

**YMCA**

Here for young people  
Here for communities  
Here for you



**YMCA**

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## Volunteer Pack

**YMCA WORCESTERSHIRE**

REDDITCH / WORCESTER / BROMSGROVE / WYRE FOREST  
WYCHAVON / MALVERN HILLS



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**YMCA**

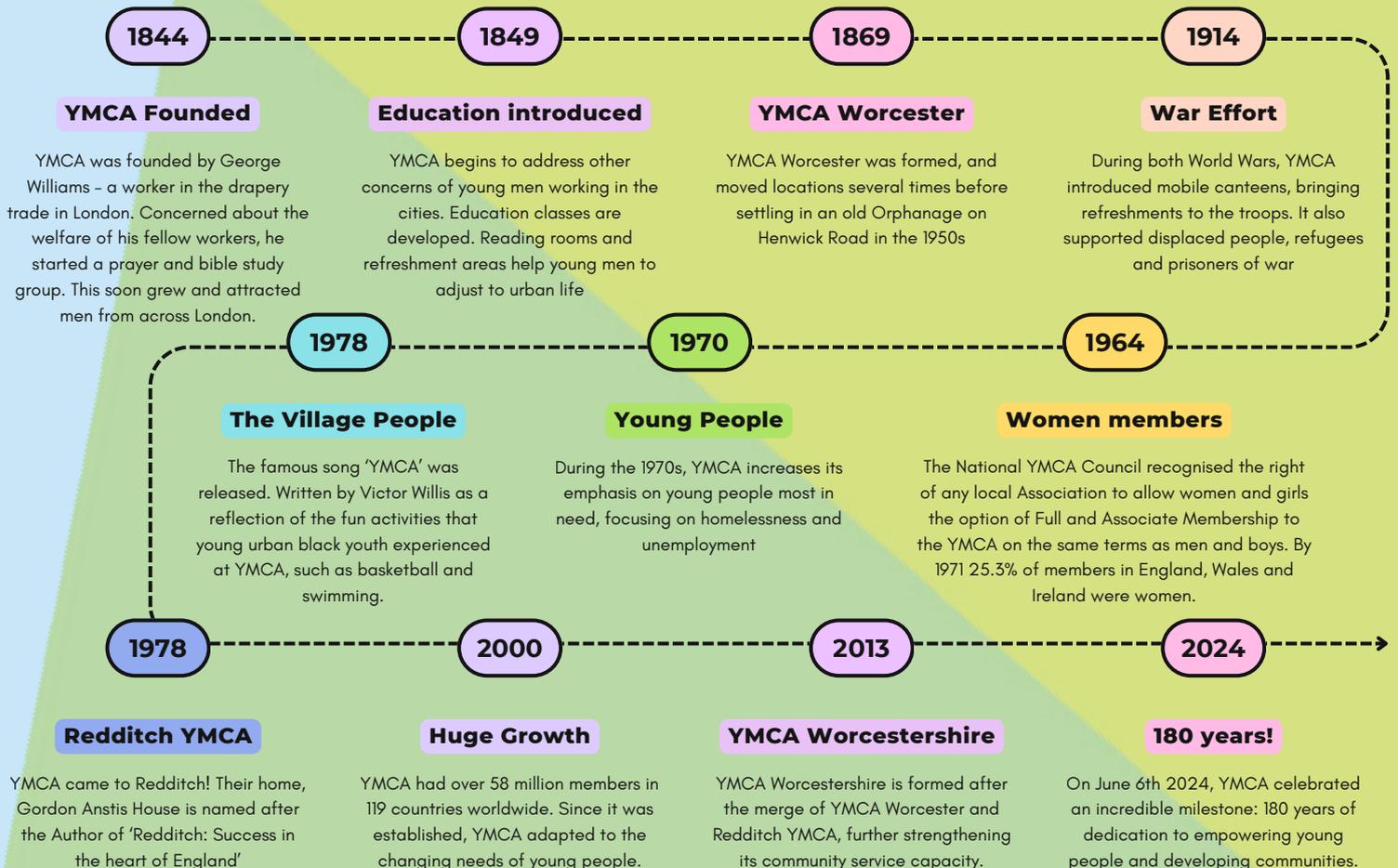
Here for young people  
Here for communities  
Here for you

