



*Mending hearts, minds & families*

# Volunteer Welcome Pack



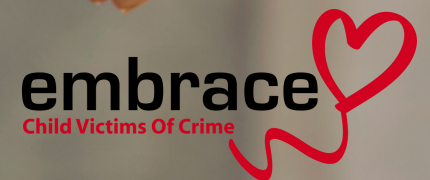
# Welcome to Embrace CVoC

Thank you for joining Team Embrace and helping us on our mission to support more children and families whose lives have been torn apart by crime.

By volunteering your time you are helping to make a real difference to the lives of children and families harmed by crime.

The following pages will give all the information you need to start your volunteering journey with us.

We hope you enjoy your experience of volunteering for Embrace CVoC. If you need any further information or support please contact us on 0345 60 999 60 or [support@embracecvoc.org.uk](mailto:support@embracecvoc.org.uk).



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# Our vision

Our vision is to provide the right services at the right time to support children and young people who have been traumatised or disadvantaged by crime.

Through our packages of support we help children to recover from their experiences and build a happy, healthy future. The 'Embrace Model' puts each child's own personal circumstances at the heart of their own recovery. We tailor our support to meet each child's specific needs, heal their hurt and build their self esteem and confidence.

Every child is different and no two Embrace packages are the same.

Some children need emotional support and one-to-one counselling. Others need practical help such as new school uniform, books, musical instruments or other equipment to help them follow their dreams. Some families are in financial crisis because of the crimes that have happened to them. We can provide food and clothing vouchers and other essentials to help make ends meet. Some families just need ways to replace their painful memories with happy ones through theme park days out or short breaks with their loved ones.

Every families circumstances are different. We know one size does not fit all. We have lots of options available to help children get the right support for them, at the right time in the way that suits them best.



# Our mission

We prioritise the needs of children and young people to help them recover from the effects of criminal abuse, exploitation and violence by providing trauma-informed online, telephone and face-to-face counselling services and practical help.

# Our support

Our one-to-one emotional support and counselling services are at the heart of our offer to families. We can provide face-to-face support in schools and colleges, and on-line and over the phone support. It means we can help children and young people no matter where they live in the UK.

In 2022/23 we supported 5,435 children and families traumatised by crime.

We provided 6,237 individual support services tailored to meet each child's needs to help aid their recovery.

We take referrals from police officers, teachers, and anyone working in safeguarding roles. We also encourage families and young people to refer themselves through our website and Instagram account for young people @chat2embrace. We endeavour to build strong relationships with those responsible for victims services for young people and work with those services to reach as many children as possible to help ease their suffering. We believe support should be readily available to every child or young person who requires it.



# Supporting recovery

Embrace Child Victims of Crime is the only national children's charity that provides vital support services to all young crime victims and their immediate families to help them recover from their trauma, rebuild their lives and reach their full potential.

“Without Embrace, my child would still be sitting on her emotions and fears without the knowledge or confidence to speak or act upon them. Embrace have been invaluable to the healing of not only my child, but for our family too.

From a mum

”



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# Why volunteer?

When giving your time you deserve to get something back

You will:

- Gain new skills
- Make new friends
- Improve mental and physical health and wellbeing
- Give something back
- Improve your confidence



Volunteering is a great way to learn new skills, access training, increase your professional and personal experience and grow your CV. All of our roles offer different experience and you will receive full training for your chosen volunteer role.

**"One of the greatest gifts you can give is your time"**



# Embrace volunteer Sally said:

“

My children lost their father when they were six and I really felt there were not the services available out there to support them through such a harrowing experience.

It is something I feel really passionately about. I've always been good with people and so when I decided upon a career change counselling seemed the natural choice.

Joining Embrace was such an easy process. I received lots of support throughout. It was such an invaluable experience. When I finished my placement I applied for a job at the charity.

I really love being able to help children who have been through so much. I signed up for a half marathon so I could fundraise for Embrace too.

”

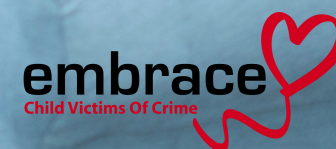




# Volunteer roles

We can offer volunteering, befriending and fundraising opportunities at Embrace.

