

## WHAT WE EXPECT FROM VOLUNTEERS

All volunteers will have to undertake a recruitment and selection process, in accordance with the charity's policies and procedures.

In order to provide the very best service to families who seek our support, some positions within the charity, such as Support Volunteers, require a minimum time commitment and response time. This information will be sent out when you make an enquiry about volunteering and will help you decide if you are able to commit to it.

Most other volunteering tasks within the organisation are very flexible and designed to fit in with your life - around work, family and other commitments. Upon application volunteers can outline what they are able to commit and we will usually be able to find a role that suits.

Volunteers must adhere to the policies and procedures of the charity, which will be provided and fully discussed with applicants. This keeps our volunteers and our families safe.

We are always developing the support we offer to volunteers. We offer training and mentoring support and the opportunity to meet with other volunteers at development events. We will further develop this with the assistance of our volunteers.



## FAQS

### What does the recruitment process involve?

While we need to recruit safely, we do recognise that people are volunteers and try to keep things as informal as possible. We ask you to fill out an application form and provide two referees. You will then have a brief informal interview and be asked to read and sign our Volunteer Guidelines.

### Do I need a special skill to be a volunteer?

Most of our volunteers are ordinary families. You might have skills you haven't thought about like administration, which are very important to us. If you are not sure what you could offer, get in touch with us and we can discuss it.

### How will I do my work?

As we are spread all over the country most of our work is done by email or on the telephone. Trustees, management and committee volunteers will also have face-to-face meetings.

### What training is offered?

Our SUPPORT volunteers get full bereavement training before commencing their role. Other volunteers can discuss training requirements with their mentor or with the training department on a case by case basis.

## HOW TO APPLY

IF YOU WOULD LIKE MORE INFORMATION OR ARE INTERESTED IN VOLUNTEERING PLEASE CONTACT

[ENQUIRIES@SOFT.ORG.UK](mailto:ENQUIRIES@SOFT.ORG.UK)



## VOLUNTEERING WITH SOFT UK



IF YOU ARE INTERESTED IN VOLUNTEERING WITH SOFT UK, THIS LEAFLET WILL GIVE YOU SOME MORE INFORMATION ABOUT WHAT IS INVOLVED, WHAT IS EXPECTED AND ANSWER YOUR FAQS.

## Volunteering with SOFT UK

Everyone involved with SOFT UK is a volunteer. From the people who run the charity, to the volunteers who answer the telephone and email enquiries, to the people who order stationery or stick on your name badge at conference.

Our volunteers are the lifeblood of the charity so SOFT UK is always recruiting willing people to help with our work

Broadly speaking there are three types of volunteer:

### TRUSTEES

Trustees are legally responsible for the management of the charity and decide what the aims of the charity are and how these will be achieved.

### MANAGERS

These volunteers are responsible for the day-to-day running of the charity. They usually supervise other volunteers or organise specific areas of work.

### VOLUNTEERS

The majority of our volunteers give a few hours a week, or month, in a specific work area. This may be an area in which they have skills or experience or we may offer training to suitable applicants.

There are a variety of roles volunteers can undertake and we are always willing to listening to applicants' ideas of what they would like to do for the charity. To give you an idea of ways you may help us, we currently have volunteers or vacancies in the following: Email & telephone support, Fundraising, IT, Administration, Conference planning, Newsletter, HR & Training, Finance, Communications, Professionals liaison, .....



### *FOR PARENTS WISHING TO VOLUNTEER*

Understandably, it is mostly families who have personal experience of Trisomy who wish to volunteer with us. We value this experience very highly within SOFT UK, as there is no substitute for personal experience in the work we do. The majority of our volunteers are families who have such experience.

However we must ensure that the families we support receive the very best of care from SOFT UK and therefore we must ensure that all our applicants are ready for the volunteer role. We also have a responsibility to our volunteers, to ensure that their role is not detrimental to their own health or wellbeing.

For these reasons, we must very carefully assess applicants for their readiness to volunteer and provide support to others, when they may have experienced a very challenging time themselves.

We ask that families who have experienced a bereavement wait a minimum of 1 year before applying to volunteer.

Our recruitment and training processes will also help applicants to decide if they are ready to begin supporting others following their experiences.

