

**HERO FROM HOME**

# **ONLINE ADVOCATE.**

Volunteering your time to share  
messages of hope and help!

**#HEROFROMHOMEMCR**



**Volunteer  
Centre  
Manchester**

Managed by Macc

# Thank you for your interest in being a Hero from Home: Online Advocate.

This pack contains everything you need to become  
an Online Advocate:

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## What is an Online Advocate?

Your community needs you more than ever and as always every little helps.

You can help your community and voluntary organisations have the best chance of weathering the current storm by using your social media for good to share messages which show kindness, encourage connection and solidarity.

### Purpose of the role

The Hero from Home: Online Advocate role is essential to spread important messages to help to keep our communities safe during the COVID-19 pandemic. The role also helps to raise awareness of the ways that people can support each other as well as the voluntary and community organisations at this difficult time.

This is a micro-volunteering opportunity. This means that the role is flexible. You can volunteer for as long as it takes to share a Tweet or Facebook post. We hope that some people will be able to offer a few hours each week or fortnight and provide some continuity over a number of months.

Your involvement will ensure that key information is highly visible and readily available to those who need it.

### What you will be doing?

This is a home-based role. You will be promoting key messages regarding Macc's Covid-19 response online via your social media networks e.g. Facebook, Instagram and Twitter.

The messages may include:

- Public health information – including the latest government guidance and community language versions.
- How to get help – Manchester Community Response Hub helpline and other services.
- Fundraising and donations– Sharing information about how to support local charities, community groups and foodbanks.

- Volunteering – Sharing information about how other people can get involved such as our 'Be A Hero From Home' booklet.

The role is suitable for those who:

- Have access to a digital device e.g. mobile phone, tablet, laptop
- Are a confident user of social media
- Have good attention to detail
- Are able to use email

We encourage people from all backgrounds, communities and experiences to take part.

## Accounts and Hashtags

The first thing you could do would be to follow our social media account, many of the messages below can also be found and shared directly from there.

### **Manchester Community Central:**

Twitter: [@McrCommCentral](#)

### **Volunteer Centre Manchester:**

Facebook: [/VCMOfficial](#)

Twitter: [@VolunteeringMcr](#)

### **There are also some key hashtags you can use and follow:**

[#ManchesterKind](#) – This is a local campaign to promote the work of local people, charities and voluntary organisations to support communities during the Covid-19 outbreak. You can also find all the stories that have been shared so far [here](#).

[#NeverMoreNeeded](#) – This campaign has been set up to make sure charities' voices are heard and raise awareness of the work they are doing to help the country come through the crisis and recover. You can also find social media images you can share in support of this campaign [here](#).

## Key Messages:

The current situation with COVID-19 is fast evolving - these messages are subject to change. We will keep you up to date via email, please check you have the latest version before posting.

These messages can be posted on your Twitter, Facebook and Instagram accounts. We have also created some graphics you can use alongside the messages. These can all be downloaded from [here](#).

## Public health messages

**It's important as the Covid-19 outbreak develops that we follow government guidance and share official information to help people control the spread of the virus. You can help by sharing the message below:**

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The best way we can support each other is by following [@PHE\\_uk](#) guidance. Stay at home as much as possible, keep a safe two-meter distance from others and keep washing hands thoroughly. We're all in this together! <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing> [#HeroFromHomeMCR](#)



Download the [twitter image here](#) and the [square image here](#).

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## Getting help and support

You can help make sure that people who need help and support can find it easier by sharing the following messages signposting people to relevant resources and services:

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Need support? The Manchester Community Response Hub can help with things like delivery of food, delivery of medication, combating loneliness, managing fuel top-up payments: <https://bit.ly/3g3eDi8> or call 0800 234 6123 [#HerofromHomeMCR](https://twitter.com/HerofromHomeMCR)



Download the [twitter image here](#) and the [square image here](#).

