



Volunteer Handbook



People
Potential
Possibilities

P3 Charity: People Potential Possibilities

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1. Hello!

Hello and thanks for your interest in volunteering with P3 Charity!

P3 is a national social inclusion charity that has been working across England for 50 years, improving the communities in which we work by supporting everyone to be a fully integrated member of society. We believe in the power of community and the uniqueness of every individual. We run a variety of programmes and support services—including homelessness outreach services, affordable housing, tenancy support, advice services, mental health support, employment support and children's and youth programmes—to help people unlock their potential and embrace new opportunities.

We are a charity fuelled by passionate people who genuinely care about others, and volunteers are an integral part of our ability to have a transformative impact on so many lives.

We hope this Handbook answers any questions you may have about volunteering with us, but please reach out if there's anything you'd like to ask or discuss.

We really hope to hear from you.

P3's Volunteering Team

volunteers@p3charity.org

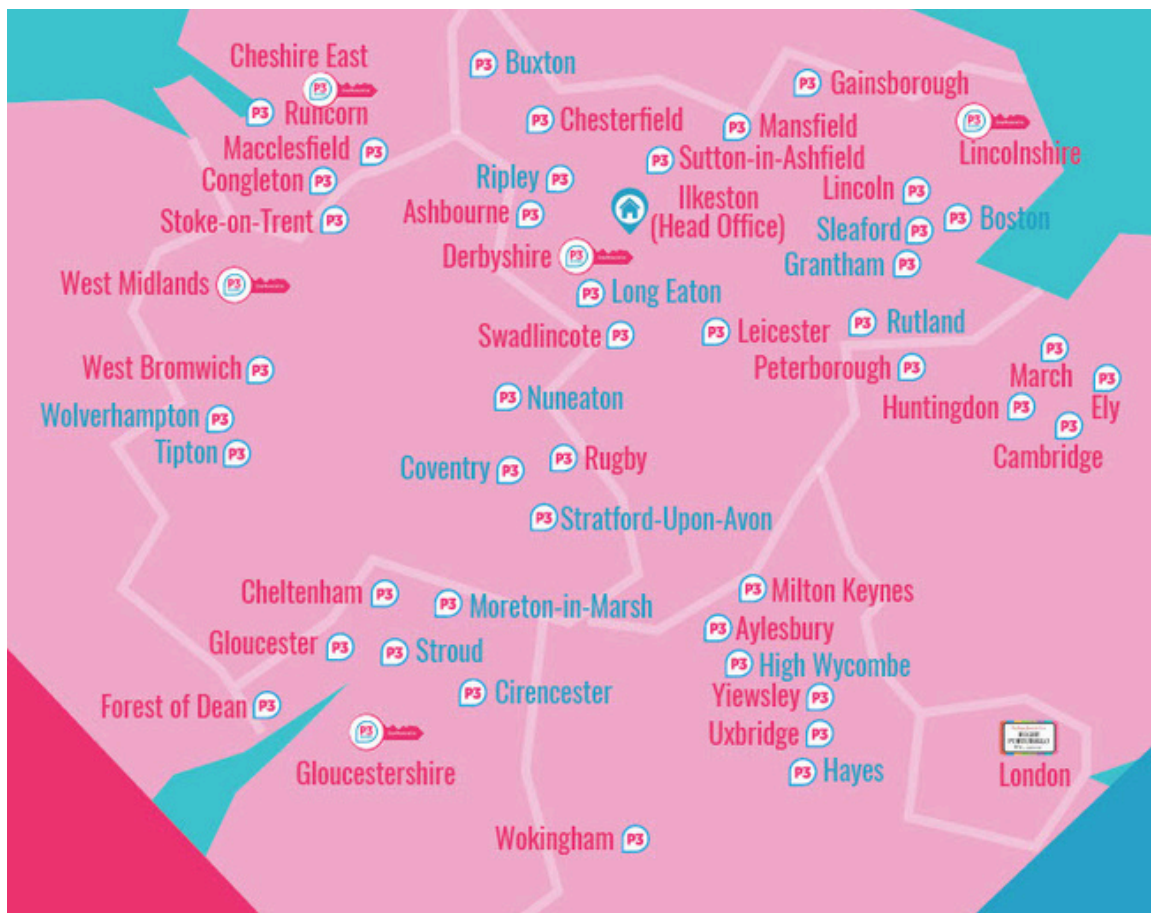
2. Our culture

People are at the heart of everything we do and every decision we make, and we think our staff and volunteers are just as important as the people we support. We promote a culture that celebrates our differences and plays to everyone's strengths, no matter how quirky.

As an organisation, we believe there are key values that all of our staff and volunteers need to embody, including kindness, honesty, good judgement, professional curiosity, courage, passion, effective communication, commitment to innovation, commitment to collaboration and dedication to achieving real impact and real results for real people.

3. Where we work

P3 Charity is currently based in 15 counties in England, supporting more than 30,000 people every year:



4. Our promise to you

We understand the incredible impact our volunteers have and appreciate the time and effort our volunteers give. We want you to know that we're committed to offering you all the support and resources we can to make your volunteering experience fulfilling, so here are our promises to you:

- **Dedicated Line Manager:** You'll be assigned a Line Manager who can answer questions, help you get settled in and, depending on your role and responsibilities, deliver regular support and supervision sessions.
- **Comprehensive induction and training:** When you start your role, you'll receive a thorough induction about P3 Charity, our purpose and our culture. You'll be introduced to your team, facilities and any resources you'll need to deliver your role, and you'll receive bespoke training specific to your role, where needed.
