

# CSV full-time volunteering: How it works

## Initial contact with CSV staff member:

To talk you through CSV full-time volunteering and what it is all about.



## Background information:

CSV full-time volunteers are available 35 hours per week preferably spread over 5 days with 2 days off. We will agree with you a volunteer role and who will play the role of supervisor and other details such as risk assessment.



## Recruitment of volunteer(s):

CSV's National Recruitment Team will identify a suitable volunteer matched to your requirements. You will receive a written personal profile of the volunteer. Once a volunteer has been accepted by you they will receive information on their role in order to decide whether to accept their placement or not. Once the volunteer has accepted the start date will be arranged.



## Our costs:

Our one-off development fee of £200 will be charged at the point we have agreed and written up the volunteer role description and begun searching for a volunteer. Our retainer fee and the subsistence for volunteers are outlined in our cost sheet and exchange letter that you will receive.

There are also options for CSV to administer the volunteer subsistence and manage the volunteer accommodation costs please refer to our cost sheet.



## Volunteer(s) placement:

We will be in regular contact when the volunteer starts and throughout the placement. We provide ongoing support to help resolve any issues or problems that might arise. Volunteers may be homesick at first and it can take time to adjust. International volunteers will need support to adjust to cultural and language differences.



## Volunteer(s) reviews:

At the end of the first month we will carry out a review to assess how things are going and resolve any concerns. In certain circumstances we may look to end the placement and to replace the volunteer. We organise an orientation day for new volunteers and opportunities for volunteers to make links with and meet other CSVs. We carry out an exit interview with every volunteer at the end of their placement. We will review annually with you to see how things are going, get feedback on our service and review the volunteer role and risk assessment.



## What we ask of you:

To identify a supervisor, induct, train and support the volunteer(s). Cover the costs identified in our cost sheet and provide accommodation for the volunteer(s). Keep in regular contact with your CSV Regional Volunteer Manager and talk to us about any difficulties or changes to the project.



## Customer Care:

CSV is committed to providing a high quality service to its volunteers, trainees, projects, project users and funders. One of the ways in which we can continue to improve our services is by listening and responding to the views of our users. That includes welcoming complaints and compliments which are recorded centrally, shared and are used as a form of feedback on our performance.