



Volunteer Centre Shetland
Market House
Market Street, Lerwick

Main Reception:
Tel: 01595 743900
Fax: 01595 696787
Email: vcs@shetland.org
www.shetlandvolunteers.org.uk



Welcome to the Autumn edition of Voluntary Voice. In this issue we are highlighting:

- the first anniversary of Market House, with a quick word from each resident organisation
- telling you about Make a Difference Day, how you can take part and Make a Difference, and the launch of the Shetland Community Portal Website: www.shetland-communities.org.uk
- encouraging volunteering organisations and other voluntary groups to take part in some free, local training
- finally we are taking the opportunity to remind you about what the Volunteer Centre can do for you, as an individual who might be interested in volunteering, as an existing volunteer (for example on a committee or in a community group), or as part of an organisation who takes on volunteers



Volunteer Centre Shetland:

Who we are and what we can do for you

Here is the Volunteer Centre Shetland team, from left to right: Laura Baisley is Training and Support Coordinator, Sue Beer is Volunteering Coordinator and Laura Singer is both Youth Volunteering Development Worker and Young People's Panel Worker.



You want to volunteer?

If you would like to come in and talk about volunteering, what you are interested in, what skills you have that you might like to pass on, what skills you would like to develop, and what opportunities for volunteering we may be able to place you in; phone, email or come in and speak to any of us, but especially:

Laura Baisley Tel: 01595 743910 Email: laura.baisley@shetland.org

You want to recruit volunteers?

Contact Sue if you would like to register your project with us so that we can help you to recruit volunteers. As well as finding you volunteers we can help you with support and training, and provide you with model volunteering policies and volunteer agreements.

Sue Beer Tel: 01595 743909 Email: sue.beer@shetland.org

You are under 26?

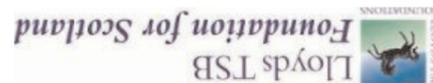
Laura Singer can help young people who want to be volunteers and can also tell you how you can be rewarded, through MV awards, for volunteering you already do. Laura supports Shetland's Young People's Panel, where panellists aged 11-25 give their views on local applications received by the Young People's Fund, one of the new funding programmes administered by the Big Lottery Fund.

Laura Singer Tel: 01595 743911 Email: laura.singer@shetland.org

Launch of the Shetland Community Portal at Make a Difference Day

Shetland Council of Social Service will be launching the Shetland Community Portal, a partnership project with Shetland Islands Council and Shetland Enterprise, at 11 am at the Make a Difference Day event (see back page). The use of web portals, and the ability to create their own website, means that community groups can easily share information and ideas, which helps them create local projects and promote these, to both a local and international audience. To quote Catherine Hughson, Executive Officer of SCSS: 'The system will enable any member of our community to join in and contribute their ideas, information and events to a wide audience. The potential for the portal to create new opportunities within Shetland Community and Voluntary sector is exciting.' Come along and find out about how your community group can be represented, and what it will mean for you!

Designed by Pixel Perfection



We gratefully acknowledge the funding given for this newsletter by:-

Centre, D.&G. Leslie, the Co-op and Bolts Shetland Ltd.
Harry's, Somerfield, A.L. Laine, The Camera Centre, Lerwick Building
Times Bookshop, Westside Pine, Anderson and Co.,



This is Ann Jamieson, our **Make a Difference Day** volunteer. She is coordinating our event on 28th October. You can meet her at Market House on the day. Added attractions include teas and coffees courtesy of the WRVS and the raffle, which will be drawn at 3.30, with some lovely prizes donated by local businesses: A return trip for two to Aberdeen with cabin from Northlink, £50 voucher for Monty's Bistro, Shetland hamper from Kildrummy and further prizes kindly donated by The Shetland

Further details.
Services will be launching the Shetland Community Portal, see inside for opportunities are available in Shetland for you. Shetland Council of Social will have the chance to come and talk to them to find out what volunteering at which volunteering organisations will promote their services, and you day. We are holding an event in Market House, between 10 am and 4 pm, Volunteer Centre Shetland would like to invite you to get involved with this

as the big ones.
It's about recognising that the small ways of helping are just as valuable as the big ones.
... there are lots of ways to help. Everyone has skills that they can share.

- read to someone with a visual impairment
- teach a skill such as reading, self-defence, car maintenance
- offer to walk a dog for a sick friend

little spare time on your hands...
Maybe you are reading this and thinking "That's all very well, but what could I do?" Well there are lots of things that you could do if you have a thousand volunteers were involved.

and raise awareness of volunteering; last year more than a hundred October 2006. Make a Difference Day is a national event sponsored by GSV (Community Service Volunteers). The aim of this day is to celebrate The UK's biggest day for volunteer action will be held on Saturday 28th

Make A Difference Day

Training Courses Delivered Locally

Volunteer Centre Shetland is offering two free courses for volunteer committees and other voluntary groups: Employing Staff and An Introduction to Organisational Structures. These courses will be delivered by Kathleen McGrath, and are designed to cover 'what you need to know' on the topics, with pointers to where you can get further information if you want more detail:

Employing Staff is a half-day course which outlines, in a straightforward way, the practical and legal responsibilities that volunteer committees and other voluntary organisations need to consider where they employ staff. Topics covered include: The role of the Management Committee, Disciplinary & Grievance Procedures, Dismissal, Redundancy & Resignation, Training & Development, Support & Supervision, Health & Safety, and Equal Opportunities.

An Introduction to Organisational Structures is a half-day course which outlines the different organisational structures that voluntary groups need to consider. This course will help groups decide the correct legal framework, and understand the liability of the people involved in managing the group. Topics covered include the legal structures of an Unincorporated Association, Company Limited by Guarantee, Co-operative, Community Interest Company and Trusts; the pros and cons of each legal structure will be covered.

