

## **FREQUENTLY ASKED QUESTIONS REGARDING VOLUNTEERING WITH STOPGAP SUPPORTED HOUSING**

### **What will I gain as a volunteer?**

Volunteering is a great way to give back to your local community and make a real difference whilst doing something inspiring. It's also a great way to boost your CV and your employment chances, share your existing skills and develop new ones

We provide the opportunity to be part of a team who are committed to supporting homeless and vulnerable adults. Not only by providing accommodation but also the help needed to get back on their feet.

### **What happens at interviews?**

Potential volunteers will be invited to an informal interview

Try not to worry about this, it is just an opportunity for us to get to know each other and for both parties to ask questions.

### **How much time am I expected to give?**

How often you want to volunteer entirely depends on the time you have available. The amount of time needed is different for each volunteering opportunity. More information on this can be found in our Volunteer Opportunities section. You don't have to give lots of time to make a big difference. We will ask you to agree your hours prior to your start.

### **What happens at induction?**

All successful volunteers will be invited to undertake an induction. This will normally take half a day and cover an introduction to the charity, our facilities, project staff and initial administration and introduction to the core training programme.

We do expect all our volunteers to understand and comply with our policies and procedures. You will need to sign our Volunteer Agreement and agree to abide by our Volunteer Privacy Statement, Code of Conduct and Boundaries Policy

### **When can I expect a response to my application?**

We aim to respond to your application within five working days, although in some cases we may ask you to provide a bit more information.

### **What training will I get?**

All volunteers complete 'core training' covering: CoSHH; Food Hygiene; Health and Safety; First Aid Awareness; Fire Safety; and Safeguarding Vulnerable Adults. This is online training and takes on average 30 minutes per category.

You will also be invited to optional training sessions throughout the year - past topics have included Mental Health and Conflict Management – it is up to you whether you would like to attend these or not.

### **What can I do as a volunteer?**

Take a look at the **latest volunteer opportunities**. Or give us a call if you have a skill, hobby or interest that you feel would benefit our service users.

### **What support do volunteers receive?**

If you're volunteering with us you will have ongoing support from volunteer leads and receive one-to-one and group support sessions. We will also provide you with relevant training and help you develop your skills and progress.

### **Does volunteering affect my benefits?**

No, volunteering is unpaid. However, you will need to ensure you're continuing to fulfil the conditions of any benefit or tax credit you receive. For example, if you receive Jobseeker's Allowance you will need to show that you are still actively seeking paid work.

### **Who can volunteer?**

We are strongly committed to equality and diversity. We welcome volunteers from all backgrounds, including people with disabilities and those with 'refugee status' or 'exceptional leave to remain' in the UK.

Unfortunately we are only able to accept volunteers over 18 years of age.

### **Do you carry out any reference checks?**

As part of the application process, you will be asked for two references.

In addition, all our volunteer opportunities require the completion of a DBS check. We are registered with uCheck the government approved online DBS processing service. Don't worry, you do not have to send away any personal documents, we check those in house. As a volunteer there is no cost to you for the DBS check.

*If you have any further questions not covered here, please do not hesitate to contact us for an informal discussion.*