



A Volunteer’s Guide to Better Impact

We recognise that Better Impact is not the best/easiest volunteer management system to use, and we apologise for the impending confusion and frustration as you try to sign up to shifts using this platform. To help, we’ve put together this guide...

1. Signing Up to Better Impact/MyImpact

If you have not already, you’ll need to sign up to Better Impact using [this link](#). Please ensure your contact information is correct.

If you already have an account, and have forgotten your username or password, then please use the “Forgot your username or password?” link as seen above.

2. Profile questions

You’ll then need to answer a few questions including emergency contact details. Please also ensure you fill in the “Christmas Volunteers Only” section so we can allocate you shifts based on your skills and experience.

Christmas Volunteers Only	
Do you have a clean driving licence, and are you willing to drive as part of the volunteer role?	<input type="text"/>
If you answered yes to the above question, do you have a car/van you would be happy to use during your shifts?	<input type="text"/>
Do you have professional kitchen experience?	<input type="text"/>
Do you have previous retail or hospitality FOH experience?	<input type="text"/>
Have you ever worked as a support worker with vulnerable people?	<input type="text"/>
Do you have management/team leader experience?	<input type="text"/>

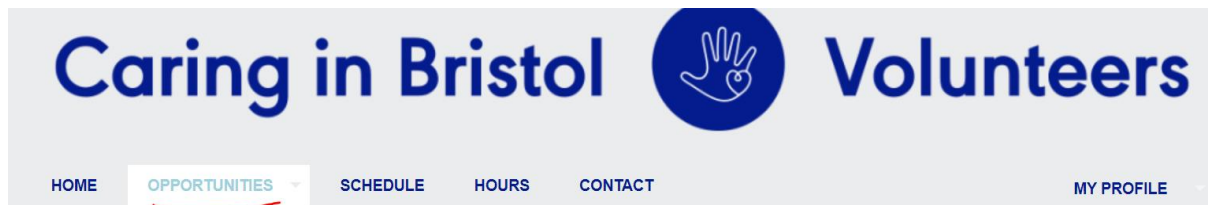


3. From Applicant to Accepted

After submitting, we will need to manually review your application and ensure you are able to see the shifts relevant to you based on your answers to the questions above. This may take from a few minutes to a day, depending on our work capacity at the time. Please be patient :)

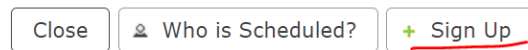
4. Signing up to a shift

Once accepted, you'll be able to see the available Christmas shifts on your volunteer portal. Once you are logged in, head to the **OPPORTUNITIES** section. (Your view may be different if accessing the portal using a mobile device.)



With the **OPPORTUNITIES** section, you have a choice of view - Calendar or List. Have a look at both and see which you prefer. Once you have decided this, check out the available shifts.

To register your interest in a shift, click on the shift and then “Sign Up”. Ignore the “Who is Scheduled” button.



If you are using a mobile device, you may need to click on the shift name and then “Sign up”. Once again, just ignore the “Who is Scheduled” button which may just show as the person icon shown above.

If you have signed up to a shift, in the Calendar view it will show with a grey tick. If you have been assigned/confirmed for that shift, it will show a calendar icon. If you have not signed up or been assigned to the shift, it will have a circle icon next to it. *However, these icons may only appear after hovering your mouse over the shift name first (a bug within the Better Impact system)*