- ① Maybe you'd like to organise a fundraising event, or join #TeamEmbrace and take part in a sporting or adventure challenge?
- ② Maybe you'd like to volunteer your time to give emotional support to children, or work in our head office working in an admin role.
- ③ Maybe you'd like to become an Embrace representative and help raise awareness of our cause throughout the community. You could run a stall for us at events to help raise awareness and vital funds in aid of our cause.
- ④ Or perhaps your company or organisation could share your business expertise to help our charity grow. Or maybe your employee's would like to volunteer their time to help support our cause?



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# Emotional Support Volunteer

## Can you help a child rebuild their life?

Often young people who have been victims or witnesses to crime just need someone totally independent to talk to. Someone who can help them work through their feelings and move on from what has happen.

### What you'll do

As an emotional support volunteer you'll spend a minimum of 2-3 hours a week speaking to young people on the phone about their feelings and help them overcome their trauma. You would need to be able to work for the same two-hour shift each week in six week blocks so you can support the same children each week providing a reassuring routine and consistency for those children.

### Where you'll be based

You will work from our HQ in Copse Court, Thorpe Wood, Peterborough. You will need to be able to commit to working the same shift each week for six weeks so you can support the same child.

### Your commitment to us

Becoming an Embrace emotional support volunteer requires training and an enhanced DBS check so all our volunteers are asked to commit to staying in the role for at least six months.

In line with safe recruiting, we also ask for 2x references, self-declaration, and disclosure information.

You would need to commit to a minimum of two hours a week. It would need to be the same two hours each week on the same day as you will be supporting up to three children each week for six weeks. You can change your hours or days once the support you are giving individual children is complete.

# Emotional Support Volunteer

## Who can volunteer for us?

We are particularly looking for people with a passion for and experience of:

- Working with families
- Helping young people and children
- Working in a team

Experience working in safeguarding or child protection roles is particularly welcomed but not essential.

## Key attributes

- Empathetic, ensuring every child knows they are believed
- Good listening skills
- Compassionate
- Patient
- Organised
- Warm and welcoming

## What you will get out of volunteering for us

- You will receive Embrace's specialist trauma informed emotional support (TIES) training.
- You will receive safeguarding training.
- You will gain experience providing emotional support to children and young people.
- You will receive regular and ongoing supervision throughout the whole time you volunteer with us.
- You will receive support from a supervisor who will be able to answer any questions you may have and support you with your cases.

## Making a difference

- Supporting vulnerable children when they need it the most
- Helping us to reach more young people in need of support



# Service Support Volunteer

This role will work across a range of Embrace services in order to ensure we are able to give timely support to our families and children.

## What you'll do

- Inputting to the charity's database referral details
- Contact with referrers and families
- Liaison with police and other multi-agency partners
- Support for the Child Advocates (case managers)
- Process applications for theme park family tickets
- Support the Toy bank
- Support the Dear Santa campaign
- General administration duties

## Where you'll be based

You will work from our HQ in Copse Court, Thorpe Wood, Peterborough.

## Your commitment to us

Becoming an Embrace Service Support volunteer requires training and an enhanced DBS check so all our volunteers are asked to commit to staying in the role for at least six months.

In line with safe recruiting, we also ask for 2x references, self-declaration, and disclosure information.

### Voluntary hours

By negotiation and are sessional, ie, mornings (9.30-12.30pm) or afternoons (1pm-4pm).

Successful applicants will need to commit to at least one/two sessions per week.

# Service Support Volunteer

## Who can volunteer for us?

We are particularly looking for people with a passion for and experience of:

- Working with families
- Helping young people and children
- Working in a team

Experience working in safeguarding or child protection roles is particularly welcomed but not essential.

## Key attributes

- Empathetic, ensuring every child knows they are believed
- Good listening skills
- Compassionate
- Patient
- Organised
- Warm and welcoming

## What you will get out of volunteering for us

### New skills

- You will receive full training.
- You will receive safeguarding training.
- You will receive support from a supervisor who will be able to answer any questions you may have and support you with your cases.

### Making a difference

- Supporting vulnerable children when they need it the most
- Helping us to reach more young people in need of support



# Business Support Volunteer

This role will work across a range of support activities and functions including, Finance and admin, Fundraising, Media and marketing.

