

# Make a difference & volunteer at Feathers Futures



Bringing light to the darkest days

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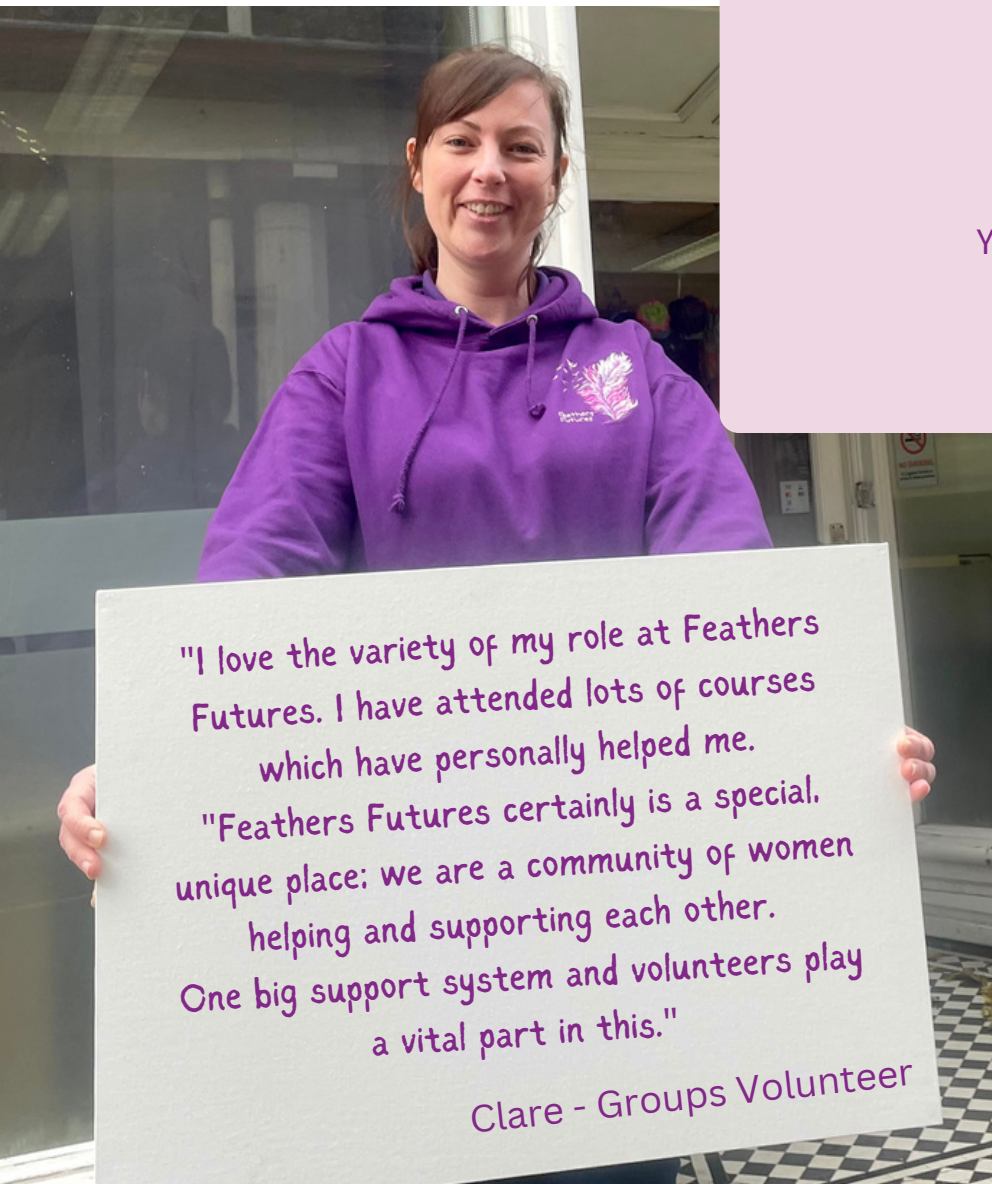
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"I love the variety of my role at Feathers Futures. I have attended lots of courses which have personally helped me.

"Feathers Futures certainly is a special, unique place: we are a community of women helping and supporting each other. One big support system and volunteers play a vital part in this."

Clare - Groups Volunteer

# Hello!

## A warm welcome...

**A warm, inclusive welcome  
awaits everyone at Future Feathers.**

This is the only support service like Feathers Futures for women in the area. Together we consider ourselves a family, a team and our volunteers play a massive part in this. We offer a range of rewarding, flexible, and fun volunteer opportunities that are carefully matched to the individual to ensure you enjoy, grow and make a difference through your role.

We are rightly proud of our volunteers, the training and guidance they receive and the help and support they offer in their vital role in our organisation.