<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>
9:30A Deep Clean at Grott	11A FareShare Pick-up Dri	12P Pieminister Pickup (D	11:30A FareShare Pick-up		9A ○ Logistics Driver 9A ✓ Logistics Driver Supr 9A 🗄 Trinity Centre, Set U 9A ✓ Trinity Centre, Set U 12:15P ○ Logistics Driver See All Shifts	8:15A ○ Trinity Centre, Kit 8:15A ○ Trinity Centre, Kit 8:30A ✓ Trinity Centre, Sh 8:30A 🗄 Trinity Centre, Te 9A ○ Bristol Methodist Ce See All Shifts
<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>31</u>
8:15A Trinity Centre, Kitch 8:15A Trinity Centre, Kitch 8:30A Trinity Centre, Shift 8:30A Trinity Centre, Team 9A Bristol Methodist Centr See All Shifts	8:15A Trinity Centre, Kitch 8:15A Trinity Centre, Kitch 8:30A Trinity Centre, Shift 8:30A Trinity Centre, Team 9A Bristol Methodist Centr See All Shifts	8:15A Trinity Centre, Kitch 8:15A Trinity Centre, Kitch 8:30A Trinity Centre, Shift 8:30A Trinity Centre, Team 9A Bristol Methodist Centr See All Shifts	8:15A Trinity Centre, Kitch 8:15A Trinity Centre, Kitch 8:30A Trinity Centre, Shift 8:30A Trinity Centre, Team 9A Bristol Methodist Centr See All Shifts	8:15A ○ Trinity Centre, Kit 8:15A ○ Trinity Centre, Kit 8:30A ○ Trinity Centre, Sh 8:30A Trinity Centre, Team 9A Bristol Methodist Centr See All Shifts	8:15A ○ Trinity Centre, Kit 8:15A ○ Trinity Centre, Kit 8:30A ○ Trinity Centre, Sh 8:30A ○ Trinity Centre, Te 9A ○ Bristol Methodist Ce See All Shifts	



To see if you have signed up to a shift in list view, go into that shift type and scroll down. You will then be able to see which shifts of that type you can sign up to or withdraw from, as shown below.

DATE	START	END	OVERLAP	OPENINGS	WHO?	ACTIONS
Sunday, 24 December 2023	08:30	13:00		2 / 3		Scheduled - Confirmed
Sunday, 24 December 2023	12:15	17:00	Overlap	3 / 3		+ Sign Up <input type="checkbox"/>
Monday, 25 December 2023	08:30	13:00		3 / 3		✖ Withdraw <input type="checkbox"/>

Please note: you are able to manually withdraw your own sign-up at this point (before shifts are assigned/confirmed) so please ensure you do so if your availability changes. If a shift shows as “Scheduled – Confirmed” and you wish to withdraw, please contact christmas@caringinbristol.org.uk as soon as possible so we can find a replacement for you.

5. Getting Assigned/Confirmed

In order to ensure that the spread of shifts is fair, we review the list of sign-ups and manually assign volunteers. Unfortunately, Better Impact does not have a function to automatically email volunteers when a shift has been assigned. Please be patient as we will have a long list of sign-ups to review, but we hope to be as efficient as possible with this.

Once you are “assigned” to a shift, you are confirmed for that shift and it will appear in your **SCHEDULE**, see below:

To subscribe to weekly reminder emails or subscribe to a calendar feed visit [your contact information page](#).

ACTIVITY		DATE	START	END	WHO?	ACTIONS
Caring at Christmas - Trinity Centre, Set Up Team Leader		Sat 23/12/2023	09:00	13:15		
Caring at Christmas - Trinity Centre, Team Leader		Sun 24/12/2023	08:30	13:00		

Select All

*Better Impact does offer weekly reminder emails or the ability to subscribe to a calendar feed, as shown above. However, there are limitations and issues with these functions, so we do not advise using them. If you do decide to use them, please also still refer to the **SCHEDULE** page of your MyImpact portal for the most up-to-date list of confirmed shifts.*

6. Withdrawing from shifts

As mentioned previously, you can manually withdraw your sign-ups before shifts are confirmed, so please ensure you do so if your availability changes. We assign/confirm people from the sign-up list, so if you remain signed up to a shift we will assume you are still available to cover that shift.

If you have been confirmed for a shift but can no longer cover it, please email us: christmas@caringinbristol.org.uk

We understand plans can change; all we ask is that you give us as much notice as possible if you do need to withdraw so we can find a replacement.