



Registered Charity 1120342, Company Limited by Guarantee 6239170

Volunteers Information

What is Out There and what do we do?

Out There was established by the Daughters of Charity of St Vincent De Paul in 2006 to support families of prisoners across Greater Manchester. We support families on the phone, by visiting them in their own homes and by offering services such as Family Forums, Support Groups and Family Days at our centre in Old Trafford. 1230 families have benefited from the service since it was set up. Our services are flexible and tailored to the needs of families and we are the only organisation in this area that supports families of prisoners in their own homes. We provide a service that is respectful, responsive and there for all families for as long as they need it.

With the support of the family prisoners are less likely to reoffend. Yet the Criminal Justice System does not consider the needs of prisoners' families and no statutory support is provided for them. Our service aims to help families maintain ties with their imprisoned relative.

Out There's Services

- Unique home visiting service to families of prisoners across Greater Manchester
- Telephone information and support service for families in Greater Manchester
- Twice weekly outreach work at the Visitor Centre in HMP Manchester
- Support Group for families of sex offenders
- Family Days for parents and children
- Wellbeing Days for women
- Family Forum where families can raise their concerns with a governor from HMP Manchester

Why volunteer for Out There?

The families we work with sometimes have limited or no access to support from their own family and friends and little help or encouragement at a challenging time in their lives. By giving your time you will be helping them to feel less isolated, more supported and better able to support their imprisoned family member. You will also gain experience and skills that are transferable in work and personal life and have the opportunity to meet new people.

What volunteers mean to the families we support

“Practical help and support given freely by someone who seemed to know what was needed in quite dark times and yet rejoiced with my family in the happier moments that did eventually follow”

“We met at the Visitor Centre. She was an excellent listener and provided support and understanding at an extremely traumatic time”

What the experience means for volunteers

“All the stops are pulled out in the lead up to Christmas, wrapping and delivering presents to families. We want the families to have something we ourselves would like to receive. It is a heart-warming task and I look forward to it every year”

“My roles are varied and enjoyable. The driving work is thought-provoking and the work is interesting”

“It’s good that Out There invites volunteers to events and they do keep in touch with their volunteers and look after them”

Out There’s commitment to volunteers

Our volunteers are part of our team. Without their dedication and commitment which they give generously, we could not run our service. Out There is committed to looking after the volunteer team. Below are some examples of how we do this:

Support – when you volunteer with Out There you will be joining a team that is supportive where everyone helps each other. You can talk to your manager at any time about your concerns. An annual review is also held with all volunteers, which is an opportunity for you to give your views on your experience of volunteering with Out There.

Training – induction training gives an introduction to the organisation and its safeguarding, lone working and confidentiality procedures. We also periodically run ‘Hidden Sentence’ Training for staff and volunteers, a one day training course, which gives an overview of the issues for prisoners’ families and the resources available to help them. Volunteers also join other training organised for the team.

Expenses – volunteers are encouraged to claim for work-related travel and mileage expenses (we pay bus and train fares and mileage at 45p per mile)

What does it take to be an Out There volunteer?

Are you able to be a trusting friend to families going through the experience of imprisonment of a family member?

Are you able to empathise and be non-judgemental and compassionate?

Can you give a regular commitment to volunteering with us for at least 6 months?

What do Volunteers Do?

A number of different roles are available:

Office Support – you will work in our office on a rota basis, answering the phone, welcoming visitors to the centre and helping our small staff team with basic office tasks. There may be times when you are on your own in the office.

Family Befrienders provide encouragement and support to families by visiting them regularly in their own homes or meeting them at a place of their choice. When you have received training and been introduced to a family you will be able to undertake visits on your own. You need to be able to commit to visiting the family regularly (around once a month). You may be accompanying the family to appointments, giving information on services and helping with form filling. It is not essential to have a car, but it is helpful. We will try to match you with a family near to your home, but as Out There supports families across Greater Manchester, you may need to travel.

Driver – you will take families or individuals to prison or to appointments or give them a lift to enable them to attend events and activities at our premises. You need a current driving licence, a roadworthy car and insurance to cover you for driving for a charity.

There are also other opportunities to get involved:

Outreach – information and support to families visiting Manchester Prison

Involvement in **Family Days and Wellbeing Days**

Being a member of our trustee board or joining a sub-committee (current committees are 'Services', which deals with training and volunteering and 'Finance')

Fundraising for Out There – in this, our 10th anniversary year, we are particularly keen to build up a team of people who are interested in participating in fundraising activities such as charity walks and runs and other events, which will raise money for Out There

If you have any other specific skills not mentioned here that you feel may help us, please let us know. All help is greatly appreciated.

Where does volunteering take place?

Family Days and Wellbeing Days and the office run from our premises, 2A Powell Street, Old Trafford, Manchester M16 7QQ. Office support is currently required on Fridays, Family Days and Wellbeing Days are held every 3-4 months

Driving roles are across Greater Manchester. Occasionally families may need transport to prisons a little further afield. If this occurs it will be discussed and agreed with you on an individual basis.

Outreach takes place at the Visitor Centre of Manchester Prison, Southall Street M60 9AH (weekday afternoons or Saturdays)

How do I become an Out There volunteer?

Step 1 - Read this information

Step 2 - ask yourself – am I happy with the information I have? Are there other things I'd like to know? Is there anything I'm concerned or worried about? If you do have questions or want an informal chat about the volunteering opportunities please phone or email and we will try our best to help. We are happy to discuss your hopes and expectations or to meet with you informally at any point

Step 3 - fill in and return the application form to us by email or post

Step 4 – we will invite you for interview. Bring with your National Insurance Number and Driving Licence, Passport or other photo ID.

Step 5 – we complete background checks and take up two references. We may require a Disclosure and Barring Check (DBS). If you don't have a current DBS Check we can organise and pay for this on your behalf.

Contact Details

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