



TRAINING PROGRAMME

2014 - 2015

Charity No. 1089900 | Company No. 4194910



MANAGING VOLUNTEERS WITH CHALLENGING BEHAVIOUR

PRACTICE

UNDERSTANDING AND PRACTICING VOLUNTEER POLICIES

MEASURING AND EVALUATING THE IMPACT OF VOLUNTEERING

WITH CHALLENGING BEHAVIOUR

VOLUNTEERING

MEASURING AND EVALUATING THE IMPACT OF VOLUNTEERING

RETAINING VOLUNTEERS

GOOD PRACTICE

RECRUITING AND RETAINING VOLUNTEERS

MANAGING VOLUNTEERS WITH

CHALLENGING BEHAVIOUR

Wednesday 30th July 2014

Volunteer Centre Lewisham

9:30am – 3:00pm

Are you interested in how to identify and deal with challenging behaviour, yet still deliver an effective volunteer programme?

This course covers the following:

- Defining challenging behaviour
- Policies and procedures
- Influences on behaviour
- Strategies for dealing with challenging behaviour

Course pricing per person:

£60	Voluntary and Community Sector within London Borough of Lewisham
£75	Voluntary and Community Sector outside London Borough of Lewisham
£75	Social Enterprises, Statutory bodies within Lewisham including Lewisham Council, NHS service and Metropolitan Police
£75	Social Enterprises and Statutory bodies outside Lewisham
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£125	Private business and Corporates with no community aims
£150	Overseas NGOs and charities

CREATING VOLUNTEER POLICIES

Wednesday 13th August 2014

Volunteer Centre Lewisham

9:30am – 3:00pm

This course runs through the important points to include when developing a volunteer policy. You will understand the importance of paying expenses and how to avoid legal challenges around paying volunteers.

This course covers the following:

- What is a volunteer policy
- Why you need a volunteer policy
- Essential elements of your volunteer policy
- Grievance and disciplinary policies

Course pricing per person:

£60	Voluntary and Community Sector within London Borough of Lewisham
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RECRUITING AND RETAINING VOLUNTEERS

Thursday 18th September 2014

Volunteer Centre Lewisham

9:30am – 3:00pm

Are you having difficulty finding the best way to recruit for volunteers? Do you find that your volunteers are only staying for a short period of time?

This course covers the following:

- What motivates people to volunteer?
- How to advertise
- Dealing with complaints and grievances
- Involving, rewarding and recognising volunteers

Course pricing per person:

£60	Voluntary and Community Sector within London Borough of Lewisham
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INCREASING VOLUNTEERING OPPORTUNITIES

FOR YOUNG PEOPLE

Tuesday 23rd September 2014

Volunteer Centre Lewisham

10:30am – 3:00pm

Do you have young people as volunteers in your organisation? This course gives you information on how to effectively increase the opportunities that you offer for young people and advises how to recruit and support them.

This course covers the following:

- The benefits of working with young people
- Legal and policy issues
- Safeguarding and child protection
- Recruitment
- Managing and supporting young volunteers



UNDERSTANDING AND PRACTISING DIVERSITY

WITHIN VOLUNTEERING

Wednesday 22nd October 2014

Volunteer Centre Lewisham

9:30am – 3:00pm

This course will look at the benefits of a diverse volunteer workforce, the barriers that stop people from volunteering and ways in which you can promote volunteering to a more diverse range of people.

This course covers the following:

- Why should we think about diversity in our volunteer workforce
- How can we attract diverse volunteers
- How can we retain volunteers

Course pricing per person:

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MANAGING VOLUNTEERS WITH MENTAL HEALTH

DIFFICULTIES

Tuesday 11th November 2014

Volunteer Centre Lewisham

10:30am – 12:30pm

This 2 hour workshop is for those managing volunteers with mental health difficulties.

If you are fairly new in post, or would like to have more insight into supporting volunteers with mental health difficulties – this is the workshop for you.

This course covers the following:

- What is mental health
- The challenges faced by people with mental health difficulties to volunteer
- Good Practice in supporting people with mental health difficulties



MENTAL HEALTH FIRST AID

Thursday 13th - Friday 14th November 2014

PLEASE NOTE THAT YOU MUST ATTEND BOTH DAYS

Volunteer Centre Lewisham

9:30am – 5:00pm

Just like first aid for physical injuries, Mental Health First Aid teaches people how to give initial care until medical treatment is accessed.

It also helps to dispel fears some people have when coming across someone who seems to be experiencing mental ill health.

This course covers the following:

- Identify the discrimination surrounding mental health difficulties
- Spot the early signs of a mental health problem
- Feel confident helping someone experiencing a mental illness
- Reduce the stigma of mental ill health.



MEASURING AND EVALUATING THE IMPACT

OF VOLUNTEERING

Thursday 20th November 2014

Volunteer Centre Lewisham

9:30am – 3:00pm

This training will help you to develop robust systems of evaluating the impact of your volunteers in your club, group or organisation.

This course covers the following:

- The difference that volunteers make to your organisation
- The difference that volunteers make to your services users/clients
- The impact and benefits of volunteering on the volunteers
- The financial benefit to your organisation of including volunteers

Course pricing per person:

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BEING INCLUSIVE: MANAGING VOLUNTEERS WITH

ADDITIONAL NEEDS

Wednesday 3rd December 2014

Volunteer Centre Lewisham

9:30am – 3:00pm

Everyone is different and has varying needs and challenges. This course gives information on the additional needs that volunteers may have and helps you to support them in their role.

This course covers the following:

- Understanding barriers and how to overcome them
- What is being inclusive
- Understanding additional needs and how to support them

Course pricing per person:

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VOLUNTEERING AND THE LAW

Wednesday 21st January 2015

Volunteer Centre Lewisham

9:30am – 3:00pm

Are you up to date with the law concerning volunteering? Does terminology confuse you sometimes?

This course covers the following:

- Volunteers and employment rights
- Expenses and payments
- The effect of state benefit on volunteering
- Avoiding employment contracts and tribunals

Course pricing per person:

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GOOD PRACTICE VOLUNTEERING

Thursday 12th February 2015

Volunteer Centre Lewisham

9:30am – 3:00pm

Volunteers play a pivotal role in many organisations and therefore need to be managed correctly. This course looks at the best practices of volunteer management and gives practical advice on implementation.

This course covers the following:

- Developing a volunteer programme
- Developing a volunteer policy
- Budgeting for volunteer involvement
- Correct terminology

Course pricing per person:

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WHO CAN AND CAN'T VOLUNTEER

Wednesday 18th March 2015

Volunteer Centre Lewisham

9:30am – 3:00pm

As a volunteer operational or strategic manager, it's important to know the law on who can and can't volunteer. This course delivers information on the law concerning volunteers and their status.

This course covers the following:

- Who can volunteer?
- Who cannot volunteer?
- Does it even matter?

Course pricing per person:

£60	Voluntary and Community Sector within London Borough of Lewisham
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