

# Volunteer Roles at DLAG

## Store Volunteers

Store volunteers are the lifeblood of DLAG and our model is brilliantly unique. Friendly volunteers supervise our tables at stores and let customers know what is needed on their way in and thank those who donate on the way out. Knowing what items are needed makes it easier for people to donate and means no wastage either. A small uplift in hours covered can lead to a significant rise in numbers of people we can support. Shifts are either done alone or in pairs and range from 1.5 to 3 hours in length, depending on the store.

## Delivery Drivers

Our drivers use their own vehicles to collect food from the hub in Wimbledon and distribute to those in need around our three boroughs. Usually, the shifts are 1 to 1.5 hours long and will cover three or four addresses. Drivers get a real feel for the impact of what DLAG does as you come face to face with the people needing our support. A DLAG DBS is required, which we pay for. Sometimes drivers will collect food from stores. In addition, we are looking for additional drivers of the DLAG van. Some manual handling/lifting is required for drivers.

## Hubsters

The Hub is seen as where a lot of the magic happens. It is normally fast moving and a really enjoyable volunteering atmosphere. Food comes into here and the hubsters prepare the one week food boxes and bulk orders for our referred clients and partners, such as foodbanks. Most people do a set time each week, which is really welcomed.

## Store Leaders

Store Leaders are Hidden Stars within the whole DLAG operation. They do what they can to make sure that as many shifts as possible are covered and to make sure that the store volunteers understand what is required of them. We almost have a full quota of Store Leaders but we would welcome, in some cases, understudies and people who could move into Store Leadership when we open new stores or existing Store Leaders become permanently or temporarily unavailable.

## Onboarders

Without the Onboarders we wouldn't have volunteers. They make sure that volunteers know how to book shifts and get fully onboarded so that they can be as useful as possible and as happy as possible in their volunteering. Much of what they do is about submitting necessary links, paperwork and contacts to new volunteers.

## Welcome DLAG

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The Welcome DLAG team is a really important new team. This team conducts group intro calls twice a week. They use an agreed structure but can input their own style to share information on the need for and impact of DLAG volunteering as well as answer questions the new volunteers might have. We are looking for additional people to run these intro calls, so that we can meet the two per week requirement and prepare for an uplift in volunteer numbers once the volunteer marketing campaign ramps up.

## Leavers

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Understanding why volunteers leave DLAG is crucial for us, as we seek to make the whole experience as positive as possible. This new team will reach out to those leaving and ask why. Often the leaver's issue will be "fixable" and the leaver could be encouraged to rejoin. We would use this information to improve the experience.

## Marketing

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Our marketing team is central to everything we do. They help to create awareness, attract volunteers, raise funds and much, much more. We are looking for people who can help in all marketing disciplines from PR to graphic design and from blogging to social media reels and many roles in between. If you would like to contribute to our high energy and varied marketing activities, we'd love to hear from you.

## Help Line

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We are looking to relaunch the Help Line to better manage the distribution of enquiries. The whole Help Line structure is up for discussion. In the first instance, please get in touch if you feel that you might be interested in helping to plan an efficient operation or alternatively if you would be happy to take calls on Help Line shift. We tend to get between a couple and a dozen calls a day.

## Newsletter Team

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Our newly revamped monthly newsletter aims to attract and engage volunteers, encourage increased involvement and better highlight DLAG activities to the whole community. We are looking for volunteer writers, editors, proofreaders, designers, email specialists and project coordinators to support the team on a monthly (preferable) or ad-hoc basis. We want to ensure that we produce exciting, engaging and eye-catching content that people want to read!

## Research

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We have many research tasks. From compiling lists of community events, to identifying marketing channels for attracting volunteers, to listing potential funders and much more. If you have a couple of hours or more a week to help on research tasks let us know.

## Event Team

DLAG events are a vital part of the whole fundraising and awareness strategy. We run sleep outs, family fun days and have more exciting events being planned. We are looking for volunteer Event Directors, Managers, Team Members and people who can help make our event team continue to rock. We have already had some outstanding successes, such as raising £75,000 at the 2022 Big Sleep Out. Help us take our events to the next level, whether that is looking after a DLAG stall at the Wimbledon Village fair or helping with our own brilliant events.

## Fundraisers

We are always looking to work with experienced charity fundraisers. If you have experience in donor acquisition, management and funding proposals or other aspects of fundraising we'd really like to hear from you.

## Corporate Outreach

Corporate volunteering is becoming increasingly popular. Companies very often allow staff to volunteer for local community projects. We are already benefiting from this. We would like to build a corporate outreach structure and team where we build strong relationships with local businesses and help them to support DLAG in terms of both volunteering and, at the right point, financial support, if appropriate.

## Partner Outreach

As a community organisation we have many partners, including social services and schools who refer people to us. And we work with schools for various initiatives, such as "Foodbank Fridays". We are keen to make sure that our partnerships are as good as they possibly can be. So we will need people to look after certain current partnerships and to build then manage others.

## Keep Kids Connected

We are always looking for drivers, to collect and drop off devices, IT specialists, to help wipe devices and restore to factory settings and coordinators.

## Furniture

The Furniture team is always looking for people to help with van driving and van driver support, basic maintenance in our new Furniture Hub, sourcing stock and handling referrals, along with other administration.

## Miscellaneous

1. *Survey Monkey Specialist*  
We are looking for somebody to put together surveys, with experience of Survey Monkey.
2. *Infographics*  
If anyone has good experience of producing high quality infographics, we'd love to hear from them.