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Being at home shouldn't mean being lonely! Could you benefit from a regular chat with someone? The Manchester Community Response Hub can connect you with a voluntary organisation who can help - <https://bit.ly/3g3eDi8> or call 0800 234 6123 [#HerofromHomeMCR](https://twitter.com/HerofromHomeMCR)



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Now more than ever, taking care of your mind and body is really important. Check out [@GMMH\\_NHS](#) bank of information, support and activities to help you look after your mental and physical wellbeing!  
<https://www.gmmh.nhs.uk/coronaviruswellbeing>  
[#HeroFromHomeMCR](#) [#togethergmmh](#)



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It's important if you have to stay at home that you look after your physical and mental health. This booklet put together by [@MICRA\\_Ageing](#) and [@GMAgeingHub](#) is full of tips on keeping minds active, nutrition and exercising at home safely.  
<https://www.greatermanchester-ca.gov.uk/media/2846/keeping-well-at-home-gm-print.pdf> [#HeroFromHomeMCR](#)



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## Support Voluntary Organisations

**Voluntary organisations, charities and community groups have been working incredibly hard to support communities across Manchester but this will come at a cost. By sharing these messages, you can help encourage people to support them in lots of different ways as well as help those organisations find the support they need.**

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If you are a community organisation in [#Manchester](#) who needs some extra volunteer support or you know one who does, [@VolunteeringMcr](#) can help! Let them know what you need by completing this short form: <https://bit.ly/2VNB7Me> [#HerofromHomeMcr](#)



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Volunteering or work for a voluntary group and worried about PPE? For a guide on personal protective equipment (PPE) for the voluntary sector, just follow this link: <https://tinyurl.com/ycy5nxj4> [#HerofromHomeMcr](#)





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Our local foodbanks are in need of essential food and hygiene supplies. Could you donate? Do you know a business or organisation who could help them to continue their vital work across the city? Find your local foodbank here <https://www.trusselltrust.org/get-involved/ways-to-give/donate-food/> #HeroFromHomeMcr



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Small charities and community organisations are vital to supporting communities right now and always, but Covid-19 has hit their funding hard! Find local community groups and charities to donate to or fundraise for here <https://www.manchestercommunitycentral.org/whats-happening-manchester/directory> #nevermoreneeded #saveourcharities



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## Manchester Kindness Stories

Although things are hard right now there is lots of amazing stuff happening across Manchester. We want to gather these stories of kindness and share them to highlight the positive things that are happening in Manchester's communities and how people are responding to the current situation by supporting each other. These very short stories could be about individuals helping each other, businesses and organisations adapting and helping those who need it, or things like the rainbows in windows. They are added to the Manchester Kindness Stories page [www.tinyurl.com/Mcrkindness](http://www.tinyurl.com/Mcrkindness) and are tweeted via [@McrCommCentral](https://twitter.com/McrCommCentral)

- Retweeting the stories shared at the hashtag #ManchesterKind is a great way to support communities working together to care for one another.
- If you have or see a story of people supporting each other in Manchester you can share these using the hashtag or e-mail [hannah@macc.org.uk](mailto:hannah@macc.org.uk)

**You can also share these posts below to encourage others to share and read the Manchester Kindness Stories.**

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Need cheering up? Take a look at all the great things that neighbours, streets, communities, charities and voluntary groups all over Manchester have been doing to help each other during lockdown!  
[www.tinyurl.com/Mcrkindness](http://www.tinyurl.com/Mcrkindness) #Manchesterkind #NeverMoreNeeded #HerofromHomeMCR



Download the [twitter image here](#) and the [square image here](#).

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Let's make kindness the main headline! Do you have a story of kindness from your community? Share your story by emailing

hannah@macc.org.uk with a short description and a pic and be part of the [#ManchesterKind](#) campaign [#HeroFromHomeMCR](#) [#NeverMoreNeeded](#)



Download the [twitter image here](#) and the [square image here](#).

