



Thank you to volunteer Bob—pictured here with some of the Young Carers he supports. He is proudly displaying his Volunteers' Week thank you certificate!

Volunteer Gallery



Volunteers support the Young Carers workshops which are held monthly for a couple of hours. They provide skills to build resilience in the caring role and offer respite. They are held across the county in each district.



“It has been a pleasure helping in the background at the Workshops and activities, time given and laughter is always a good thing” ~ Ruth

I decided to become a volunteer for Imago because I wanted to offer my spare time to help young people. I have enjoyed having the opportunity to volunteer on short breaks for disabled children and our visit to the Royal Engineers museum and I have also volunteered with the young carers club. I used to be a young carer myself and wanted to help out because I know that having somewhere to go where you could meet other children in similar situations was beneficial for me as a young carer and it was nice to get a break from every day life, so I wanted to volunteer my time to something that meant a lot to me. I am currently studying to become a counsellor and I would eventually like to be a play therapist. ~ Kelly

I have been volunteering for Kent Young Carers since November last year, where I help support the monthly Kent Young Carers workshops.

As an Imago Young Carers Volunteer I have been able to build my understanding, skills and experience of this sector. It is great fun, and hugely rewarding feeling that you have made a difference, even in a small way, to their lives and that of their families.

I started volunteering for many reasons, but if you asked my now why I volunteer for Kent Young Carers - its because the kids make my day - every time! ~ Janet

I enjoy volunteering because it is such a joy to see the kids having some fun as well as some free time. They are also learning how to manage their feelings and how to keep themselves safe, with some practical sessions, which it has been a privilege to contribute to. Their artistic expression when exploring feelings or concepts, are varied in ability, but always interesting. I have learned quite a bit from them, including new games which usually involve a lot of noise and running around, relearned how to ice-skate and incredibly, how to “Floss!” I had never been to a pantomime before I joined Imago as a volunteer, now I have seen two and helped at the Christmas parties.

I have found volunteering to be fun, varied, interesting and enlightening. ~ Delly





You may not realise but our Board of Directors all volunteer their time and skills to support the governance and strategic development of Imago

**A huge thank you to
Paul, Ed, David, Dani, John, Elizabeth, Bill, Laura & Andy!**

The Senior Management Team

“As someone who has worked on the Board of Imago for a number of years, I am so proud of the work we do in our communities. It’s a privilege to work with such brilliant staff and volunteers who give and achieve so much” Laura Ellis – Trustee

“Volunteering as a Trustee with Imago has enabled me to apply my skills and experience as a lawyer in a different and very rewarding way”
Ed Weeks–Trustee



Business Volunteers

We are lucky to be supported by local businesses during the year:

Osborne supported the Young Carers Festival last October by releasing their staff to attend the two day event. They joined in with the activities in true Osborne style.

EPG Health have provided a team of enthusiastic staff to volunteer at the Festival and also collected Easter Eggs for the Young Carers.

Cripps have provided our apprentices with work experience opportunities and mentors to support their roles.

If your business would like to help please contact:

volunteering@imago.community

DIAL 2 DRIVE

There are a dedicated and growing team of over 80 volunteer drivers who share their time freely to take local older or less mobile people to their medical and social appointments.

I am always amazed by the dedication shown by the drivers, going above and beyond to make the lives of those they transport a little easier.

~ Josh Parsons, Service Coordinator, Dial 2 Drive



Dial 2 Drive does a wonderful job helping older people (such as me) to get out and about, see places and make new friends. Good wishes to you all. Keep up the good work.

~ Mrs H

With my very grateful thanks to all the wonderful drivers that look after Mum so well. You have a major role in making her life so much more positive, full and exciting.” ~ Mrs P

Thanks to the team of office volunteers taking the calls to book and arrange the drives there have been a staggering 5,000 bookings taken in the first 6 months of 2018!

Since last Volunteers Week the team welcomed new office volunteer Kevin, who has just left as has a new job. Marilyn has taken on the role of coordinating the Sevenoaks Lions trips as well as escorting the minibus for the trips.

Thanks to Sue, Laura, Martin, Paul & Kevin for your time, enthusiasm and cheerful phone skills.

We have a fantastic team of volunteer drivers who often go above and beyond what is expected of them.

This year one of our drivers called round to pick up a lady and when there was no answer she went to investigate. The post was still in the letterbox and the kitchen blind was still drawn. A first floor bathroom window was open and when our driver called for her she heard groans. She knocked on the door of a neighbour who brought a ladder and another neighbour climbed in the window and opened the front door. They found the lady on the floor in her bathroom where she had fallen. They waited with her for over an hour for the ambulance to arrive.

The lady and her family were very grateful.

~ Wendy, Community Development Manager

**There is no "I" in
Team, but we sure
are glad there is "u"
in our volunteers!**

I'M A CHARITY SHOP

The volunteers are an integral part of the working of the shop, each playing their part. They are the face of Imago, welcoming both shoppers and visitors alike.