# Welcome

Thanks for picking up our YMCA Worcestershire Volunteer Pack—we're so glad you're here! Whether you're interested in giving a little of your time at a one-off activity, supporting a regular project, or simply exploring ways to get involved, this guide is full of ideas and inspiration to help you make a real difference. Every hour you give helps us support young people, families, and communities across Worcestershire. Together, we can create opportunities, build brighter futures, and bring hope where it's needed most.

## ***Proud to be part of the Oldest Youth Charity in the World!***

We've been part of life in Worcestershire since 1869. That's over 150 years of walking alongside people through the ups and downs, always with one goal: to help them thrive. A lot has changed since then, but one thing hasn't—our belief that everyone deserves a chance to reach their full potential. With your support, we're still making that happen every single day.





# ABOUT US

YMCA's vision in England and Wales is of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive.



## The Vision of YMCA Worcestershire

An inclusive future, where everyone can reach their true potential.

## The Mission of YMCA Worcestershire

Together, we empower everyone to create lasting positive change in our communities.

## The Values of YMCA Worcestershire

At YMCA Worcestershire, our actions are guided by four distinct and strong values rooted in our Christian ethos.



We want to be **honest** and **truthful** in our work. We will act with **integrity**.



We want to be **kind** and **caring** in how we work. We will show **compassion**.



We really want to **change lives** for the **better** in what we do. We will seek **transformative** impact.



We want to do it all in the **best way** we can. We will strive for **quality**.

These values are key to our approach and guide our decision-making.

# ACCOMMODATION

**We believe that all young people should have a safe place to stay.**

We don't just think 'youth,' we also think community: by coming along to a YMCA Worcestershire property, a young person can become part of an inclusive community of people of all ages, faiths, cultures and backgrounds; communities that are supportive, inclusive and energising. That's our youth minded community approach.

## Our Residencies



We provide a safe home for  
**211**  
people in  
Worcestershire

## Supported Housing

Residents in our staffed properties engage in education, training, and gain life skills through a variety of activities and community engagement.

## General Needs

We provide quality, affordable housing that supports our community. Our focus on fair rents ensures access to housing, regardless of income, across Worcestershire.



**GORDON ANSTIS  
HOUSE,  
REDDITCH**



**FORESTERS  
ARMS,  
WORCESTER**



**MORETON  
HOUSE,  
WORCESTER**



**BEECH  
BANK,  
WORCESTER**



**FREDERICK  
EARY HOUSE,  
REDDITCH**



**KNOWLE  
CLOSE,  
REDDITCH**



**Mel** was 16, the relationship with her parents had completely broken down and she was made homeless. She says: "I found myself in a very dark place sleeping rough." Finally, Mel got in touch with YMCA and we gave her a room and the support she needed to make a fresh start. After graduating from university, and unable to secure paid work, Mel found herself facing homelessness for a second time. After a period of sofa surfing, she contacted YMCA again. With our support, Mel gained the courage to take on an art project that has led to a full-time job at YMCA.

## Sleep Easy

Every year, hundreds of our supporters sleep rough to raise money for local YMCAs. Sign up to one of our events all over England and Wales at [www.ymca.org.uk/sleep-easy](http://www.ymca.org.uk/sleep-easy)

**"If it wasn't for YMCA, I don't know where I would be now."**

# FAMILY WORK

We believe that every family should have the support they need to develop and lead more fulfilling lives.

