

Volunteer Role Specification

Role Title: Fundraising Events Volunteer
Department: Fundraising
Date posted: January 2023

Role Summary:

Suffolk Mind's mission is to make Suffolk the best place in the world to talk about and take care of mental health. By supporting our fundraising, you can help make a difference to the mental health care right here in the county.

This is an exciting opportunity to support our charity using your enthusiasm and free time by participating in bucket collections in both East and West Suffolk, to help raise vital funds for our charity.

Attending events can be an exciting and varied post and is ideal for warm and friendly people, ready to greet willing donors with a smile and a heartfelt thank you. As bucket collectors, we are not allowed to do anything which could be perceived as applying pressure to the public – however, a cheerful face, a friendly 'good morning' as people pass, and a willingness to chat when people approach is important.

It is equally important to understand the boundaries around 'advice' and to be able to articulate clearly that you are a volunteer for our organisation, and to signpost anyone seeking advice or information to the right team member or literature. You will be given full training in how to do this.

Main Duties and Responsibilities:

- Support during organised bucket collections; these are typically at private venues such as supermarkets, ITFC Fan zone, Christmas markets, or other bespoke fundraiser events (we generally do not ask collectors to undertake street collections).
- Be willing to talk to passers-by in a polite and friendly manner
- Accept rejection and don't take it personally (although we find it doesn't happen that often!)
- Work with other volunteers and members of staff
- Wear an identifying t-shirt or badge to show you are volunteering for Suffolk Mind
- Be responsible for delivering the collection back to members of staff
- Avoid shaking of buckets as this is often frowned upon
- Liaise with the Fundraising Team attending our half yearly catch-up meeting (via Teams)
- Meet new people, build rapport, express sincere thanks, and where necessary, signpost them to find the support they need to improve and maintain their emotional, mental, and physical wellbeing



- Attending Suffolk Mind training to help you signpost to the right support
- On occasion, assist in the office to help get collection pots and buckets at the ready

Opportunities for further training to attend 'Cheque Presentations' or to assist at awareness events also exist

What we offer:

- Experience working with a professional organisation in an exciting team
- The opportunity to make a real contribution to our work
- Training and support from the fundraising team
- References for future employers

Skills:

- Lots of enthusiasm
- Smart appearance
- Polite manner
- Good verbal communication skills
- Reliable and committed
- Ability to work in a team
- Initiative

Where and When:

- Locations across Suffolk which will be pre-agreed with you (you are welcome to specify a preference for East or West Suffolk)
- Shifts of a minimum of 3-hours available across a variety of dates. As an indication, you are likely to be offered opportunities 3-4 times a year but we will keep in regular contact with you in between.

Enquiries to: info@suffolkmind.org.uk or 0300 111 6000