

Volunteer FAQ

How long will my application take?

We will make every effort to process your application as promptly as we can, after all, it is in our interests for your volunteering to start as soon as possible! However, depending on the role you would like to do, certain standard checks and mandatory training do need to be carried out so it may be several weeks before you can actually start, although the process is likely to be quicker in retail roles. If you are volunteering for the 'Help at Home' scheme the time frame may be longer, as it is important that we match you with the right family.

Do I need any specific skills or qualifications?

In the main part, the answer to this is no. An enthusiasm for the role and a general willingness is much more important. There are a few very specific roles which do require certain qualifications but this will be clearly shown as part of the role description.

Will I need references?

Yes, we will ask for details of two referees. Referees can be a friend, work colleague or neighbour but not a member of your family. We ask that your referee has known you for a minimum of two years.

What support will I get?

In most roles you will receive training before you start and ongoing support is available to all volunteers. You will have a volunteer supervisor who will be there to help and you can direct any queries you may have to your supervisor (or retail manager). All volunteers will be provided with a comprehensive handbook which covers many of the practical aspects of volunteering.

How much time do I need to give?

Any time at all would be most welcome! A commitment of as little as a couple of hours a month is enough to make a real difference to one of our busy shops or even volunteering as a one off, for example at an event, every hour really does make a difference.

What times can I volunteer?

Hospice based roles are Monday – Friday only, based around usual daytime working hours. Retail hours, events and fundraising are more flexible and can include weekends. The 'Help at Home' scheme may have more varied hours depending on the needs of the family but the hours you can spare will be taken into consideration when being matched with a family.

Are there any age restrictions?

All hospice based volunteers must be aged 18 and over. Fundraising volunteers can start from age 16, and retail volunteers can start from age 14 (with certain restrictions in place).

Will I be paid any expenses?

Volunteers may be eligible for reimbursement of out-of-pocket expenses incurred while undertaking work for EACH. All requests for reimbursement must be approved by a volunteer's supervisor in the first instance and before the expense is incurred.

Can I volunteer if I have a criminal record?

Having a criminal record is not necessarily a barrier to volunteering. Any offences will be considered individually and factors will be taken into consideration, such as how long ago the offence took place and the circumstances surrounding the conviction.

I am in receipt of benefits – can I still volunteer?

If you are in receipt of benefits, including means tested benefits, there will be no impact at all as long as:

- The only money you get from volunteering is to cover expenses, such as travel costs.
- You continue to meet the conditions of the benefit you get.

What are the benefits of volunteering?

There are too many to mention but the main ones include:

- A sense of community engagement
- Meeting new people
- Improved confidence and self esteem
- Learning new skills
- Making a positive impact
- There is also evidence to suggest that a volunteering role can help you go on to get paid employment.