

# VOLUNTEER ROLE DESCRIPTION

**Volunteer Role title:** Collection Tin Coordinator

**Responsible to:** Regional Community Fundraiser

## Why does Combat Stress need me?

Combat Stress is the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen and women with mental health problems such as anxiety, depression and post-traumatic stress disorder (PTSD) through our intensive psychological rehabilitation services. The work we do is life-changing and often life-saving. No one else does what we do.

Our Collection Tin Coordinators will support our Fundraising Team by managing Combat Stress collection tins that are being used in the local area. These tins may have been used by one of our fundraisers at a one-off event or may be a static can in a local shop or business. Ensuring the tins are returned to us and that the money is banked accordingly is essential in helping us to generate as much income as we can to continue supporting former servicemen and women, so that when a veteran is having a tough time, we're there to help tackle the past and to help them take on the future.

## How much time do I need to commit?

The Coordinator role is flexible, you can give as much or as little time as you are able to.

## What will I be doing?

- Collect tins from fundraisers, shops and businesses in your local community and return them to Combat Stress.
- Count and bank any money collected and thank fundraisers for their efforts.
- Inspire others to support Combat Stress and act as a representative for the organisation.
- Please be aware that this **is not** a clinical role and does not involve any direct support or care working with veterans currently receiving support from the charity.

## What skills and attributes do I need to have?

- A demonstrable commitment to Combat Stress' vision, mission and values.
- A genuine interest in helping our cause.
- Be willing to work within our policies and procedures is essential, including those related to Safeguarding others and Equality and Diversity.
- Positive and energetic attitude, motivated to raise funds for Combat Stress.
- Ability to build and maintain relationships and a willingness to work as part of a team.
- Strong organisational, verbal and written communication skills and ability to work on own initiative.
- Basic IT skills with access to a computer and email. Experience of using social media desirable.
- Numerical skills and the ability to handle money.
- Previous fundraising experience or some connection with military life and / or mental health services is desirable but not essential.

- Understanding, commitment and reliability.

### **What are the benefits of volunteering for Combat Stress?**

- A full induction to Combat Stress and its work, including training and appropriate materials to support you in the role.
- Ongoing support, advice and guidance from the Regional Community Fundraiser.
- Learn and develop fundraising skills
- Meet new people and be actively engaged in your local community
- Learn new transferable skills & improve your CV
- Develop self-confidence
- Receive reimbursement for out of pocket expenses
- Be part of the UK's leading Charity for veterans' mental health.
- Have the reward of knowing you will be making a positive contribution to the lives of UK Veterans and their families.

### **How do I apply?**

For more information or to request an application pack, please email [Volunteer@combastress.org.uk](mailto:Volunteer@combastress.org.uk) and one of our team will be in touch. By emailing us you agree for us to contact you about volunteering in your community.

**Please Note any appointment is subject to satisfactory reference checks, a Risk Assessment and Disclosure and Barring Service (DBS) check in England and Wales, or a Protecting Vulnerable Groups check in Scotland.**

## Conditions of Service

- a. A volunteer will be invited to commence working for a trial period prior to either side agreeing to a longer-term arrangement.
- b. The arrangement is voluntary on both sides and either side can bring it to an end.
- c. Volunteers will be required to sign a Volunteer Agreement, a Volunteer NDA, and a Code of Conduct.
- d. Expenses. Combat Stress will ensure that there is a clear and accessible system to enable volunteers to be reimbursed for agreed expenses. Although volunteers are not paid for their time they should be paid for any essential out-of-pocket expenses. These expenses could include:
  - Travel
  - Activities they will be doing as part of their role
  - Essential equipment e.g. protective clothing.
- e) Insurance. Volunteers will be covered by Combat Stress Public Liability insurance while carrying out duties. This will be covered by the agreement each volunteer signs with Combat Stress. The insurance liability covers volunteers, the activities they will be doing and any age limits on volunteers (i.e. Over 18 years old)
- f) Health and Safety. Combat Stress will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the charity's Health and Safety policy. Where the role may involve additional risks, an additional risk assessment will be completed for this role to ensure safe working for the volunteer. Volunteers must take reasonable care of the health and safety of themselves and others and be willing to report concerns or any accidents or incidents.
- g) Equal Opportunities. Combat Stress will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible. Volunteers and staff will work in accordance with Combat Stress's Equal Opportunities Policy and will prevent discrimination on any grounds.
- h) Problems / Issues arising. Volunteers are not subject to combat Stress' HR policies; If a volunteer would like to raise a complaint / issue this should be treated independently and at a local level. Support from local managers may be required if concerns are linked to Incident Management i.e. highlighting a key area of concern that needs addressing.
- i) Ending a volunteering relationship / episode. When volunteers move on from their role at Combat Stress they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with their Manager or a member of the management team. On the basis of their voluntary work, volunteers will have the right to request a reference. Wherever possible, volunteers will be supported to move on to other voluntary or paid work.