Our volunteers share their time, experience, skills and enthusiasm within various roles, and we wouldn't be Feathers Futures without them. The team believes volunteering is a two-way partnership; that's why we invest in you.

Volunteering at Feathers Futures is a great way to learn additional skills, make new friends and gain satisfaction from giving back to your community while making a positive difference in the future of women across Great Yarmouth.

I appreciate your interest,  
and I genuinely hope this is the start of your volunteering role at  
Feathers Futures.

Jo Critch

Founder & Manager at Feathers Futures.



# Supporting women across Great Yarmouth



**We are a small charity making a BIG difference in women's lives across Great Yarmouth.**

Founded in 2018 to bridge the gap in providing an immediate safe space, Feathers Futures is unique in its easy-to-access location, instant, friendly, safe haven and on ongoing support, we offer women across Great Yarmouth.

We aim to be a place for women to come and make friends, socialise, learn new skills and receive support.

Feathers Futures brings women into a connected community group, providing a safe, non-judgmental environment. As a result, women can have a voice and express feelings while being heard and understood.

Supported by a mix of fantastic volunteers and staff, we offer a range of expertise to help women to create a brighter future. Over the years, we have created enjoyable small groups, including drop-in sessions, counselling, domestic abuse tool kit, Feathers Friends, classes and groups, a book club and art sessions.

Through our small groups and varied tailored programmes, Feathers Futures are proud to have helped create a better future for hundreds of women each year.

*Feathers Futures is an excellent community resource, and I signpost many women to your service.*

*Thank you for being such an excellent service in our community, I refer ladies to you often, and I know they will get the endless kindness and care they need to get back on their feet."*

Health care professional

# Our vision, mission & values

## Vision

For women in our community to feel safe, valued, and free to be themselves. To know that there is an organisation they can turn to when they need help and know they aren't alone.

## Mission

To provide a safe space for women to come together and support each other at their own pace. We aim to help women build confidence and resilience and develop friendships in ways that work for them. Our collaborative, co-produced services include social groups, specialist support, peer mentoring, signposting and courses.

## Values:

At Feathers Futures I... *'Feel at home'...* *'Found my safe space'...* *have 'space to be me'.*

To listen and provide trust, dedication, support, and community.

# Why volunteer?



## Make a difference.

By volunteering at Feathers Futures, you will be part of a team that makes a positive difference to women across Great Yarmouth.

In turn, you will make new friends, learn new skills, and achieve satisfaction by giving something back. Plus, it's great to add to your CV and can give you something else to discuss in interviews.

The team at Feathers Futures provide enjoyable practical training and mentorship, which will help you in your role and give an insight into the fantastic work of Feathers Futures.

Everyone has different skills and can make a difference!

## What would you like to do?

There is a wide range of roles available. You may have already decided what you would like to do; however, there may be something you can do that you have not considered. Please let us know if you want to expand your skill set and try something new.

Some examples of roles are:-

**Admin Support** - general office duties including filing, laminating, shredding and tidying, reception cover, welcoming people, answering phones, and basic computer input.

**Feathers House Cleaning** - help create a safe, clean and welcoming space for those visiting Feathers Futures.

**Group Support** - join a group with a facilitating staff member, be a listening ear, offer support and guidance to attendees, make refreshments, and set up & tidy away groups.

**Community Champion** - be a voice and ambassador for Feathers Futures and foster relationships in the community. Attend events, speak about the charity, collect and distribute collection tins, and create and run fundraising events.

**Create a new role** - there may be a role we still need to consider; please contact us if you have skills that can help us in a specific area.

Have an hour to spare? Join our **Micro Volunteer Programme** - we have a range of short-term, low-commitment opportunities that provide you with variety but are equally valuable to Feathers Futures. Please get in touch to chat further.

# What our ladies say...

*"I find that everyone is very inclusive to everyone who comes to Feathers and to who works here. They are extremely good at not judging people who they are or what struggles they may have. For example, I am on the autism spectrum, and I don't get treated differently; I'm just given extra support if I need it."*

*"Thank you for the kind words and support and for helping me grow. Feathers Futures have supported me so much. I am forever thankful. Thank you for facilitating my counselling - which has supported me in many ways. Most importantly, thank you for being a safe place, free from judgement and full of warmth and love."*

*"No judgement, so much encouragement is given, self-confidence built, and plenty of groups where people can make friends achieve certificates (which I would never have got without this help of Feathers). With the help of Jo I am a walk leader as I was put on a course. Again I wish I had more time. They also kept us women going through the horrid lockdown too. I'd be lost without them."*

We welcome all women at Feathers Futures. We are women supporting women in an individual, person-centred way. We come together as a group whilst recognising that we are individuals, and so is our journey. We want you to feel safe and respected and be yourself when you are here. We want anyone coming to Feathers Futures to work with us to keep this commitment.

