

# VOLUNTEER ROLE DESCRIPTION



**Volunteer Role title:** FORCES REPRESENTATIVE  
**Responsible to:** Regional Community Fundraiser  
**Responsible for:** Fundraising and Awareness (this is a NON-CLINICAL Role)

## Why does Combat Stress need me?

Combat Stress is the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen and women with mental health problems such as anxiety, depression and post-traumatic stress disorder (PTSD) through our intensive psychological rehabilitation services. The work we do is life-changing and often life-saving. No one else does what we do.

Forces Reps enhance the relationship between their respective military base and Combat Stress, to achieve mutually beneficial, fulfilling and rewarding relationships between their colleagues and Combat Stress. Income generation is key to our continued success and the support of volunteers enables us to raise more funds to support former servicemen and women, so that when a veteran is having a tough time, we're there to help tackle the past and to help them take on the future.

## How much time do I need to commit?

The role is flexible. You can give as much or as little time as you are able, we fully appreciate how busy you all are. However, we do ask you ideally commit enough time to build meaningful awareness and support on your base.

## What will I be doing?

### *With permissions gained from relevant base:*

- Act as the first point of contact on base for colleagues, peers, friends or family who may wish to get involved with Combat Stress.
- Help raise awareness of the charity and our work, champion our fundraising initiatives, and encourage colleagues to raise as much money as possible.
- Connect with fellow Reps at other military bases to swap ideas, share success and get to know each other better

## What skills and attributes do I need to have?

- A demonstrable commitment to Combat Stress' vision, mission and values.
- A genuine interest in helping our cause.
- Be willing to work within our policies and procedures is essential, including those related to Safeguarding others and Equality and Diversity.
- Positive and energetic attitude; motivated to raise funds for Combat Stress.
- Ability to build and maintain relationships and a willingness to work as part of a team.
- Strong organisational, verbal, and written communication skills and ability to work on own initiative.

- Basic IT skills with access to a computer and email. Experience of using social media desirable.
- Numerical skills and the ability to handle money.
- Previous fundraising experience or some connection with mental health services is desirable but not essential.

### **What are the benefits of volunteering for Combat Stress?**

- An induction to Combat Stress and its work, including training and appropriate materials to support you in the role.
- Ongoing support, advice, and guidance from the Regional Community Fundraiser.
- Learn and develop fundraising skills
- Meet new people and be actively engaged on your base
- Gain new transferable skills to improve your CV
- Have the reward of knowing you will be making a positive contribution to the lives of UK Veterans and their families.

### **How do I get involved?**

For more information please email [volunteer@combastress.org.uk](mailto:volunteer@combastress.org.uk) or contact your Regional Community Fundraiser and one of our team will be in touch. By emailing us you agree for us to contact you about volunteering in your community.

### **Conditions of Service**

- a. A volunteer will be invited to commence working for a trial period prior to either side agreeing to a longer-term arrangement.
- b. The arrangement is voluntary on both sides and either side can bring it to an end.
- c. Volunteers will be required to sign a Volunteer Agreement, a Volunteer NDA, and a Code of Conduct.
- d. Expenses. Combat Stress will ensure that there is a clear and accessible system to enable volunteers to be reimbursed for agreed expenses. Although volunteers are not paid for their time they should be paid for any essential out-of-pocket expenses. These expenses could include:
  - Travel
  - Activities they will be doing as part of their role
  - Essential equipment e.g. protective clothing.
- e) Insurance. Volunteers will be covered by Combat Stress Public Liability insurance while carrying out duties. This will be covered by the agreement each volunteer signs with Combat Stress. The insurance liability covers volunteers, the activities they will be doing and any age limits on volunteers (i.e. Over 18 years old)
- f) Health and Safety. Combat Stress will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with

the charity's Health and Safety policy. Where the role may involve additional risks, an additional risk assessment will be completed for this role to ensure safe working for the volunteer. Volunteers must take reasonable care of the health and safety of themselves and others and be willing to report concerns or any accidents or incidents.

- g) Equal Opportunities. Combat Stress will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible. Volunteers and staff will work in accordance with Combat Stress's Equal Opportunities Policy and will prevent discrimination on any grounds.
- h) Problems / Issues arising. Volunteers are not subject to combat Stress' HR policies; If a volunteer would like to raise a complaint / issue this should be treated independently and at a local level. Support from local managers may be required if concerns are linked to Incident Management i.e. highlighting a key area of concern that needs addressing.
- i) Ending a volunteering relationship / episode. When volunteers move on from their role at Combat Stress they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with their Manager or a member of the management team. On the basis of their voluntary work, volunteers will have the right to request a reference. Wherever possible, volunteers will be supported to move on to other voluntary or paid work.