- **Clear guidance and standards:** You'll be provided with clear guidance on the standards we expect from you, aligned with our charity's policies, procedures and values.
- **Valued contribution:** You'll feel that your contribution is valued by our staff and, to help you see the impact of your work, we'll communicate to you how your efforts contribute to the broader objectives of P3.
- **Regular updates:** We'll keep you informed with updates about the charity, including key developments and any changes to our volunteering policies or management.
- **Share your insights:** You'll have the opportunity to participate in forums and feedback groups to help inform our decision-making about our services and our volunteer programme.
- **Fair complaints procedure:** Complaints are rare and are resolved quickly when they do arise, which is made possible by our easy to access, fair and prompt complaints procedure.

5. The Volunteer Code

We view volunteering as a mutually beneficial relationship between P3 Charity and our volunteers, so we'd like to be transparent about what we expect of our volunteers:

- **Commitment to our mission and values:** Embrace P3's objectives and uphold our principles and values in all your volunteering activities.
- **Empower and support people we work alongside:** Act in the best interests of the people using our services, working in a way that is empowering, motivating and keeping them at the centre of our work.
- **Commitment to responsibilities:** Fulfil your volunteering responsibilities and key tasks as outlined in your role description, to the best of your ability, communicating to your Line Manager or P3's Volunteering Department if you have any concerns or need support to fulfil your role.
- **Engage in continuous learning:** Participate in relevant training sessions and support meetings to enhance your skills and effectiveness in your role.
- **Stay informed and compliant:** Ensure you operate under our best-practice guidelines, follow all P3 policies and procedures and read updates shared with you by your Line Manager or P3's Volunteering Department.
- **Accidents and incidents:** Follow P3's policies and procedures when reporting any accidents or incidents, including cases involving service users or aggressive behaviour, ensuring reports are made promptly to your Line Manager or any present P3 staff if your Line Manager is unavailable.
- **Report and communicate as required:** Follow the reporting requirements of your role, maintain regular contact with your Line Manager and promptly inform them of any changes in your contact details or availability.
- **Maintain confidentiality:** Always respect and protect the confidentiality of the people we work alongside.

