

# Voluntary Voice

News from Shetland's Third Sector  
Spring 2009



Welcome to the new look Voluntary Voice. You'll see that it's bigger, so that we can get a lot more in, and give you a larger and more readable font.

In this issue we include a number of ideas brought up by those who completed our survey on the Voluntary Voice:

- answers to frequently asked questions about volunteering
  - details of the services provided by the organisations in Market House
  - current volunteering opportunities with local organisations
  - forthcoming training opportunities for voluntary groups and volunteers
- as well as a What's On and What's New section in the centre pages, including details of our forthcoming Easter Fair in aid of Clan 123. We'd be delighted to get your feedback on this issue, and include a cut-out form for this purpose.

We would like to thank Kareen of Pixel Perfection for her design work in previous issues and wish her all the very best for the future.



Shetland Council of Social Service  
and Volunteer Centre Shetland  
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# Volunteering Opportunities

Do you have a few hours to spare?

Are you thinking of a career change, or would you like to learn new skills?

Do you want to help out using your previous experience?

These are some of the many volunteering opportunities available in Shetland right now!

## SUPPORT ROLES

### Befriending and mentoring

Four organisations are looking for "befriending" volunteers: for young people with additional support needs, for dementia sufferers and for people recovering from substance abuse; training provided.

### Witness Service

Supporting people who have to attend court in Lerwick; full training given and all expenses paid. You will need good communication skills.

### Telephone Volunteering

Anxiety Alliance, Alzheimer's Support and WRVS - need people to provide advice, support and befriending over the phone, from home; training provided and expenses reimbursed.

### Vision Shetland

providing information to public & specialists at new resource centre for vision impairment

## DRIVING, ESCORTING, SHOPPING etc

### Car owner/drivers

needed to transport elderly or disabled people to appointments - most parts of Shetland. Travel expenses paid.

### WRVS: Good Neighbours Scheme

volunteer to help with gardening, DIY, shopping.

## MONEY RAISING & CHARITY SHOP HELP

### Charity shops

need volunteers to help with sorting, pricing, ironing, serving customers. Some volunteers work in more than one shop. Hours are flexible - normally 2 hour shifts - by arrangement with manager and other volunteers.

### Collecting box collectors

needed in all parts of Shetland; deliver and collect donation boxes in your area.

### Fundraisers

required throughout Shetland for various organisations - National and Local.

## HEALTH & WELFARE

### Red Cross: First Aid

whether you want to be an active First Aider or support the team from a logistics or communications angle; full training is provided.

### Hyperbaric Chamber

the MS Society is looking for volunteers at the newly-refurbished hyperbaric chamber, to help people who need to use the hyperbaric chamber for health concerns. Training would be given.

### Red Cross: Therapeutic Care

providing therapeutic neck, shoulder and hand massage to older people in residential care homes and in Montfield Hospital; training and equipment provided. Also Fundraising and Shop opportunities.

### Shetland Voluntary Nailcutting Service

providing an essential service to the elderly and disabled to enhance their quality of life; this is an opportunity for volunteers to access high quality training, be part of a team and gain experience in care of the elderly.

## ACTIVE GROUP WORK HELPERS

### Rainbows / Brownies / Guides / Scouts

helpers required in various parts of Shetland. Great opportunities to gain experience in working with young people and learning new skills.

### Saturday Club Helper

Assist disabled young people up to age 18 to take part in various activities on Saturdays. Various locations, depending on activity.

### Shetland Triathlon Club

are staging events throughout Shetland in 2009 and are looking for stewards and helpers at the pool. Events are being held in February through to July.

## ANIMAL CHARITIES

require pet fosterers to provide temporary accommodation and care for unwanted and abandoned cats and kittens until new homes are found. Also to assist in re-homing animals, a cat shelter volunteer and to take calls on a helpline.