## We provide 3 Early Years settings

**Little Treasures Nursery**  
Worcester

 128 Children

**Squirrels Nursery**  
Redditch

 67 Children

**First Class Nursery**  
Kidderminster

 64 Children

In total, we have **78** dedicated early years specialists nurturing and inspiring the next generation.



## HMP Hewell Bridge Family Project

This project helps strengthen the connection between incarcerated parents and their children through a variety of meaningful programs. Parenting courses, family days, and initiatives like Story Book Dads, where inmates record bedtime stories for their children, offer parents a powerful way to stay present in their children's lives. These recordings not only give parents a voice but also create treasured, emotional keepsakes for the entire family. In addition, Hidden Sentence training equips professionals with the tools to better support families affected by imprisonment, while creative art workshops provide inmates with the chance to craft personalised gifts, deepening emotional bonds from behind bars.



## Celebrating Parents

Each year, our YMCA Worcestershire nurseries hold family events to celebrate parents and carers, and our HMP Hewell Bridge Family Project hold family days to allow relatives to come together, have fun and make lasting memories.

We know that the right start in life makes a big difference. So we work with people from birth to adulthood, enabling individuals and families to flourish.

**Steven hadn't seen his four daughters in over three months while serving his sentence in Prison. He was a father in crisis** — cut off from his children, struggling to cope, and feeling utterly hopeless.

Referred to the Bridge Family Project team, Steven was desperate to reconnect with his girls. With our support, we helped arrange a YMCA family visit where he could spend meaningful time with all four children — sharing food, playing games, and being a dad again.

That day changed everything.

He went on to complete a parenting course, recorded a Storybook Dads CD for his children, and became a mentor to other fathers in prison.

He was released in 2023, ready to rebuild his life — working with his dad, living with family, and seeing his daughters regularly.

**“Without the help of YMCA, I don't think I'd be here. I got my kids back — and myself too.”**

# HEALTH & WELLBEING

At the heart of everything we do is a strong commitment to the health and wellbeing of everyone who comes through our doors—from young residents and youth club attendees to nursery children and our dedicated staff.



## Safe Spaces & Community Connection

We create safe, inclusive spaces where people can speak openly, feel heard, and connect with others. Regular gatherings and youth activities help build a strong sense of community and reduce isolation.



## Physical & Mental Wellbeing

Through running clubs, sports meetups, and wellbeing-focused activities, we support both physical health and emotional resilience across all age groups.



## Personalised Support

Everyone's needs are different. We provide tailored support to ensure that every person—from young residents to staff—receives the care and guidance they deserve.



Without their health and wellbeing, young people simply can't flourish in other areas of their lives. It's why we place a firm focus on mental health.

**Kieron, who has experienced stress, depression and anxiety since his teens, has found support at YMCA.**

Kieron says: "First it started with self-harm. It was some form of coping mechanism because I couldn't come up with anything else. I got help because I tried to end my own life, which was the worst possible moment not only for me but my entire family. "Music is the one way I can escape any sort of down feelings I have. At first it was listening to it, then creating it from scratch."

## Marathon

Want to run the real deal in real time? Why not join Team YMCA? Find out more at [ymca.org.uk/london-marathon](https://ymca.org.uk/london-marathon)

"The experience I've had can help others in the same situation as me. It's not just the support I give either, but the fact I've got people supporting me. YMCA make you feel a part of a family. I literally grew up here."

# SUPPORT & ADVICE

YMCA is here for every young person in the community, offering a wide range of support services. From housing and employment to career guidance and everyday challenges, we provide practical advice and a helping hand when it's needed most.

Our Youth Engagement Team provide youth groups, engagement work in schools, holiday provisions and outreach, targeted and detached work within the community.

Our services can help young people navigate personal, academic, and domestic challenges, build confidence, and stay on track for a more positive future.

## Our Youth Clubs



Our Youth Engagement Team deliver youth clubs, mentoring in schools, life skills sessions and activities attended over 2000 times each year.