## What you'll do

- Database management (inputting and updating)
- Preparing, packing and sending parcels to beneficiaries and corporate members
- Checking invoices and expenses
- Stock control – counting, adding and removing items
- Monitoring of relevant documentation i.e., Disclosure Barring Service (DBS)
- Support the Dear Santa campaign
- Support the Toy Bank
- General administration duties

## Where you'll be based

You will work from our HQ in Copse Court, Thorpe Wood, Peterborough.

## Your commitment to us

Becoming an Embrace Service Support volunteer requires training and an enhanced DBS check so all our volunteers are asked to commit to staying in the role for at least six months.

In line with safe recruiting, we also ask for 2x references, self-declaration, and disclosure information.

### Voluntary hours

By negotiation and are sessional, ie, mornings (9.30-12.30pm) or afternoons (1pm-4pm).

Successful applicants will need to commit to at least one/two sessions per week.

# Business Support Volunteer

## Who can volunteer for us?

We are particularly looking for people with a passion for and experience of:

- Working as part of a team
- Microsoft Office computer skills
- General administration duties

## Key attributes

- Organised
- Good communication and interpersonal skills
- Willingness to learn
- Commitment and reliability
- Respect for confidentiality
- Flexible approach

## What you will get out of volunteering for us

### New skills

- You will receive full training.
- You will receive support from a supervisor who will be able to answer any questions you may have.
- Practical work experience
- You will build on your existing skills

### Making a difference

- Supporting vulnerable children when they need it the most
- Helping us to reach more young people in need of support



# Other ways to get involved

1

## Donate raffle prizes

We are always in need of good quality raffle prizes to help us raise funds to provide our services. Anything from unwanted gift sets to bottles of wine and chocolates are always appreciated!

2

## Leave a legacy

To leave a legacy to Embrace CVoC please give our team a call on 0345 60 999 60 or email [support@embracecvoc.org.uk](mailto:support@embracecvoc.org.uk) for a no obligation, informal chat about how to leave a gift in your will.

3

## Follow us on social media

Follow us on Facebook, Twitter, Instagram and Linked In and help spread the word by liking and sharing our posts.

Don't forget to tag Embrace we love seeing your posts!

Instagram: @embrace\_cvoc  
Facebook: @EmbraceCVoC  
Twitter: @EmbraceCVOC  
Linked In: @EmbraceCVoC

4

## Join Easyfundraising.com

Raise money for free every time you shop online by registering on <https://www.easyfundraising.org.uk/causes/Embracecvoc/> It is very easy to do and can quickly add up!

# Easy fundraising ideas

Maybe you would like to volunteer your time to fundraise for us. There are many different ways you can raise money for Embrace. If you don't know what you want to do, we have lots of charity fundraiser ideas, sporting events and challenges to help inspire you. Whatever you choose to do, we'll support you the whole way.

Here are a few ideas:

**Birthday fundraiser** - This year, instead of asking for loads of presents make a real difference by getting your nearest and dearest to give a donation to Embrace. Facebook makes it super easy for you to use your birthday to raise money for a cause that's important to you.

**Organise a pub quiz** - Charge each person a fee to enter. Recruit teams and have a raffle on the night to boost the amount raised.

**Hold a bake sale** - this is a great way to raise donations at work! Don't forget to ask your friends and family to donate cakes to help too.

**Coffee morning** - Decide when and where to host your coffee morning and ask friends and family if they'd help you bake some cakes. You could also have a tombola to raise additional donations on the day.

**Sporting and physical activities** - Join #TeamEmbrace and take part in a sporting event. Whether you're a thrill seeker looking to do your first bungee jump, or a runner looking for a muddy, mountainous or marathon challenge, we have a packed fundraising events calendar ready for willing volunteers!





# THANK YOU SO MUCH!

Thank you for choosing to volunteer for us. It's because of volunteers like you that we're able to provide vital services to help children and families rebuild their lives after the devastating effects of crime, so thank you so, so much.

If you have any further questions please email us at [support@embracecvoc.org.uk](mailto:support@embracecvoc.org.uk) or call us on 0345 60 999 60.

We receive no direct funding from Government but with support from wonderful volunteers like you we aim to help more young people turn their lives around..

## HOW TO APPLY

Scan our QR code:



More information can be found at:  
[www.embracecvoc.org.uk/volunteer/](http://www.embracecvoc.org.uk/volunteer/)