

## Volunteering Frequently Asked Questions

### **How can I volunteer with YSS?**

Visit the volunteering page on our website to download a volunteer application pack.

If you would like to have a chat about volunteering opportunities before you make your mind up about whether to apply, please contact [VolunteerRecruitment@yss.org.uk](mailto:VolunteerRecruitment@yss.org.uk) to request a call-back.

Once your application has been received, one of our friendly, local, Volunteer Coordinators will contact you to discuss what happens next. This might involve arranging an interview or a discussion about which volunteer opportunities would suit your particular interests, skills and experience.

### **Why should I volunteer with YSS?**

We are an organisation which aims to support individuals who face significant life challenges to enable them to reach their full potential. Through volunteering in any of our roles, you will be making a difference to the lives of others while engaging in training opportunities that can enhance your skills, increase your employment opportunities and give you a feeling of giving back to your local community.

### **What can I offer to the Charity?**

Our volunteers bring a wide range of different experiences, skills and knowledge to YSS. You do not need to have worked in an area like social care to support our work. We are interested in hearing from volunteers who are passionate about helping others and interested in learning new things.

### **What does a volunteer at YSS do?**

Volunteers can be involved in a range of opportunities across all of our services. This might include working with children, young people, families and adults either directly (e.g. 1:1 support) or indirectly (e.g. admin support). The range of support offered by YSS is varied and our volunteering opportunities reflect this.

### **Are volunteering opportunities at YSS open to all ages?**

Our volunteer opportunities are currently available to volunteers aged 18+

### **Is there a specific amount of time I should dedicate to my volunteering with you?**

We ask volunteers to consider volunteering for a minimum of 12 months. This could be for a few hours each week or every month depending on which role you apply for. When you make the decision to become a volunteer, please think carefully about the time you realistically have available to give, it's important to us that your volunteer role fits around your other commitments and you don't take on too much too quickly!

### **Do I need work experience to volunteer?**

No, this can be a bonus however a friendly and approachable personality and a desire to help others are the main qualifications we look for in a volunteer.

### **Do I need any specific qualifications/skills to apply to be a volunteer at YSS?**

No, a friendly and approachable personality and a desire to help others are the main qualifications we look for in a volunteer.

### **Will any of my expenses be paid for, by YSS, for volunteering?**

Yes, it is our policy to reimburse volunteers for any expenses directly incurred as a result of their volunteer role. This usually includes mileage, public transport and parking costs. We have a process which volunteers follow to claim for their expenses and we aim to make this as quick and as straight forward as possible.

### **What should I expect from volunteering with you?**

As a YSS volunteer you can expect to complete a thorough recruitment and training process. Once you have started to volunteer we will provide you with opportunities to develop your skills and knowledge further with training opportunities and we will also catch up with you regularly to make sure your volunteer experience is a positive one. Volunteering can be a chance to get to know new people and we like to bring people together either online or through social activities and events.

### **Will I get training for my volunteering role?**

Yes, we have a thorough training process which will prepare you with the foundation skills you need to volunteer (e.g. communication skills, information around confidentiality, boundaries and safeguarding). We also provide opportunities for those volunteers who would like to develop their skills further to attend training delivered either by YSS or other organisations.

### **Can I leave or change volunteering activity, if I do not like it?**

Yes, we will keep in regular contact with you while you are volunteering to check how your volunteering is going and if there is anything you would like to change. This might include taking on a different volunteer role if appropriate.

### **Can I still volunteer if I have a criminal record?**

Yes, having a criminal record is not necessarily a barrier to taking on one of our volunteering roles. We will have a conversation with you about this at the application stage of our recruitment process. There are certain offences which may not mean we cannot offer you a volunteering role, however we look at each application on an individual basis.

### **Do I need to drive in order to volunteer?**

Some of our volunteer opportunities will most suit those who have access to their own transport and a valid driving licence however being able to drive is not a requirement of all our volunteer roles. We can speak to you about which of our opportunities might be most suited to you based on your personal situation and circumstance.

### **Can I volunteer online or from home?**

Volunteers can get involved in some limited opportunities at home e.g. providing support for our service users over the phone. If this is an arrangement which would suit you while you are volunteering, please let us know when you apply and we can discuss this in more detail with you.

If your questions are not answered here, do not worry! You can always contact us by email at [volunteerrecruitment@yss.org.uk](mailto:volunteerrecruitment@yss.org.uk)