## Mentoring

YMCA Worcestershire's Youth Engagement Team facilitates mentoring in schools, on a 1-2-1 basis, to support young people with a variety of struggles they may be facing.

Creating safe spaces for young people to talk openly is vital—it helps them feel heard, understood, and supported as they navigate the challenges of growing up. **Bryony, 14, was getting in trouble at school, and decided to attend YMCA mentoring sessions. She says:** “Before I attended, my self-esteem was pretty low. Growing up I experienced and witnessed a lot of domestic violence, as well as verbal and emotional abuse. I was angry all the time, and didn't really know what I wanted to do in life.” Bryony started attending our Redditch Youth Club where she discovered her love of basketball and other team sports. This group helped her build confidence and self-esteem, meet new people, and ultimately, embrace her personality.

**“I've stopped getting into drama, and it's been the best experience.”**

# Our Community

We're more than a youth charity—we're here for the whole community, offering support, connection, and essential services for people of all ages.

## Willow Trees Community Centre

Our much-loved Redditch community centre is a welcoming, versatile space that hosts over 20 clubs, groups, and practitioners each month. From meetings and workshops to celebrations and community events, it's a place where people come together. Income from room hire is reinvested to support the centre and the vital services we provide for the wider community.



- Squirrels Nursery
- Children's playground
- Meeting & event spaces
- Maternity Services
- Health & Wellbeing Classes
- YMCA Youth Clubs

## Friends Of Isaac's Food Bank

We are incredibly proud to host this food bank in our community centre car park, providing **vital support** to those in need.

Isaac Winfield (Age 12) is responsible for the following:

- 5 food banks across Redditch.
- 15 volunteers who support the charity.
- 5000 food parcels delivered annually



We are incredibly proud to host this food bank in our community centre car park, providing **vital support** to those in need.

## YMCA Great Malvern Charity Shop

Run by a team of dedicated volunteers, this shop is open seven days a week, serving as a vital connection between our organisation and the local community.



- Quality second-hand items
- Led by a passionate team
- Central, high street location
- Supports our vital services

## Church Hill Big Local

YMCA Worcestershire and CHBHL regularly host group activities and the annual Christmas Fayre at Willow Trees Community Centre including Santa's Grotto.

Church Hill Big Local Charity advocate for:

- Stronger Communities
- Enhanced Skills
- Meaningful Impact
- Improved Living Environments



# Why your support matters

Volunteers are the heart of everything we do. Your time, energy, and compassion help us make a real and lasting difference — not just in the work we do day to day, but in the lives of the people and communities we support.

Every hour you give strengthens our mission. Whether you're helping at an event, supporting behind the scenes, or working directly with those we serve, you are playing a vital role. Volunteers bring fresh energy, ideas, and dedication — things that can't be measured in pounds or pence, but have just as powerful an impact.

**Put simply: we couldn't do this without you.**

By choosing to volunteer with us, you're joining a team committed to creating positive change. Your support helps us reach more people, do more good, and keep going when the challenges are great. We're so grateful to have you with us — and we can't wait to see what we can achieve together.

A woman with glasses and a green shirt is taking a selfie in a room filled with gift bags and boxes. In the background, other people are visible, and there are tables with more gift bags and boxes. The room appears to be a storage area for gifts, possibly for a holiday event.

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# How you can help

Volunteering is a great way to learn new skills, build new friendships and contribute to your local community. It may also enhance your CV and job prospects for the future!

We provide a range of different services across Worcestershire, so there are plenty of roles to get involved in and opportunities to embrace.



**YOUTH WORK** - Whether it's lending a hand at holiday clubs or getting involved in youth sessions and events, you'll be helping create safe, fun, and inspiring spaces for young people to connect and thrive.



**FUNDRAISING & EVENTS** - From promoting our mission to helping run events like bingo nights and fun days, volunteers with energy, creativity, or comms know-how play a big part in raising our profile and bringing people together.