~ Sally Simms, Shop Manager



Our shop is always beautifully themed during the year by our volunteer manager Janet. In this photo she handmade 100 poppies to mark the 100th anniversary of the end of WW1.

"I have a laugh during my shift each week. I enjoy helping my community through volunteering. My role helps keep the flow of stock from donor to shop floor happening." ~ Emma

During the year we have had support from several Duke of Edinburgh students completing their hours community service. They have brought ideas and a great work ethic with them.

Thank you to the work experience students for helping with our eBay photography!

Chris volunteers three times a week and is always happy and smiley. He inputs Gift Aid figures on to the system, steams clothes and serves in shop.



Volunteers Sarah and Janet bring their fun personalities to the shop and welcome a diverse range of customers. Thank you ladies!

Jackie has been helping out at Imago for 2 years. She started volunteering for Kent Young Carers but now caters for the East Sussex Young Carers. Jackie finds it really awarding helping others and loves to cook delicious snacks for the Young Carers that attend the monthly workshops. The Young Carers are very grateful of Jackie's wonderful food and are pretty full up by the time they go home!



Thank you Mary! One of our volunteers kindly arranged donations from friends and created a lovely cream tea for the Young Carers workshop. She also creates a quiz each month for during refreshments for everyone to enjoy.



"I first read about the Chill Club on the Do-It volunteering site and it seemed a wonderful way of helping young people with some difficult circumstances in their lives. My favourite thing is getting to know the amazing kids who come to the club. I think my best memory so far is helping make Mother's Day cards."

~ Laura



Care Navigator Service

Thank you to **Pat** who volunteers in the Sevenoaks office undertaking Client Satisfaction surveys. Pat has been with us for a number of years and always brings a smile to the office. We couldn't do it without you Pat!

Office Volunteers



We are very fortunate to be supported at the Imago Head Office in Tunbridge Wells by a small team of dedicated office volunteers

Carol has been with us for a number of years. She specialises in funding searches and has become our resident expert. Carol is invaluable and we wouldn't be able to support as many organisations as we do without her. She deserves a big thank you in Volunteers Week and every week!

Stephen and Andy come in once a week to help with shopping tasks, helping with the charity shop, saving used stamps for charity, folding leaflets, laminating and more!

Janet ensures the volunteer recruitment goes smoothly, taking up references and updating our database.

Special thanks also to Tom, our volunteer photographer, who gives his time to take awesome photos at our events.

Emma not only supports our charity shop, she also helps in the children and young people's hub uploading documents. Good job! 'I really enjoy the atmosphere and really like the people I work with'

Thank you all for being part of the team!

"I have been volunteering at IMAGO since my retirement. I have been here for nearly 10 years now and I really enjoy being part of the team. My background was in personnel and admin and I was taken on to start with to help find places/roles for people who wanted to volunteer and I also carried out the associated administration. More recently, as IMAGO has evolved and grown, I help with the administration of our own volunteers and support members of the team dealing with them. Coming to the office on two mornings gives structure to my week, gives me a sense of identity and makes me feel useful! I really enjoy the social interaction with other members of the team and all in all, I find that volunteering is rewarding and fulfilling and keeps my mind active!" ~ Janet C



We were asked to theme the cake 'Bexley Young Carers have got Talent' as they were having a Britain's Got Talent theme for their last Chill Club of the school year.



Thank you to our star bakers from **Free Cakes for Kids** for volunteering your time and skills to hand make and decorate cakes for our Young Carers birthdays and Dial 2 Drive 'milestone birthdays'.

"It's a lovely surprise and thank you to everyone involved"

Carers Counselling Service

The Counselling Service was set up in 2017 to support unpaid Carers with their own wellbeing. The service is reliant on volunteer counsellors, many of whom are completing their placement hours in order to qualify.

All of the volunteers dedicate additional time to inductions and training, remaining up to date on issues affecting Carers to ensure the best service is delivered in counselling. A big thank you from all of us at Imago and all the Carers you have supported!



Volunteering as a counsellor and working with the carer clients I have had, has been a rewarding and enriching experience. Seeing someone in a safe, confidential setting and watching them gain the confidence to talk about themselves and their feelings is so valuable. It provides a service to someone who is caring for another person, often at the cost of their own well being. The client can feel valued, heard and cared for themselves.

Lorraine

As a volunteer student counsellor It has been a privilege to be part of a such a fantastic service and watch it grow into an invaluable source of comfort and growth for many carers. Being a volunteer has allowed me to witness the skill, hard work and effort that is required to put this show on the road. I was welcomed by everyone at all levels and even though not I'm not an employee, I have felt part of a caring and professional team. Thank you all for giving me an experience I will never forget.

Warm wishes Stania

Social Prescribing

“I want to say they are a fantastic team who have all come together to make this project work and we are going from strength to strength because of the volunteers time and commitment. The feedback I have from our clients who have the befriending service is very positive, saying that the volunteers are making a big difference to their lives and wellbeing. A big thank you to all our volunteers who give up their time and make Imago who we are.”

