

Giving Pinpoint Volunteering an added boost!

Introduction



[Pinpoint](#) is a well-established charity that helps parent carers of children and young people aged 0 to 25 with additional needs get the help and information they need and have their say in improving local services. There is a small staff team that rely on the support of a fantastic team of volunteers doing everything

from supporting other parents with a kind word and a cup of tea, to the trustee board who are responsible for managing and planning the future for the charity.

The need



Linda, the volunteer engagement manager was looking for resources and guidance in her bid to make the Pinpoint volunteer offer even more meaningful and appealing. As Linda says

"Looking after our volunteers is paramount"

What was done

Linda met up with a CCVS development worker and identified several workshops on volunteer management she felt would be helpful. These included Recruiting & Retaining Volunteers, Inclusive volunteering, Legal issues for volunteer managers and Supervision skills. Linda was then able to book onto these courses as they came up.



There was also an opportunity for Linda to access support on volunteering best practice and make use of the extensive online resources on the CCVS website.

The Impact/change

As a result of the training, the support and the online resources, as well as attending networking events Linda

- Reviewed and updated all the Pinpoint volunteering policies and processes
- Met lots of amazing people managing volunteers in other groups to bounce ideas off
- Gained even more enthusiasm and confidence for working with volunteers

Testimony

"I don't know what I would have done without all this guidance and training. It was informative and inspiring and there was lots of energy in the room. The training has given us a great health check I feel I know more about the policies and processes we need."