



Work Skills Programme Handbook

Updated 17/07/2020



Thinking about volunteering?

“

I didn't know where to start, I wasn't myself. I didn't recognise myself.

I volunteered to put my skills into practice. Then a job came up.

I felt confident to apply and my manager now, even before my interview, knew I was capable.

”
Teresa

Creating Enterprise

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What is Creating Enterprise?



Creating Enterprise, part of Cartrefi Conwy, is an award-winning building and maintenance contractor based in Mochdre, North Wales. We have recently been named Fastest Growing Construction Company in Wales, Fastest Growing Company in North Wales and third Fastest Growing Company in Wales.

We provide a wide variety of property maintenance services to the public and private sectors and specialise in Modular Construction, building timber frame Passivhaus homes.

We provide services in the following areas:

-  Property Development
-  Facility Maintenance & Management
-  Painting
-  Heat Replacement
-  Modular Construction

-  Property Maintenance
-  Groundworks & Environmental Improvement
-  Decorating
-  Fuel Servicing
-  General Labouring

Creating Enterprise has been shortlisted for a number of awards in recognition of the work it does, and has recently won the following awards:

-  Named in the SE100 Index as one of the top 100 social enterprises in the UK
-  Named on The Sunday Times' list of the top 100 best not-for-profit organisations to work for
-  Public Finance Award for Alternative Service Delivery Model
-  Fastest Growing Construction Company in Wales, Fastest Growing Company in North Wales & 3rd Fastest Growing Company in Wales





What is a Social Enterprise?

A social enterprise is a business trading for a social or environmental purpose. They exist in every sector and you will find them everywhere in the country. Profit is invested back to meet their social aims.

In Wales, social enterprises collectively turn over £3.18 billion and employ an estimated 55,000 people.

Conwy has been recognised as a Social Enterprise Place - one of only three places in the whole of Wales to achieve this accreditation.



Some well-known social enterprises:



What is Work Skills?

Work Skills is a project funded by The National Lottery Community Fund, supporting unemployed social housing tenants in Conwy to access meaningful work experience and volunteering opportunities which lead to them gaining skills, training and the confidence to apply for jobs.

However, not all participants want to move on to a job; you might decide to join us so that you can make new friends, gain confidence, get into a routine and socialise with more people.

We offer a wide range of volunteering opportunities based on the various services provided by Cartrefi Conwy and Creating Enterprise.



Why should you volunteer?



There are many great reasons to volunteer, including...

- Personal development.
- Gain new skills and experience.
- Improve employment prospects.
- Meet new people.
- Increase your confidence.
- Access a range of free training.
- Out of pocket expenses are covered.
- All uniform and necessary safety equipment are provided.
- Receive mentoring from the Creating Futures team, plus 'on the job' support from a dedicated Work Buddy.

Volunteering is good for our community!

We recently received the final report on the social value of the Work Skills project, which shows the impact it has both on individuals and the wider community. We're delighted with the findings, which conclude that **every £1 invested in the project is worth £6 to society**, calculating the social return on investment to be over **£360,000** per year!



What roles are available?



We offer a diverse range of volunteering opportunities which reflect the breadth of Creating Enterprise and Cartrefi Conwy's activities. Are you interested in volunteering alongside one of our trades teams? In an office environment? Out in the community in a customer-facing role? Whatever your preference, we are sure to have an opportunity that meets your expectations and needs. All of our roles are fully-flexible, and we are here to support you to overcome any barriers you may be facing.

As well as the more traditional roles with which we have become associated, Creating Enterprise offers some truly unique volunteering opportunities which may be of interest to you. How about helping out in our 'Second Chance' storage space, from where we supply used furniture and other household goods to Cartrefi Conwy tenants in need? Or how about getting involved with our Making Work: Work For All project, where we support local families to access affordable produce, services and activities in their communities?

During the Coronavirus situation we put out the call for Wellbeing Volunteers to come forward and support some of the most vulnerable members of our community through the crisis and beyond. These volunteers made regular phone calls to tenants to ensure they were safe and well, plus collected shopping and prescriptions for those who were unable to leave their homes.

CONWY!



Our Digital Champions support isolated tenants through our Loan IT scheme. They are paired with a tenant who has access to a loaned electronic device, and they aim to help that individual to develop their digital skills and connect with new and existing social networks online.

You can find out more about any of our volunteering opportunities by asking to see the relevant Role Description.

Real People, Real Stories

Loz came to Creating Enterprise while she was living in supported accommodation. Another organisation had recommended that it would be a good way for her to gain experience and learn new skills.

She completed a series of training courses – including Customer Service, Energy Awareness, Manual Handling, Exploring My Leadership and Introduction to Enterprising Leadership – all of which were relevant to and useful for the volunteering role she was about to undertake on the reception desk of Creating Enterprise’s headquarters in Mochdre.

Loz fitted into the Creating Enterprise team really well. Senior Employment Academy Partner, Sioned, comments that “Loz makes the most of every opportunity that comes her way, and always attends our regular volunteer get-togethers”.

Loz has since progressed to volunteering with Cartrefi Conwy’s Community Involvement team, where she helps out with events such as coffee mornings and wellbeing sessions. She is now living independently and encourages others to come to Creating Enterprise for support.

She says: “The best thing about Creating Enterprise are the wonderful staff who are always willing to help and encourage me to try new things and attend various training sessions. They also provided me with valuable support through difficult times. My confidence levels have improved massively and this is helping me to provide support with the Community Involvement team”.



Feeling inspired?

Your own journey starts here...

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