~ Gillie, Social Prescribing Volunteer Coordinator



Imago's Safe project offers an amazing student ambassador program which has had such amazing results. We deliver a recruitment assembly within the school and then train the volunteer ambassadors to be able to run their own Safe drop in sessions for their peers, or to take referrals from year heads. The ambassadors are taught about counselling skills, boundaries and safeguarding. These skills allow the ambassadors to support younger peers who might be suffering with concerns such as low level anxiety, exam stress, bullying and friendship issues. Being an ambassador looks great on CVs and on university applications but also allows them to help others and give something back to their community. The ambassadors are also able to raise mental health awareness in their schools through assemblies, posters, notice boards and fundraising events. It has been a real privilege to work with such inspiring and passionate young people.



safe

If you have been inspired and would like to join the Imago Volunteer Team, there are opportunities to join the following services...



CAMEO Volunteer Opportunities

CAMEO: Come and Meet Each Other

Supporting adults 50+ who are socially isolated or experiencing loneliness due to changing life circumstances.

A 12 week programme, meeting once a week for a few hours during the day. Bringing participants together through a series of activities including advice sessions, practical skill development, social events and peer support.

Volunteers help run the groups, providing someone to talk to, help with refreshments and encourage participation if someone is lacking confidence.

Dartford Gravesham Swanley



HM Government

To find out more and for an application form contact:

volunteering@imago.community or call 01892 530330

<https://www.imago.community/About-Imago/Volunteer-for-Us>

Social Prescribing Peer Volunteer Opportunities

Dartford Gravesham Swanley



Social Prescribing: Peer volunteers work alongside the Social Prescribers to support individuals to progress outcomes identified on their support plan. This may be achieved by visiting the person in their own home or meeting them in a community-based setting. Volunteers might help with household bills or budgeting; have a chat over a cup of tea; introduce someone to a social activity; or set up and support a befriending group. The types of activity will be determined by the needs of individuals.

We have a Volunteer Coordinator who would meet with you and work out a suitable match from those referred by the Social Prescribers. This is flexible to fit around your availability.

To find out more and for an application form contact:

volunteering@imago.community or call 01892 530330

<https://www.imago.community/About-Imago/Volunteer-for-Us>



Department
of Health



Give the gift of independence

DIAL 2 DRIVE

Become a volunteer driver

Our community transport service Dial 2 Drive helps members of the community who have difficulty using public transport due to older age, illness or mobility problems in west Kent. Volunteer Drivers use their own cars to take clients to hospitals, clinics, day centres or social appointments. It's a great way to do some extremely valuable community work and is flexible to fit around your plans.

Drivers are reimbursed expenses and drive when they are available. Some drivers carry out regular drives and others just a couple of drives a month.

Tunbridge Wells

Tonbridge

Sevenoaks

Dartford

Gravesham

Confident phone manner and happy using a computer?

We have opportunities for volunteers to join our bookings team in our Tunbridge Wells office:

In this role you will work alongside the other volunteers and staff to take phone bookings for drives, contact drivers and book them using the computer database system.

Contact:

volunteering@imago.community

for an application form or call 0300 777 1200 to find out more

Imago Charity Shop

Volunteer Retail Assistant Opportunity



17 Monson Road, Tunbridge Wells, TN1 1LS

We are recruiting!

The following volunteer vacancies are available in our shop to join the team:

Mon 9am-1pm

Mon 1-5pm

Tues 1-5pm

Thurs 1-5pm

Sat 10am-4pm

Shifts are a minimum of 2 hours, up to a half day if you would like to.

Volunteer retail assistants will work alongside the shop supervisor to sort, price and display items for sale, as well as serve customers. Volunteers are fully involved in all aspects of the shop and we welcome ideas and innovation.

No experience needed but a commitment to excellent customer service is essential. Proceeds from the shops support local Imago projects.

Volunteers must be 16+ years.

For more details or an application form contact volunteering@imago.community, call 01892 530330 or pop in and ask for the Shop Manager Sally.

Volunteers
are just ordinary people
with extraordinary
hearts.
They offer the
gift of their time
to teach, to listen,
to help, to inspire,
to build, to grow,
to learn.
They expect no pay,
yet the value of their
work knows no limit...
They've known the
unexpected joy
of a simple hug.
They've planted tiny
seeds of love
in countless lives.
Volunteers
are just ordinary people
who reach out
and take a hand
and together
make a difference
that lasts a lifetime.



"Do what you can to
show you care about
other people, and you will
make our world a better
place."
-Rosalynn Carter

The best way to
find yourself is
to lose yourself
in the service
of others.
-Mahatma Gandhi

Oh the wonderful way you'll feel, you hear?
If you just go out and volunteer...
A bird... a worm... a guzzle-bivvit,
Could all use some help if you'll just give it;
You might say "No! Not!! No Way!"
"I've nothing to give - not today anyway!"
But you'll see if you look deep inside of you,
You've lots to give!
It's true! You do!



If you have been inspired to
volunteer or would like to find
out more about supporting the
work of Imago please do get
in touch!

volunteering@imago.community
01892 530330
www.imago.community