**NURSERY** - Volunteers in our nursery settings can support with fun activities, help keep spaces clean and welcoming, or assist with simple admin tasks — all while playing a part in children's early development.



**HOUSING** - This is a fantastic department for anyone keen to learn how we operate as a social landlord and get to know the people we support — you could be helping with admin one day and joining service users on a day out the next!



**MAINTENANCE** - With sites across Worcestershire, we're always grateful for volunteers who can help keep our spaces safe, tidy, and welcoming — whether it's basic repairs, gardening, or general upkeep to support service users and the local community.



**PRISON** - Support our work with prisoners and their families. Opportunities include helping with parenting classes, craft clubs, family days, and baby bonding sessions, as well as providing general support. All volunteers receive full training and ongoing support from a passionate and caring team.



**MENTORING** - Volunteer mentors — professionals with valuable experience to share — can play a key role in shaping the future of YMCA Worcestershire by offering guidance, insight, and support to help us grow and improve.

# Become a Trustee

Our trustees play a pivotal role in guiding and overseeing YMCA Worcestershire's Vision & Values. They bring a wealth of experience and dedication, ensuring that our operations align with our core values and long-term goals. Their leadership and commitment are vital to our success, helping us to make a lasting impact in the communities we serve. Through their governance, we are able to navigate challenges, seize opportunities, and continuously strive towards our vision.



## WHAT DOES A TRUSTEE DO?

Trustees help set the direction of YMCA Worcestershire, support good decision-making, and make sure resources are used wisely. You'll work closely with the CEO and staff team to guide our strategy, oversee finances, and help us stay focused on our mission.



## WHY BECOME A TRUSTEE?

- Make a real difference in your community
- Use your skills for good—or develop new ones
- Be part of a supportive, passionate team
- Gain experience in leadership and governance



## TIME COMMITMENT

We hold quarterly board meetings over the year. We also welcome trustees who want to get involved beyond meetings—through events, working groups, or simply staying connected between sessions.



## WHO WE'RE LOOKING FOR

We're looking for people who care about young people and community wellbeing. Whether you bring professional skills (like finance, or marketing), lived experience, or a passion for change—we'd love to hear from you.

We especially welcome applications from underrepresented groups to help ensure our board reflects the diversity of the communities we serve.



## WHAT SUPPORT WILL YOU GET?

New trustees receive a full induction, ongoing training, and a warm welcome from our existing board and staff. You don't need previous board experience—just the willingness to learn and contribute.

Learn more and download our Trustee Recruitment Pack on our website:

[www.ymcaworcestershire.org.uk/our-trustees](http://www.ymcaworcestershire.org.uk/our-trustees)

# Share our story!



One of the simplest yet most powerful ways you can support YMCA Worcestershire is by engaging with us on social media. Sharing our posts, spreading the word, and connecting your network helps raise awareness, build community, and amplify our mission — all from the comfort of your own home. Every like, comment, and share makes a real difference.

## Follow, Subscribe

& React!



- Stay connected by following our social media channels. This helps increase our reach and shows support.
- Every like, heart, or reaction boosts our posts in algorithms, helping more people see our message.

You can follow us here:



## Share, comment

& engage



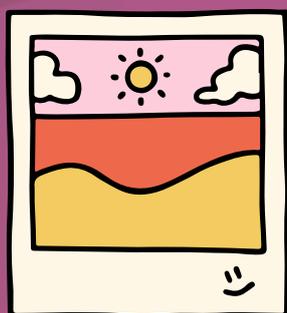
By sharing our posts and actively engaging through comments and conversations, you help spread awareness, reach new supporters, and create a positive, supportive community around the work we do.

## Get tagging!



Using our official hashtags and tagging friends or partners in your posts helps extend our reach, spark new interest, and invite more people to get involved in the YMCA community.

