

**Q. How much time do I need to volunteer?**

We offer the flexibility to work at your own pace. You can find volunteering opportunities that only take one hour per month, to five days a week - or more. Some roles are for one-off events, some are short term and others might need a longer commitment. We take a somewhat flexible approach to the volunteering here, however we ask that you attend certain training and group sessions when required. Certain roles like befriending require building up trust with someone, which is why a certain amount of commitment is required. Think carefully about the amount of commitment you are able to give before choosing your role.

**Q. Can I leave if I don't like my role?**

You are under no obligation to keep your volunteering role, however, if you're unhappy it is always worth talking to whoever is responsible for you to see if anything can be done to improve your time as a volunteer. If you feel that something is seriously wrong, or someone is treating you badly, you can follow our complaints procedure.

If you simply don't enjoy your position and want to try something else, we have plenty of varied opportunities for you to try out.

**Q. Do I get my expenses paid?**

We offer some help in the way of expenses, however we do expect you offer a certain level of commitment. We can help with travel and food expenses while you are volunteering. Please get in touch for more information on expenses.

**Q. Can I claim benefits while volunteering?**

Volunteering will not affect your benefits so long as you are still able to meet the conditions for receiving those benefits eg you need to be free to attend job interviews and obviously if you have a condition that prevents you from doing



paid work, in most cases, you will not be able to do this on a voluntary basis either. However, volunteering is viewed as helpful in gaining paid employment and is also therapeutic when recovering from an illness or managing a long-term condition. It is always advisable to let your Benefits Advisor know that you are volunteering.

**Q. Do I need qualifications or will I receive adequate training?**

Not usually. Some volunteering opportunities require qualifications for health and safety, but we are prepared to train you for the role and you can leave us with a qualification that will contribute positively to your employability. We offer hands on training to prepare you for the role. How much training you need, will depend on the role.

**Q. Can I volunteer from home?**

The majority of our roles are based on site, however there are a few roles which could be undertaken from your home. Please get in contact to find out more. Please be aware however, that volunteering is partly about the social aspect and a place where you can meet new people and build your confidence.

**Q. How old do I have to be to Volunteer?**

There are no age limits for volunteering with us.

**Q. Can I volunteer with my family or friends?**

Some opportunities are suitable for group volunteering eg tree planting. You will find information about upcoming opportunities on our website or like our Facebook page to be kept informed. You can also volunteer with family or friends for fundraising events and collections.



**Q. I've got a criminal record - can I still volunteer?**

If you have a criminal record you can still volunteer but there are some limitations. Depending on the nature of your criminal record, you may not be able to take up some volunteering roles but a variety of others would still be open to you. Please get in contact for more information.

**Q. I feel I need some extra support to volunteer - is that possible?**

If you feel you need additional support in finding a suitable volunteer placement you should contact us and arrange to have a chat with about the best options for you.

**Q. None of these FAQs answers my question, what do I do now?**

If we haven't covered your question please get in touch with us and we'll be happy to help.

