLOAD TRANSCRIPT


ESSENTIALS: COMPLIANCE

Equality and Diversity

eBook

Contents

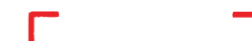
- 2 Introduction and the Basics
- 5 The Equality Act 2010
- 9 Interpretations
- 10 Equality and Employment Decisions
- 11 Inclusive Behaviours
- 14 Harassment and Bullying
- 17 Summary

 elearning you control

Causes of Homelessness

- Unemployment / losing a job
- Abuse
- Migration
- Relationship breakdown - with a partner or with family
- Leaving care / prison / hospital / the forces
- Drug / alcohol misuse - this can be the cause of homelessness or a symptom
- Victim of crime
- Poor health / disability
- Low income
- High accommodation costs
- Housing shortage
- Private Rented Sector Tenancy ended
- Welfare Reforms - spare room subsidy / benefit cap / reduced employment
- Universal Credit waiting time

There are many reasons why people become homeless and many people will become homeless because of a combination of factors



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Wellbeing

- Volunteers' Wellbeing Week
- Detailed interviews with Christmas volunteers
- Reflective practice for volunteers
- PIE for volunteers
- Volunteer Wellbeing Programme

The flyer is for the 'spectrum .life Volunteer Wellbeing Programme'. It features a dark purple background with white and light blue text. At the top left is the 'spectrum .life' logo. Below it, the title 'Volunteer Wellbeing Programme' is written in white. A paragraph explains that the VAP is a free, confidential support service with a dedicated Case Manager. Two circular icons represent '24 FREEPHONE' and 'WHATSAPP AND TEXT'. A white banner states 'Our VAP is available 24/7, 365 days a year.' Below this, a list of support areas is provided, along with contact details: 'Tel: 0808 196 2016' and 'WhatsApp: Text "Hi" to 074 1836 0780'.

spectrum .life

Volunteer Wellbeing Programme

Your Volunteer Wellbeing Programme (VAP) is a free, confidential in the moment support service. There is a choice of access points to a dedicated Case Manager, who is a qualified counsellor or psychotherapist, and can respond to your needs at any time:

24
FREEPHONE

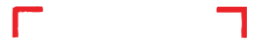
WHATSAPP AND TEXT

Our VAP is available 24/7, 365 days a year.

You have support across a wide range of areas including:

- LGBTQ+
- Gender issues
- Depression, anxiety, & stress
- Grief & bereavement
- Addictions
- Relationship & marital problems
- Work stress
- Work-life balance

Tel: 0808 196 2016
WhatsApp: Text "Hi" to 074 1836 0780



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Trust and Responsibility



Crisis at Christmas 2023
Volunteering Content Capture Guidelines

What content are we looking for?

This year we want to give our social media followers and prospective volunteers an insight into what volunteering for Crisis at Christmas is like across a range of roles.

We're looking for behind the scenes/a day in the life of content that shows what it's like to volunteer and why it's important.

We cannot show guests or members so the content should focus on your experiences of the day - you don't even need to show your face if you don't want to.

You could show:

- Your alarm going off early, getting ready for your shift, putting on your volunteering badge
- What you have for breakfast and your commute to wherever you're volunteering
- Setting up for guests/member activities and services such as arts and crafts



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Question Time

Thank you



crisis.org.uk