#teamYMCAW    #YMCAWorcs



Create and share your own YMCA stories, photos, or videos (with permission) to inspire others and show the real impact of our work. Whether it's a snapshot from a volunteering day, a reflection on your experience, or a moment that made you smile, your voice adds authenticity and helps others see the value of getting involved. Real stories spark real change — and yours could be the one that encourages someone else to take that first step.

# Expectations

Volunteering with YMCA Worcestershire is a flexible, rewarding way to make a difference — and we're so pleased you're considering joining us. While there's no minimum time commitment, we do ask for a few things to ensure the experience is safe, supportive, and effective for everyone involved.

## ***Volunteer Enquiries***

Before you begin your journey with us, get in touch using the email address below so we can capture some initial details and areas of interest, and match you to an appropriate department if we have something available. Email us at [enquiries@ymcaworcestershire.org.uk](mailto:enquiries@ymcaworcestershire.org.uk)

## ***Stay in touch***

We understand that life can be unpredictable, and your availability may change over time. That's why we simply ask that you keep in regular contact with us—whether it's to update us on your schedule, discuss any challenges, or let us know if you need to take a break or step away from your role. Clear communication helps us support you better and ensures we can plan effectively to keep our services running smoothly.

## ***References and DBS***

To help keep everyone safe, all volunteers are required to complete a free DBS check and provide character or employment references as part of our safeguarding process. Don't worry — we'll support you through each step to make it straightforward and stress-free.

## ***Live out our Values***

As a volunteer, you represent YMCA Worcestershire. Please act with kindness, respect, and integrity—treating everyone fairly, working together, and upholding the YMCA's positive spirit. Your behaviour helps create a safe and welcoming environment for all.

## ***Training***

Volunteers may be assigned role-specific training via our online training portal.



# TESTIMONIALS

## **Sue Stokes**

Squirrels Nursery, Volunteer

“I’ve been part of the YMCA for nearly 30 years, and it’s always held a special place in my life. From volunteering with play schemes and mother and toddler groups in the early days to now, at 73, helping at Squirrels Nursery, it continues to bring me joy and purpose. I love being in such a warm, welcoming space, surrounded by both familiar and new faces—it truly feels like a family. The values and support the YMCA stands for have always resonated with me, and I’m proud to still be involved in a place that means so much.”



## **Owen Guest**

Youth Volunteer

“I love volunteering with the youth team at YMCA Worcestershire because every day is different, and it’s amazing to see young people grow and reach their full potential through activities and social interaction. The team is incredibly friendly and welcoming, which makes it a truly great place to volunteer.”



01. ***Who can volunteer with YMCA Worcestershire?***

Anyone aged 18 or over is welcome to apply! We encourage people from all backgrounds and walks of life to get involved—whether you're a student, retiree, working professional, or looking to gain experience.

02. ***Do I need specific skills or experience?***

No previous experience is necessary for most roles—just enthusiasm, reliability, and a willingness to learn. If a role does require specific skills, we'll let you know in advance. and provide relevant training.

03. ***How much time do I need to commit?***

That's flexible! Some roles require a regular weekly commitment, while others are one-off or occasional. We'll work with you to find something that fits your availability.

04. ***Will I receive training?***

Yes! All volunteers receive a full induction, and any other role-specific guidance needed. Ongoing support and check-ins are part of the journey too. You'll be part of a supportive team, and will receive regular feedback, and the chance to reflect on your experiences..

05. ***Can I volunteer if I have additional needs or require reasonable adjustments?***

Yes. We're committed to being inclusive and will do our best to accommodate any additional needs or adjustments you may require—just let us know.

06. ***How do I apply?***

If you still want more information, or aren't ready to commit yet, send an email to [enquiries@ymcaworcestershire.org.uk](mailto:enquiries@ymcaworcestershire.org.uk) and we'll arrange a chat.

# THANK YOU



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WYCHAVON / MALVERN HILLS



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