**"People we work alongside" is how we refer to the people we support.*

6. Emma's story: a volunteer testimonial

"My life-changing journey with P3 began 8 years ago when I came out of rehab for alcohol addiction. I was emotionally and mentally broken after the many years of alcohol abuse, I had lost my home, lost custody of my two daughters and I had lied and manipulated myself into a mountain of debt. I honestly couldn't see a way forward. One of my health workers referred me to P3 where I was supported by a wonderful Support Worker who helped me to get on top of my debts and rent arrears, manage by budgets and payments, helped me identify what financial support was available to me and attended Social Services meetings with me. After a lot of work on myself, I regained custody of my children and secured a stable home for our family.

"As my one-to-one support with P3 drew to a close, my Support Worker suggested I consider volunteering with P3, as they were looking to start a crafting group for adults with learning difficulties. I never thought I would be able to facilitate a group of people, but I was up for the challenge and happily agreed.

"Running, planning and budgeting for the group, as well as having a sense of purpose and routine, did wonders for my mental health and confidence and I developed so many new skills. I went on to run various other groups, including P3's Colour Me Mindful and their walking group. Seeing other people make progress in their own lives and being a part of their journey was incredibly rewarding and I knew it was something that I wanted to continue.

"The P3 team were so supportive, knowledgeable and welcoming, and it made me become truly passionate about the core foundations of P3: the mission, vision and values. They supported and encouraged me both in my volunteering and when I decided I wanted to go back to college to gain the Level 2 and 3 counselling qualifications.

After two years volunteering, a job opportunity as a Support Worker became available at the same office I had volunteered at. I applied and was over the moon when I was offered the position. Since then, I have felt myself grow as a person even more, but the most gratifying element is giving back to the community I love so much, helping others fulfil and maintain their potential and improving the lives of the people we work alongside."



Emma

7. Starting your new role

In your induction, you'll receive the resources and information you need to feel confident in your new volunteer role. Depending on your role, your induction could be one day or last up to four weeks. If you feel anything is missing, you'll be able to request additional support from your Line Manager or our Volunteering Department.

To give you an idea of what to expect, here is a brief checklist:

- Meet the team you'll be working with
- Learn about the organisation's mission, vision and values
- Tour your new facilities (if applicable) and discuss emergency procedures around evacuation, injury or accidents
- Introduction to any tech you'll need to know
- Participate in role-specific training
- Shadow an experienced team member
- Begin hands-on training
- Attend a Q&A session with P3's Volunteering Department (optional)
- Agree a feedback format with your Line Manager to support your ongoing development



“This sense of purpose and the genuine connections I've formed keep me motivated and committed to the cause. Volunteering with P3 has not only allowed me to develop new skills, but also provided a platform to make a real difference in the lives of others.”

James, P3 Volunteer

8. Frequently asked questions

We know you might have some initial questions, so here are some of the most commonly asked questions by new volunteers:

What do I do if I can't make it to an agreed volunteer shift?

If you can't volunteer one day, notify your Line Manager as soon as possible so they can make arrangements to cover your shift. Their contact details are at the front of this pack.

What do I do about expenses?

Your Line Manager or our Volunteering Department can provide you with guidance on allowable expenses and how to claim them. Just remember to keep your receipts from any volunteer-related expenses you need reimbursed.

What should I wear when volunteering?

We're an informal organisation, but it's important that our staff and volunteers still present as professional. We ask our staff and volunteers to wear clean clothing with no offensive language or slogans. We also ask that our people don't wear anything revealing and that clothing and footwear is appropriate for the role and weather (if applicable).

Will I be able to get a reference?

After six months of satisfactory service and fulfilling your volunteering agreement, P3 will be able to provide you with a reference for things such as employment or training.

What do I do if I can't continue volunteering?

You should give your Line Manager or the Volunteering Department as much notice as possible if you need to take a break or end your placement. If you find your role challenging and you want to explore ways to adapt the role or discuss other roles that might be available, please let us know.

Still have questions?

Contact our Volunteering Team to find out more about volunteering with P3 Charity and how you can help us to change lives, every day.

volunteers@p3charity.org



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