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## Support your local community:

**We have seen how important local communities have been in responding to the outbreak. We have seen neighbours become friends and local businesses become centres for civic action and local support. By sharing the messages below you can encourage people to keep this community solidarity alive as we emerge from this crisis.**

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Lots of people are still having to stay at home. Why not check in on your neighbour, give them a ring for a chat or see if they need anything. If you don't have their number, drop a note like this through their door - [bit.ly/viralkindness](https://bit.ly/viralkindness) #HerofromHomeMCR



Download the [twitter image here](#) and the [square image here](#).

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Neighbours across the country have come together to help each other out! This is called mutual aid and if you want to find your local group in Manchester, follow this link: <https://bit.ly/3dLADfE>  
#HerofromHomeMCR



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This outbreak is a difficult time for all of us. It is particularly hurting the local businesses which support our communities. Why not support a business near you and shop locally? Lots of places are now offering delivery and COVID-19-safe pick-up! [#HeroFromHomeMCR](#)



Download the [twitter image here](#) and the [square image here](#).

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## Heroes from Home

**Encourage others to become a Hero from Home Online Advocate and share these messages of hope and help even further.**

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I'm supporting local voluntary, community and charitable organisations from home by sharing messages of hope and help! If you want to be a [@VolunteeringMCR #HerofromHomeMCR](#) Online Advocate, you can find out more and sign up here:

<https://bit.ly/3dCrNkx>



Download the [twitter image here](#) and the [square image here](#).

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## FAQ

### **How much time do I have to give?**

This is a 'micro-volunteering' opportunity – this means that the role is very flexible, it is broken up into small chunks of time and is intended to be something you can do from home. It is up to you how much time you give - you can help by giving anything from one minute to a few hours per week. You can volunteer at any time of the week, day or night. You may only wish to post some of the key messages and not others, it is completely up to you.

### **Will I receive any payment?**

This is a voluntary role – we really appreciate you giving your time to help to make a difference in Manchester. There is no payment / reimbursement for the activities you do as part of your volunteering.

### **Will I receive any training?**

This role does not require any training. It is suitable for anyone who has a social media account (Twitter, Facebook, and Instagram) and has access to a digital device (mobile, laptop etc.) at home.

### **What should I do if someone asks for help on social media?**

This volunteering role doesn't involve giving advice or guidance. However, if someone replies to one of your posts asking for support, you can signpost them to help:

Manchester Community Response Hub: 0800 2346 123

For those who need practical help with shopping, medication, getting fuel and looking after their pets as well as those who need support combating loneliness.

The line is open from 8.30am to 5.30pm, Monday to Saturday.

If someone believes they have symptoms of coronavirus (COVID-19) they should not go to a GP, pharmacy or hospital, they should ring NHS 111.

### **I have more time to give**

If you have more time to give as a 'Hero from Home', you can check out our other Hero from Home suggestions. These include fundraising and ways to support many different sectors from home; from ground-breaking research to birdwatching, there is plenty you can get involved with.

<https://www.manchestercommunitycentral.org/sites/manchestercommunitycentral.co.uk/files/Be%20A%20Hero%20From%20Home.pdf>

You can also sign up to be part of the Covid-19 Community Volunteering Programme Mailing List. You will receive weekly mailings about opportunities to support voluntary organisations and other information. You may occasionally also receive targeted mailings depending on the information you provide when you sign up.

<https://www.manchestercommunitycentral.org/coronavirus-advice-and-resources/covid-19-community-volunteering-mailing-list>

### **I have a question about 'Hero from Home' that hasn't been answered here**

Please get in touch with Volunteer Centre Manchester on:  
0161 830 4770 (Phone line hours: Tuesday – Thursday 10am – 4.30pm)  
[info@volunteercentremanchester.com](mailto:info@volunteercentremanchester.com)  
[www.volunteercentremanchester.co.uk](http://www.volunteercentremanchester.co.uk)