To find out more about these and other opportunities,

please contact:

Sue, Gwen or Kathleen at

Volunteer Centre Shetland

01595 743909 [vcs@shetland.org](mailto:vcs@shetland.org)



## What is Volunteering?

- giving your time and energy for the benefit of individuals, groups, the community or the environment
- something you do because you choose to
- you don't get paid for it, but you should be reimbursed for agreed expenses, for example your travel costs
- a way of getting involved in your community
- a way you can change things for the better: through civic engagement, lifelong learning, community regeneration, social justice

Pictured here are students from New Directions, who recently visited Market House to learn about volunteering and to find out about Market House and the organisations located here. If your group would be interested in a similar visit then please contact Volunteer Centre Shetland and we will arrange it.



## Why Volunteer?

- you'll get satisfaction from the difference that you make
- you'll meet new people and mix with folk you might not normally meet
- you'll learn new skills, get the chance to apply your own experience, face challenges and meet goals
- you'll enjoy yourself
- you'll improve your health - yes, research shows volunteering is good for you
- you'll gain experience and skills which can be useful in a change of career, going back to work or applying for a course at college
- you'll be a part of something bigger, playing your part to benefit Shetland as a whole

## If I volunteer does that mean I will miss out on benefits?

If you are on benefits, you can be a volunteer and, in nearly all cases, your benefits will not be affected (unless, for example, you receive a subsistence allowance). If you are receiving benefits you should always talk to Jobcentre Plus before you start any volunteering.

## What do you want to see in the Voluntary Voice?

In a recent survey of what readers wanted from the Voluntary Voice, suggested topics included current volunteering opportunities, volunteering in local communities, charity shops, music and childcare, volunteering with the disabled, with the elderly, with sports groups, volunteering as a means of getting back to work, and personal stories from volunteers. Well we can't do it all at once, but we do hope to cater for everybody eventually, starting with a regular slot on those opportunities that are currently available. Tell us what **you** want to see in the Voluntary Voice. Please fill in the form below, cut it out and send it back to the Freepost address at the bottom.

I would like to see the following topics/issues covered in future issues of the Voluntary Voice:

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Return to: (or just email: [vcs@shetland.org](mailto:vcs@shetland.org))

**Freepost RLXA-RELX-GYKY**  
**Volunteer Centre Shetland**  
**Market House, 14 Market Street**  
**Lerwick, Shetland ZE1 ODE**

# Easter Fair



Saturday 14th March, Market House  
**All proceeds to Clan 123**

Gift workshops for Easter & Mother's Day:

- \*card making \*weaving \*felt gifts
  - \*stone painting \*easter themes \*raffle
  - \*easter egg tombola
  - \*teas and homebakes
- 11 am to 3 pm**



## What's On & What's New

Third sector events coming up over the next few months; changes within local voluntary organisations & new services that they can offer.

### Vision Shetland

currently a working group concerned about the Vision Impairment service provision in Shetland, we are proposing to form a voluntary organisation. Its dual aim will be to support people in Shetland who have sight impairment and new initiatives by Social Services and NHS Shetland to improve services for vision impairment in Shetland.

The group has obtained funding through NHS Shetland to establish a resource centre at Market House; this will act as a source of information and advice and allow both the public and professionals to see and obtain practical aids for daily living.

Volunteers will be extremely important in carrying forward both the success of the Resource Centre and the wider work of the organisation.

If you are interested please contact:

**Volunteer Centre Shetland**

**01595 743910 [vcs@shetland.org](mailto:vcs@shetland.org)**



## MV Awards - have you requested your certificates?

The next MV Award ceremony will be held on March 23<sup>rd</sup>, before an invited audience; Tavish Scott MSP has kindly agreed to present the Awards.

This is a reminder to all those volunteer involving organisations with volunteers aged between 16 and 25 to ensure that they have registered with us for MV, that their young people are registered with us, and that they have completed MV Certificate request forms and case studies, as well as getting their timesheets to us.  
**Deadline: 9<sup>th</sup> March!**

**For help please contact:**

**Gwen Williamson**

**Youth Volunteering Development Worker**

**01595 743911**

**[gwen.williamson@shetland.org](mailto:gwen.williamson@shetland.org)**

## Learning Opportunities

### Courses for Community Groups and Volunteers

- Marketing to the Hard to Reach  
Saturday 7<sup>th</sup> March 9.30am-1.30pm Market House

**Check the website for dates for these courses:**

Committee Roles & Skills, Risk Assessment

Employing Staff for Voluntary Groups

Presentation Skills, Organisational Structures

Minute Taking, Making Funding Applications

OSCR - Accounts for Registered Charities

Website Design & the Shetland Community Portal

Report Writing

**<http://www.shetlandvolunteers.org.uk>**

Let us know what courses you need in your community group and for your volunteers. We will do our best to put on courses at a time and place to suit you, as long as there is sufficient demand.