Both courses are of 4 hours duration and can be arranged for a maximum of 12 delegates and a minimum of 4. These courses can be run on a very local basis (subject to delegate numbers) and there is no charge for attending. We do understand that people who volunteer on committees and in local community groups may well have a 'day job', family and crofting commitments, which might make travelling into Lerwick on a weekday an impossibility: this is why we are offering these courses **at a time and place to suit you.**

Please contact **Laura Baisley**, Training and Support Coordinator, to register your interest Tel: 01595 743910 Email: laura.baisley@shetland.org

The First Year at Market House - a Roundup from the Residents

Catherine Hughson, Executive Officer of **Shetland Council of Social Service** says: 'The benefit to Shetland Council of Social Service, with the completion of Market House, is that all the projects delivered by SCSS are now housed on one site. Having everybody under one roof makes the management and support of staff and the projects they deliver much easier, and also allows for economies of scale in the ongoing costs associated with running separate buildings. Many issues are quickly resolved because of the close proximity of a range of service providers and the diverse range of professionalism and skills that are now located in Market House. On a personal note I am delighted with the final outcome and feel that the one stop shop approach for the voluntary sector has raised our profile and that of the many of the organisations we support daily.' Tel: 01595 743902

There is a complete new team at **Volunteer Centre Shetland**: see the picture on the Volunteer Centre page. Sue Beer says: 'Being at Market House means that we have close contact with a number of volunteering organisations and their volunteers; and it is very handy to have rooms of different sizes available in the building for meetings and training.' Tel: 01595 743910



Hazel Anderson, the new manager of **Advocacy Shetland** said: "Moving into Market House has meant that we do not have the same worries about accommodation that Advocacy had previously. Another positive point is that our partner agencies (Disability Shetland, Crossroads Care, Citizens Advice etc.) are all in the same building, so that when clients visit one group for help/advice, they can be easily referred to others." Tel: 01595 743929

Mary Gifford and Karen Fraser are at **Crossroads**. Mary says: 'The benefits of having a large spacious and warm office without water coming in the room are obvious! The shared facilities in Market House are great and it is also much easier to organise training as we have a venue right on our doorstep.' Tel: 01595 743931/2

The Art Therapist at **Art Therapy Shetland** says: 'I have appreciated the smooth running, non-intrusive stance of the people/building whilst having friendly faces about.' Tel: 01595 743916

Community Mediation Shetland (a CAB project) has expanded since moving to Market House. The photo shows new staff member Katie Leask (left, below) with Alyson Keiller, who says: 'Community Mediation has felt well supported by the Market House setup, and enjoy both the room and the building, which are admirably suited to our needs.' Tel: 01595 743934



A counsellor with **Couple Counselling** says: 'Being able to offer our service from Market House, with all its other services, means that people can come in more anonymously.' Tel: 01595 692719

Leona Smedley (right), who joined **WRVS** just prior to its move to the Market House building says: 'The change coming into the new building was immediate, simply meeting people from other organisations became much easier and, through regular 'hellos', much closer contacts have been made than otherwise could have been. Joanne Bilton (left), our new project administrator, will never know the joy of trying to type with your jacket still on as you wait for the heater to warm up!' Tel: 01595 743915



Lynn Dalziel, project coordinator of the **Shetland Befriending Scheme** says: 'The move to Market House has been invaluable in providing an excellent resource for groups to use, as well as having the regular contact and opportunity to engage with other organisations and voluntary services currently resident and visiting in the building.' Tel: 01595 743907

Kellie Naulls, the new Co-ordinator of the **Moving On Employment Project** is pictured (2nd right) with the team including Mandy Grundon (not pictured) and Julie Reid (left) from Whalsay who has taken up post as the third Support Worker. Kellie said 'We have expanded our team which enables us to offer our services to more people in the Shetland Community. We would like to recruit more volunteers to support our clients during their work placements. If you are interested, please phone me.' Tel: 01595 743926



Gill Hession, Manager, **Shetland Community Drugs Team & Alcohol Support Services** says: 'I moved into Market house from my office in Harrison Square to enable me to be nearer the Drugs Team, situated further down in Market Street. The bright, spacious and quiet environment, coupled with the excellent facilities and surrounded by friendly and supportive voluntary sector colleagues, has proved invaluable in allowing me to concentrate on designing and developing drug (and, more recently) alcohol, support services to and for Shetland.' Tel: 01595 743925

Les Irving, Manager of the **Shetland Islands Citizens Advice Bureau** says: 'We had long outgrown our previous accommodation. The additional space at Market House makes it easier to develop and manage our growing array of services. There are many tangible improvements for clients, such as good disability access and much better waiting room and interview facilities. Our overhead costs have reduced because we now share a range of facilities and services with other resident groups. These savings are passed on to our existing funders and also make new funding bids more competitive.' Tel: 01595 694696

Colin McGhee of the **Disability Shetland** team (pictured top left) says: 'We have found numerous benefits of moving to Market House. Working under the same roof as many other voluntary organisations has forged better partnership working with other agencies, allowing us to offer our clients a better service. Also, being on the Council phone network and e-mail system means it is easy to keep up to date with what is happening in the Council.' Tel: 01595 743920



Val Walterson of **Shetland Pre-School Play Ltd** (centre, below) is seen here with new fieldworkers Kelly-Marie Anderson and Patti Wright. Val says: 'Market House has raised the profile of Shetland Pre-School Playgroup Ltd. Our new space gives a professional feel to our service'. Tel: 01595 743900



The Association of Shetland Community Councils are happy with the move to Market House. Wendy Fraser said: 'This new building has excellent facilities and accommodation, providing a good working environment. The close proximity of other Voluntary Organisations enhances these relationships and leads to better joint working.' Tel: 01595 743906