# Community Relationship Volunteer Welcome Pack

Thank you for registering as a Community Relationship Volunteer at Marie Curie. This welcome pack is designed to support you in your first few weeks as a volunteer, giving you some top tips to help you in your role. We can't wait for you to get started!

## A big thank you

**"Welcome to the Marie Curie community. Can I start by saying the biggest thank you to you for taking on your role of Community Relationship Volunteer at Marie Curie.**

**Volunteers play such an important part in our journey at Marie Curie, and we really wouldn't be able to achieve the great things we do without people like you. For that, can I take this opportunity to welcome you and promise you that we truly value the precious commodity you are offering, your time.**

**I really hope that you enjoy the role you are taking on and look forward to hearing all about the impact you are making in your local community for Marie Curie.**

**Thank you, and good luck. We couldn't achieve our ambitions without you."**

Richard Scott, Head of National Volunteering



## Your role and responsibilities

In your new role, you'll be helping to raise awareness and funds for Marie Curie in your local community. Depending on your specific role and your interests, you might be looking out for local fundraising opportunities, promoting our fundraising campaigns to your community and encouraging others to support the charity.

Marie Curie is a registered charity in England and Wales (207994) and Scotland (SC038731).
Registered as a company limited by guarantee in England & Wales (507597).
Registered Office: One Embassy Gardens, 8 Viaduct Gardens, London, SW11 7BW.

Our top tips for getting started:

- Now is a good time to start thinking about the ways you'd most like to make a difference in your role, depending on your interests. Jot some ideas down ready to discuss with your Volunteer Manager.
- We recommend getting out into your local community to spread the word about what you'll be doing in your role.
- Some of our key dates each year include the Great Daffodil Appeal in the spring and our Christmas campaigns in the winter. These are great times of the year to consider organising any fundraising opportunities.

## Key information for your role

- Each year, you'll be asked to complete your Volunteer Mandatory Training, which involves reading our training materials. This is just to ensure you are well equipped to undertake the role.
- **For volunteers dealing with money:**
    - If dealing with money in your role, it's really important to keep to our guidelines when handling any donations and banking income. You'll learn more about these in your induction.
    - When banking any income, we ask that it is dual counted and signed and banked within 5 days. You'll find out more in your induction.
    - The charity regulator asks that all tins are labelled with the collector's name and collection shift time. Your Volunteer Manager will talk you through this.
    - We will contact you twice a year to ask for a list of the locations where you have sites with a tin or a box.
    - Each of your sites will need to be banked twice a year as a minimum.
    - For street collections, 2 people are always needed on shift at one time. You'll learn more about this in your induction.
    - If you are provided with a contactless unit for your collections, it is important that you as the host are at the collection site at all times if non-registered volunteers are using them. It's also important to keep training records for these units too.
- As a volunteer, you are encouraged to claim any reasonable out of pocket expenses during the course of your volunteering. Your Volunteer Manager will go through this with you in your induction.

## Key resources

There are a few different resources that you might find useful for you in your role, depending on the responsibilities you have. Please note, these will depend on the specific tasks you choose to take on as volunteer:

- **Fundraising Volunteer Resource Hub** – this is our online area for Fundraising Volunteers which contains lots of helpful information and all the forms you'll need. There is also a role-specific section for Community Relationship Volunteers like you.
- **Collection tin/daffodil box location form** – use this form to keep a record of where you've placed daffodil boxes and collection tins.
- **Income form** – used to record details of income banked. We also have an **online version** available to use too.
- **Collection Management Tool** – Marie Curie has an online system for managing rotas called the Collection Management Tool. As a volunteer, you'll be able to see who has signed up for each of these. In your induction, your Volunteer Manager will talk you through the system and, if you are comfortable using it, will arrange your log in details for you.

## Hear from one of our volunteers




**"'Fundraising for Marie Curie gives me a warm feeling of giving back when they gave my family the help we needed. It's so lovely fundraising for Marie Curie, as you get people opening up about their experiences, which helps them and puts a smile on our faces."**

Michelle Beaver, Community Relationship Volunteer

## Next steps

In the coming weeks, we will be in contact to organise your induction with you. Your induction will go into more detail on your role to help you feel fully informed before starting.

Please reach out to your Volunteer Manager if you have any questions in the meantime. You can also contact the Fundraising Volunteering Team: **FRVolunteering@mariecurie.org.uk**.

We look forward to hearing about the impact you have in your local community for Marie Curie in the future. Thank you, and good luck!

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