# Hear from our volunteers



*"I've used Feathers Futures myself, and now it is nice to give something back. Volunteering has given me confidence, got me out of the house, and made friends. I absolutely love it here; it is such a peaceful place. It's a great place to meet people and have a chat, and I've made loads of different friends.*

*To anyone thinking about volunteering - I'd say - go for it! I've learned so much I've passed 35 courses since I've been here, from safeguarding to first aid, fire safety and more.*

*My most memorable moment is learning how to crochet and making this blanket."*

Lucy, Project Volunteer

*"My role is supporting the groups and providing a listening ear. We all bounce off each other in the groups. I love the variety of the role; it's fun, and every day is always different.*

*I would describe Feathers Futures as a community of women supporting each other. We are a valuable support system. Or, if we can't help them directly, we can point them in the right direction.*

*I love being a volunteer, the variety, learning, meeting various people and making a difference."*

Claire Group volunteer

*"The environment at Feathers Futures is so warm and welcoming, the staff, the volunteers, in fact, the whole ethos. The moment I walked in the door, I just felt comfortable.*

*I came here originally on a placement while gaining my qualifications, and I'm still here volunteering. That says a lot.*

*Feathers Futures is inclusive, warm and understanding.*

*Anyone who is thinking of volunteering, go for it!*

*It's so rewarding whatever role you play. It changes you; it changes your perspective on life. Feathers Futures is a very compassionate, unique place. It will always have a special place in my heart."*

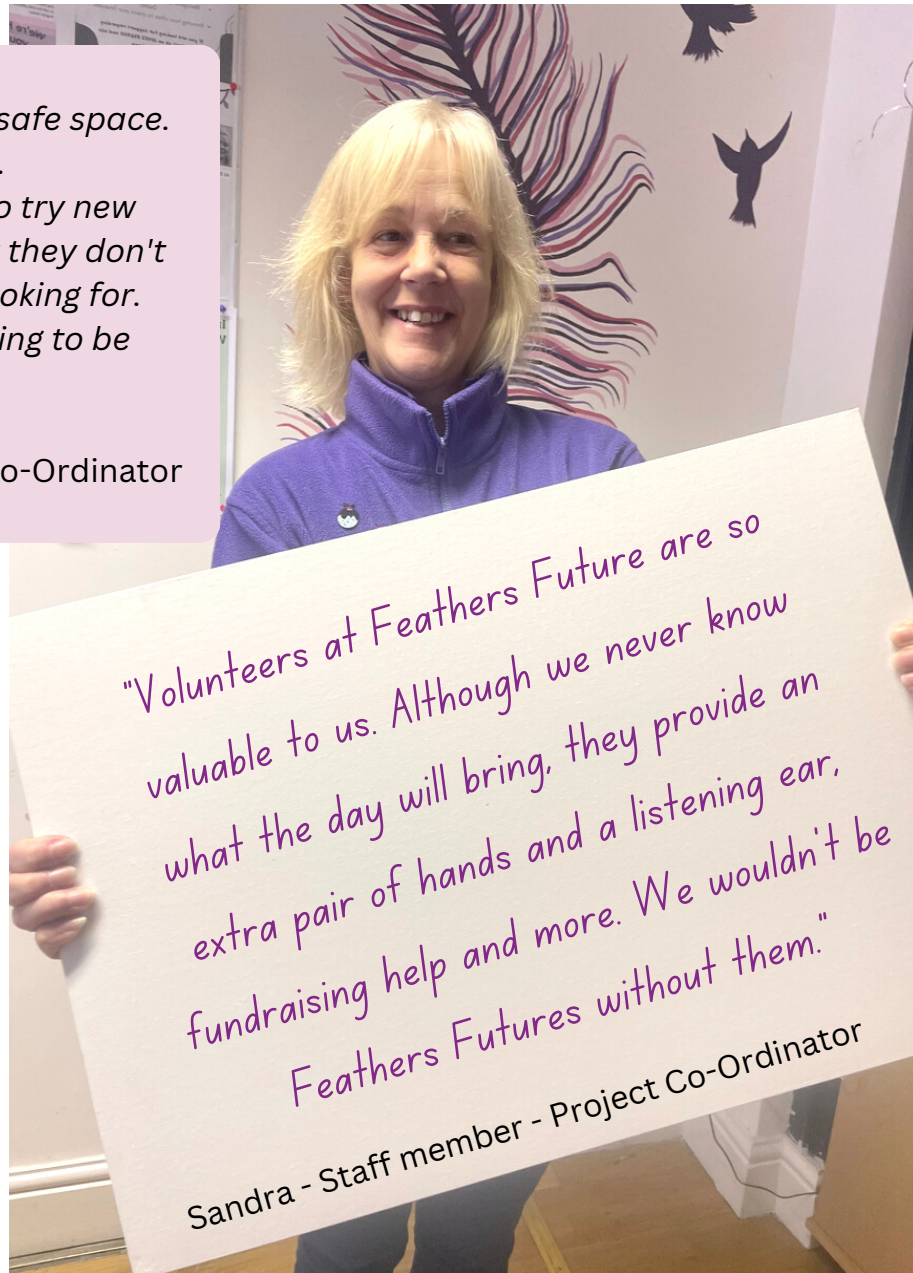
Nicola Volunteer Counsellor.