**Contact Wendy Hand SCSS Development Worker**

**01595 743905 [wendy.hand@shetland.org](mailto:wendy.hand@shetland.org)**



## Couple Counselling Shetland

Relationships Scotland is a new charity formed through the merger of Relate Scotland and Family Mediation Scotland. Reflecting this change, the organisation formerly known as Relate Shetland is now Relationships Scotland Couple Counselling Shetland.

Within Shetland, Relationships Scotland Couple Counselling Shetland and Family Mediation remain as distinct, separate organisations, although both of them can be found at Market House.

Couple Counselling Shetland offer a chance for couples or individuals, who have problems with their intimate relationships, to speak confidentially and in privacy to a trained counsellor. This might be to work through difficulties in current relationships; to explore the effects of past relationships or to look at how to improve and enrich relationships for the future.

**To book an appointment please contact:  
01595 692719 ccshetland@tiscali.co.uk**

## Learning Opportunities for Volunteers Managers

Volunteer Centre Shetland and the Shetland Council of Social Service, in partnership with Volunteer Development Scotland (VDS), will be offering a range of VDS learning opportunities to help organisations and practitioners to develop good practice and address issues in working with and managing volunteers:

### **Developing Volunteering in an Organisation**

28<sup>th</sup> March, Market House, Lerwick, 10 am - 1 pm

### **Preparing to Recruit Volunteers**

25<sup>th</sup> April, Market House, Lerwick, 10 am - 1 pm

### **Designing Roles & Tasks for Volunteering**

6<sup>th</sup> June, Market House, Lerwick, 10 am - 1 pm

**Contact Wendy Hand SCSS Development Worker  
01595 743905 wendy.hand@shetland.org**

## Volunteers Week 2009

### Celebration and Awards event

Volunteers Week runs from 1<sup>st</sup> to 7<sup>th</sup> June and we will be holding an event to celebrate volunteering. We will be offering a buffet and rewarding the hard work of volunteers and voluntary groups in Shetland. As well as presentations from Shetland's volunteers, we would welcome any organisation's perspective on what they have gained from their volunteers.

### **Please help us with your ideas and nominations!**

We would like voluntary groups and other organisations with volunteers to contact us as soon as possible with nominations of their volunteers, both to attend the event, and to receive their award.

On the day we will also be consulting on your views for making this a bigger and better event for 2010 and the future.

See our website [www.shetlandvolunteers.org.uk](http://www.shetlandvolunteers.org.uk) and local press for further details, or

**Contact Sue, Gwen or Kathleen**

**vcs@shetland.org 01595 743909**



**Family Mediation Shetland** started up again locally just over a year ago, and now offer parents who have separated or divorced the opportunity to meet in an impartial and neutral environment to discuss and make decisions about their children, and find ways of working together, to ensure that their children can still enjoy positive relationships with both parents.

Three mediators have been trained locally and we hope another mediator will be recruited later this year.

Co-ordinator Shona Manson says:

"We are keen to extend the services we offer this year to include intergenerational mediation, consulting children in the mediation process and undertaking 'Parenting Apart' sessions."

**To find out more, please contact Shona:**

**01595 743859 Shona.Manson@shetland.org.**



## Carers Groups

Do you look after or take responsibility for someone who is frail due to age or ill health, or who has a physical or learning disability, mental health, drug or alcohol problem? Is this person a member of your family circle, your neighbour or your friend? Your valuable and important role is known as 'carer'.

