

DIY/DECORATING

What Does Being A DIY/Decorating Volunteer Involve?

You will be asked to visit service users and work on a specific task they have requested help with. For example, fitting a toilet seat, painting, or hanging curtain rails. All visits are one-offs.

What Else Might Be Included?

You will need to be able to get along with a wide variety of people and be able to communicate effectively with the service user. The service user or VSL will provide any tools you may need. If you have your own tools and wish to use them, please discuss this with the Organiser.

VSL support sessions for all volunteers (held 3-4 times each year) form an integral part of the volunteer role and you will be informed of these through our regular newsletters or by letter.

Is There A Minimum Commitment?

No. We hope that the majority of our volunteers will be with the Organisation for a minimum of three months. There is no maximum commitment.

How Frequently Will I Be Expected to Help?

This will vary according to waiting list and/or requests. However, ideally you will be available twice monthly.

Who Will I Help?

Service users are usually referred to the centre by Social Services, health professionals, friends, neighbours and sometimes the service users themselves. Service users come from all different walks of life and may face a wide range of issues. To receive our help service users must live within the Forest Hill & Sydenham areas, be physically unable to complete tasks themselves or to pay for assistance.

How are We Introduced?

An appointment is made by the Organiser or in some cases by the volunteer and service user. You will need to take an id card or letter with you as proof of your identity. The Organiser will phone both the volunteer and the service user after the first visit to see how it went.

Volunteers will be matched with service users on return of completed Disclosure and Barring Services checks and according to skills and geographical location.

Do I Need Experience?

Previous experience is beneficial. You will not be expected to undertake tasks you feel are outside your scope of knowledge and/or experience.

The Organiser is here to support you in your voluntary work and therefore welcomes feedback whether it is about any concerns you may have or just keeping up to date on your progress.

Volunteer's Responsibilities

As a DIY/Decorating volunteer for VSL you will be expected to;

- Have the skills and practical experience for the task you are undertaking (where appropriate)
- Be able to communicate clearly and effectively.
- Respect others' views.
- Inform the Organiser of any concerns that arise.
- Where possible, attend all relevant training and support sessions.
- Be punctual: if you are unable to keep an appointment, you must inform the service user or VSL in good time (48 hours in advance when possible).
- Inform the Organiser of any unattended appointments or extra duties undertaken during a visit. (changes need to be known by VSL for monitoring and insurance purposes)
- Agree to abide by the Equality and Diversity policy of VSL.
- Maintain confidentiality at all times.
- Comply with VSL's risk assessment guidelines.

Reviewed February 2013