

# VOLUNTEERING AT HEADWAY.

Headway Basingstoke is managed and run by a team of committed and hardworking staff who are supported by enthusiastic volunteers. There are a range of volunteering opportunities that support the staff and clients at Headway. The main area for volunteers is 1:1 support with rehabilitation activities. Our client work is primarily centred on Cognitive Rehabilitation Therapy ("CRT"). This is the golden thread which underpins all our activities. CRT relies on exercising neural pathways through a range of exercises and repeated learning activities which build alternative cognition routes. This can be highly intensive work requiring one-to-one support, and consequently the majority of our volunteering roles are centre-based working in tandem with staff leading the activities.

The professional staff team lead on designing and setting up activities but benefit from the support of volunteers who work with individual clients to get the most from any particular activity.

## CLIENT CENTRED VOLUNTEERING

### Structured Activity Support

Headway Basingstoke provides a range of interventions to support rehabilitation. These comprise specialist CRT sessions, and a wide range of practical learning CRT-reinforcement activities which have included:

- Cooking
- Art (painting and drawing)
- Gardening
- Music
- Ceramics
- Photography
- Health and wellbeing

### Informal Activity Support

Clients can also benefit considerably from support with social and practical day to day activities in the Centre. These can again be CRT-reinforcing and include:

- Socialising, chatting, playing cards, walking in the garden
- Helping with tea making, washing up and lunch preparation

### Additional Individual support

There is also a wider range of support services that Headway Basingstoke volunteers could help with:

Centre Based:

- Pastoral care
- Job support
  - CV writing
  - Interview skills
  - Appraisal of possible work options
- IT and Computer skills

External activities:

- Bowling
- Swimming

- Other social activities

## NON-CLIENT CENTERED VOLUNTEERING

Headway Basingstoke is a somewhat complex operation with a wide range of demands in relation to management, administration and funding. Consequently, there are a range of areas where there are opportunities for volunteers, can offer their skills in support of the organisation's infrastructure.

### Office and infrastructure

- Administration support
- Buildings maintenance
- IT/website support

### Governance, Fundraising and Communications

**Trusteeship** is a volunteering activity and opportunity. There is a considerable range of skills and experience on the Trustee board but it is reviewed from time to time to ensure that it is representative of the community it serves, and that there is an appropriate balance of skills and experiences.

**Fundraising** is a key area where volunteers can engage with the charity's work. In addition to its statutory funding, Headway Basingstoke relies on a range of fundraising activities to supplement its income, and ensure it can provide a holistic service. There are multiple opportunities for volunteers to undertake a range of tasks or indeed lead on some activities.

Examples of where volunteers might help include:

- Community Fundraising – e.g. stalls at fetes, fayres etc.
- Individuals to fundraise through sponsored events
- Companies or business-related donating organisations to consider Headway as a potential recipient for their generosity

**Networking and Communications** is an important area of work for any charity seeking to influence-for-change, promote best practice and maximise its income. Its' profile and raising public and professional awareness of the organisation's work, are partial keys to the organisation's continuing success and sustainability.

Headway Basingstoke will therefore consider using volunteers as Champions/Ambassadors.

Champions may be former clients or their families and friends or others with an interest in supporting Headway and they could undertake a range of activities:

- Represent the organisation at public events and funding opportunities e.g. fetes and larger public events
- Speak to groups on behalf of the organisation
- Be relied on to speak well of Headway, sharing good experiences
- Market and tell friends about Headway social and fundraising events
- Mention Headway if someone they know is looking for a volunteering opportunity.

## THINKING OF VOLUNTEERING?

People volunteer for a variety of reasons all of which are valid:

- Learning new skills to help with career development
- Gaining experience in a specific environment
- Wanting to 'give back'
- Having a link with the organisation personally or through a friend or relative
- Part of a personal philosophy for helping people
- Wanting to feel valued
- Retired and wanting to use valuable work skills

As you will have seen from the variety of opportunities described above we need a range of people with different skills and experience.

We don't expect you to be an expert in brain injury as we can give you that information through induction and guided reading but we do expect that you will have or be able to develop:

- Be a good listener
- Have the ability to develop and maintain supportive relationships with people affected by brain injury
- Respect different lifestyles and ways of managing difficulties
- Be willing to learn about brain injury and its effects on those with the injury and their families and carers
- Understand the need for confidentiality
- Have a consistent empathy with clients
- Have a non-patronising facilitative approach
- An understanding of the purpose of the support
- An ability or aptitude to learn about, and commitment to the specific area of support the volunteer is working in
- Whilst wanting to be inclusive, from experience it is impractical to have volunteers who have extensive personal needs and/or existing chronic health conditions
- In certain specific areas e.g. CV and interview support previous professional skills would be useful

In return we will offer you:

- Prompt and effective communication about the organisation's work
- Good quality induction and training, and ongoing free training opportunities
- Professional information manual
- Headway logo t-shirts/tabards to show you are part of the team
- Inclusion in activities such as the Christmas lunch and AGM lunch
- Support with subsequent employment and further training applications where applicable
- Free refreshments

If you think you would like to volunteer at Headway please email us at:

[Volunteering@headwaybasingstoke.org.uk](mailto:Volunteering@headwaybasingstoke.org.uk)

Or telephone:

01256 314969

**Please do not come to Headway without a prior appointment.**

Please give brief details about yourself and your interest in Headway and a telephone contact number plus a note of convenient times to call. We will call you for an initial discussion and if you are still interested we will send you an application form to be followed by a meeting at Headway.