# Hear from our staff

*"Feathers Future is a non-judgemental safe space.  
We don't put people in a box.  
We give volunteers the opportunity to try new things and see what they like and what they don't like. So you might find what you are looking for.  
Skills that are sitting inside, just waiting to be discovered."*

Sandra - Project Co-Ordinator



*"Volunteers at Feathers Future are so valuable to us. Although we never know what the day will bring, they provide an extra pair of hands and a listening ear, fundraising help and more. We wouldn't be Feathers Futures without them."*

Sandra - Staff member - Project Co-Ordinator

*"I run some of the arts and crafts groups. Arts and crafts are so good for mental health.*

*They are an opportunity for our ladies to leave their woes outside the door, have some fun, talk and believe in themselves to try new skills. Volunteers are vital in these groups. They encourage, listen and bring new ideas."*

Debbie Project Co-Ordinator

*"Volunteers are the backbone of Feathers Futures. They selflessly give their time, energy and compassion. From the moment a lady walks in the front door, needing some support, to the moment they leave, our volunteers offer a warm drink, a listening ear and a helping hand. "*

Donna Baldwin, Chair of Trustees

# Getting started

We welcome volunteers from various backgrounds to ensure that everybody has a chance to contribute to Feathers Futures and gain personal and professional experience along the way.

Getting started as a volunteer at Feathers Futures is a straightforward process. However, there are some key steps to take before you begin.

We invite all volunteer applications to meet us and have an informal chat where you will have the chance to learn more about Feathers Futures. We also talk about your skills, experience, achievements and motivations to ensure that together we find the best role for you.

## Disclosure Check

You will be asked to complete an enhanced disclosure check. (DBS) The Future Feathers staff can help you with this.



# Your questions answered



- **Do I need previous experience?**

No, we support volunteers through our volunteer training and mentor programme.

- **How old do I have to be?**

Over 18, and there is no upper age limit.

- **Do you have group/ workplace volunteer projects?**

Yes. As a dynamic organisation, our needs at Feathers Futures are constantly changing; please get in touch to learn more about current group projects.

- **Am I insured?**

Yes. We hold Public Liability insurance for all volunteers.

- **I have a disability. Can I volunteer with Feathers Futures?**

We offer a range of opportunities and work hard to ensure we can provide opportunities to anyone, regardless of background.

- **What are the time commitments?**

We have lots of roles available and commitments starting at 1 hour in our Micro Volunteer Team.

If you have any additional queries or would like to chat further about volunteering opportunities, please do not hesitate to get in touch.  
Our contact details are on the next page.

# More information?

## Code of conduct

All volunteers are expected to conduct themselves responsibly and safely, adhering to Confidentiality Policies and not acting in a way that could put themselves or others at risk. Feathers Futures have adopted an Equal Opportunities Policy for all volunteers and staff. We strongly believe that all should be treated equally and no one should be treated less favourably than anyone else because of their gender, marital status, sexual orientation, social class, race, ethnic origin, religious belief or disability.

As an organisation, we can learn from diverse cultures and perspectives and are therefore committed to diversity in all areas of our work.



We openly welcome volunteers.

Please feel free to get in touch for an informal chat or more information. Alternatively, please scan the codes, follow the links or call us to learn more.

[www.feathersfutures.org/volunteer](http://www.feathersfutures.org/volunteer)



[Feathers Futures](https://www.facebook.com/feathersfutures)



Instagram

[Feathersfutures](https://www.instagram.com/feathersfutures)



[www.feathersfutures.org](http://www.feathersfutures.org)

Email: [volunteer@feathersfutures.org](mailto:volunteer@feathersfutures.org)

Address: Feathers House: 25-26 Hall Quay, Great Yarmouth NR30 1HP

Telephone: 01493 268222

*"To anyone thinking about volunteering.  
Just go for it! Come along and find out all about us.  
We are a friendly group!"*

Claire - Groups volunteer