**Central Carers Group** meets monthly on Tuesdays from 2.30 - 4 pm at Market House, Lerwick for talks, activity sessions, information sharing and advice. The group is also currently looking at establishing an outreach group in the North and more remote areas of Shetland.

Some of the activities planned for 2009 include:

- 17<sup>th</sup> March: Easter card making
- 21st April: Reflexology taster session
- 19<sup>th</sup> May: Trip to the Shetland Museum

If you are a carer and interested in attending a carers group please contact:

**Jo Jack 01595 743923 jo.jack@shetland.org**

**Westside Carers Group** meet roughly monthly at Wastview Day Centre, Walls.

The contacts for this group are:

**Maggie Drosso, Eileen Macleod & Fiona Sinclair**  
and you can contact them at: **01595 809352**  
**walls.surgery@walls.shetland.scot.nhs.uk**



## Shetland Bereavement Support Service

(Charity Registered in Scotland SC037783)

Sometimes the strong feelings and emotions associated with bereavement do not seem to improve as time goes on.

Shetland Bereavement Support Service provides a free, confidential service to any individuals who are seeking help and support after losing someone. Support Workers hold a Counselling Skills Certificate in generic counselling skills and some have also achieved a Diploma in Counselling. These volunteers have all received additional specialised training in Bereavement Support.

How the service can help you:

Perhaps you have nobody who is easy to talk to, or your relationships with others may be suffering as a result of the death. It is quite common to find it is difficult to concentrate on work or every day tasks. You may feel you are "just not getting over it"

It is at times like these that talking things through with someone else may help. Shetland Bereavement Support Service Support Workers are trained to listen and to help you to work through your grief.

The service is based at Market House, Lerwick where suitable rooms are available for clients and counsellors to meet and talk in confidence. Appointments can be made through referrals from doctors etc and you can also contact the service direct.

Contact details:

**01595 743933 9-5 Monday to Friday**  
(answer phone out of hours) **sbss@shetland.org**  
**www.shetland-communities.org/sbss**

## Neurological & Allied Conditions Support/Self-help Group

An informal group for anybody with a neurological or similar condition (such as Parkinson's Disease, Epilepsy, Motor Neurone Disease, AVM, Stroke, MS, Myasthenia Gravis, Devic's Disease, etc.) An opportunity to chat and support each other over tea and biscuits.

We meet at Montfield Day Hospital Sitting-room on Saturdays between 2-4:

Feb 28; March 14, 28; April 18; May 2, 16, 30  
June 13, 27; July 11

For more information please contact:

**Rorie Laidlay 01595 695147**

**Karen Angus 01950 431576/07766224685**

**MS Therapy Group Dates** (same time and place):  
Mar 7, 21; Apr 11, 25; May 9, 23; Jun 6, 20; Jul 4

# Services offered by Organisations Resident in Market House

(Contact details for all these organisations are listed on the back page)

## Advocacy Shetland

independent, confidential and free voluntary service which helps people have their voices heard

## Art Psychotherapy and Counselling

confidential, one-to-one service, occasionally working with groups

## Artsplay Shetland

coordinate artists' visits to Shetland pre-school settings

## Association of Shetland Community Councils, Administration Assistant

supports the work of the ASCC and attends meeting on its behalf

## Community Mediation Team: Dispute resolution

a free impartial and confidential means of addressing neighbourhood difficulties should a dispute or disagreement with a neighbour or other member of the community arise

## Community Mediation Team: Restorative justice

opportunity for people responsible for causing harm to take responsibility for their actions understand the wider impact and consequences and, if possible to make amends. It also gives the person harmed the chance to explain how they were affected and receive an apology

## Relationships Scotland Couple Counselling Shetland

offer a chance for couples or individuals, who have problems with their intimate relationships, to speak confidentially and in privacy to a trained counsellor

## Crossroads Shetland

provide trained Care Attendants to give Carers of vulnerable adults and children quality time to call their own to use as they wish

## Disability Shetland

support the efforts of disabled people to realise their full potential in all areas of life

