



## Volunteering FAQ

### How does The Salvation Army work with volunteers?

Local Salvation Army churches and community centres offer a range of activities and services within their local communities. People can get involved in all sorts of ways, through volunteering with fundraising initiatives, helping with local activities or joining some of our national work around Homelessness, Older People, Modern Day Slavery, Job Clubs, Debt Advice and Children and Families. Each local church will have different opportunities, and you can [contact them](#) to find out what volunteer roles they have available.

### How can I apply to volunteer?

To volunteer for any of our programmes you will need to fill out an application form and get two references. To get an application form please contact your local Salvation Army church or fill out the enquiry form – you can find out what is happening in your area and where your nearest church or centre is [here](#). You will then be contacted by the local Salvation Army team.

### What if I don't have much time?

You can still get involved. There are lots of ways that you can support The Salvation Army. Some of our volunteer roles are one-off opportunities, such as helping our local churches at Christmas. Or how about [giving financially](#) to our work or [signing up to our newsletter](#)?

### How long do I have to volunteer for?

There is no minimum or maximum time limit on volunteering. When you complete an application form we will ask for an idea of when you would like to volunteer, how often and for what length of time. This is just to get an indication of interest, and will be discussed further when you attend an interview. Although we will ask for you to commit to volunteering for a reasonable period of time, none of our volunteer roles mean that you are obligated to volunteer, and you will always have the opportunity to talk to someone about changing your role or time commitment.

### Who can volunteer?

Anyone who is in sympathy with the aims and values of The Salvation Army can get involved in some way. We are an organisation that welcomes diversity, and we have opportunities for a wide range of ages, skills, availability and situation.

## **What will I get out of the volunteering experience?**

Our volunteers all choose to give their time and skills, but for a variety of reasons:

- Many feel inspired by seeing the difference that supporting vulnerable people can have, by helping those who need it most
- Others see volunteering as their chance to use their skills and experience to give something back to the community
- Volunteering can also be a very social activity and a great way to meet new people
- It is also a great way to add skills and experience to your CV and improve prospects for employment

Volunteers will have the opportunity to talk through what they hope to get out of any volunteering role before they start, so that we can find out how to best support each individual in their role.

## **Why do I have to go through the application process?**

We ask all our volunteers to fill out an application form and get two references before they can volunteer with The Salvation Army. In order to make sure that we match volunteers with the right role, we need to know about them, their interests, skills and areas that they want to work in. The best way to find this out is through an application form.

## **What should I do if I have trouble filling out a form?**

The Salvation Army welcomes people from all backgrounds, and we want to make sure that filling out an application form is not a barrier to involvement. If you struggle to write or use a computer, your [local Salvation Army church or centre](#) can help you fill out your form.

## **Do I really need to get two references?**

We ask all potential volunteers who are signing up for a regular volunteering role to provide two references. One of these references should be from someone who has known you in an organisational capacity, for example an employer, previous employer or a church or other group you are part of. If you don't have recent employment or volunteering experience we will talk with you to agree how to get an appropriate reference.

The application process is part of our commitment to safeguarding both the people we serve and our volunteers, and references are an important part of the process.

### **Do I need to have a criminal records check?**

This depends on what we are asking you to do. Many of the people we work with are vulnerable and volunteers may be dealing with confidential and sensitive information, or working with people unsupervised. In these cases we need to make sure that we have proper checks in place, and that people are suitable for these roles and will ask you to complete a criminal records check. We will make it clear on the role description and when you apply if a criminal records check is needed.

These procedures are in place to protect our volunteers and the people we serve, and we appreciate your patience and cooperation with this.

### **Do I need any particular skills to volunteer?**

For some roles there may be a particular skill or qualification required, for example for our Volunteer Drivers, who need a clean driving license. We will make it clear on the role description whether specific skills are required, and when training will be offered.

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

Volunteers will receive basic training and induction when they start volunteering with us. You will also receive additional training for any specialist roles you choose to volunteer for.

### **What will it cost me to volunteer?**

Nothing! All it will cost you is your time. We do not expect our volunteers to be out of pocket, and reasonable expenses will be reimbursed if this would be a barrier to your involvement with The Salvation Army.