## Family Mediation

help parents who have separated or divorced make arrangements for their children's future in a confidential, impartial and neutral setting. Mediation can also take place between different generations such as grandparents/parents or parents/teenage children

## Moving On Employment Project

provide help for people with health problems and disabilities or other barriers to employment to find and hold down work, also offer support, help in rebuilding confidence, advice on accessing benefits, helping to access training and assist in interview coaching. They focus on helping people find employment that is flexible to their needs; suitable to their skills and hopefully, something they enjoy doing

## Shetland Befriending Scheme

offer a befriending service to young people aged between 7-25 years. Referrals to the service are made through other agencies if the young person is under 16. The young people referred have been experiencing some sort of difficulty in their lives and befriending offers them some time out and a chance to have some fun with a responsible adult

## Shetland Bereavement Support Service

provide help and support to those who have been bereaved through the services of trained counsellors and a library of useful resources

## Shetland Council of Social Service

Shetland's Council for Voluntary Service, provide support, advice and services both to established voluntary organisations and new projects, publish the New Shetlander, process Children in Need grants, etc. Represent the interests of the third sector strategically at local and national level.

## Shetland Islands Citizens Advice Bureau

free, confidential, independent, impartial advice service

## Shetland Pre-School Play Ltd

provide advice, support and training on issues of good practice and management to all pre-school groups in Shetland. Provide two toy libraries, one of which is for children with additional needs, supply publications and produce a regular newsletter

## Volunteer Centre Shetland

place volunteers with volunteering opportunities, offer advice on volunteer policy and procedures, provide of training and support for volunteer managers and volunteers and administration of MV Awards for young people of 16-25

## WRVS

WRVS help older people get more out of life and combat social isolation.

## Market House Resident Organisations

| Organisation  | Phone:<br>01595 | Email address                    |
|---|-----------------|----------------------------------|
| Advocacy Shetland   | 743929          | advocacy@shetland.org            |
| Art Psychotherapy and Counselling                                     | 743916          | art.therapist@shetland.org       |
| Association of Shetland Community Councils                            | 743906          | ascc@shetland.org                |
| Community Mediation Team  | 743934          | alyson.keiller@shetland.org      |
| Crossroads Shetland   | 743931          | crossroads@shetland.org          |
| Disability Shetland   | 743920          | disability.shetland@shetland.org |
| Family Mediation  | 743859          | Shona.Manson@shetland.org        |
| Moving On Employment Project  | 743926          | kellie.nauls@shetland.org        |
| Relationships Scotland Couple Counselling Shetland                    | 692719          | ccshetland@tiscali.co.uk         |
| Shetland Befriending Scheme   | 743907          | befriending@shetland.org         |
| Shetland Bereavement Support Service                                  | 743933          | sbss@shetland.org                |
| Shetland Council of Social Service                                    | 743902          | scss@shetland.org                |
| Shetland Islands Citizens Advice Bureau                               | 694696          | sicab@zetnet.co.uk               |
| Shetland Pre-School Play Ltd  | 743917          | spp@shetland.org                 |
| Volunteer Centre Shetland   | 743910          | vcs@shetland.org                 |
| WRVS  | 743914          | shetland.admin@wrvs.org.uk       |
| <b>Reception at Market House: 01595 743900 reception@shetland.org</b> |                 |                                  |

On page 7 of this issue you will find a description of the services provided by each organisation, supplemented by more detailed information on each service in this and future issues.

## Market House Facilities

Market House is administered by the Shetland Council of Social Service. Market House acts as a voluntary sector hub for Shetland and includes all the resident organisations listed above. It also provides facilities for voluntary and community groups such as room and equipment hire and a drop-in centre for do-it-yourself administration and for the low-cost production of: minutes, newsletters, posters, flyers, correspondence, leaflets, sending faxes, etc. Also available is access to FunderFinder for help in targeting your funding applications to achieve more effective bids.

**The Shetland Community Portal** <http://www.shetland-communities.org/>

Has your group joined the Shetland Community Portal yet? It provides quick access to relevant material for Shetland residents and visitors, allows community groups a cheap and easy route to creating their own website, and provides information through the Community Toolkit.