

Volunteering FAQs

Q. Who can volunteer?

A. Almost anyone! Milestones Trust is committed to ensuring equality of opportunity for everyone who wants to volunteer with us.

Q. What skills do I need to volunteer?

A. You don't need any specific skills or experience in order to be a volunteer – all you need is enthusiasm and commitment.

Q. What qualities do you look for in a volunteer?

A. Reliability, trustworthiness, ability to accept others for who they are, good communicator, interested in people, adaptable and ability to understand and maintain boundaries.

Q. How old do I need to be?

A. For some roles you need to be 16+ and for most you need to be over 18+. There is no upper age limit for volunteering with us.

Q. Do I need a DBS check?

A. A DBS check is a disclosure and barring service check and looks at whether you have a criminal record. Milestones Trust will need a DBS carried out for most volunteer roles and we will cover the costs for that to be done.

Q. Can I still volunteer if I have a criminal record or caution?

A. It would not automatically preclude you from volunteering; however it is important that you tell us when you apply. We will make a case by case decision, which takes into account the volunteer role and the nature of the offence.

Q. What training is available?

A. All volunteers will complete induction training with the team they are volunteering with and any specific training needed for the role will be provided if appropriate.

Q. How much time do I have to give?

A. You can tell us what you can do and when you can do it and we will identify a role that suits your availability. As you will be supporting vulnerable adults, continuity is important for their wellbeing, so we do look for 6 month commitment.

Q. Will volunteering affect my benefits?

A. Volunteering should not affect your benefits, but we suggest you ask advice from Jobcentre Plus or your employment advisor.

Q. Do I need to supply references?

A. Yes we will require two character references from people who have known you for over two years and are not family members.

Q. Will I have to attend an interview?

A. For most roles we invite you to have an informal interview with a manager and to look around the home.

Q. Can I claim expenses?

A. Out of pocket expenses and travel costs can be refunded by arrangement and prior agreement with the manager.

Q. How can I read your volunteer related policies?

A. We have policies on volunteering, safeguarding, confidentiality, data protection and health and safety. Get in touch with us, letting us know which policies you would like and we send them to you.

Q. How do I apply?

A. You will need to complete a volunteering application form. To get a form, you can either complete an expression of interest form and we will get back to you or you can contact the Volunteer Coordinator, Lianne Vill, on : liannev@milestonetrust.org.uk 0117 970 9356 and the Volunteer Administrator, Virag Csolli on viragcsoli@milestonetrust.org.uk 0117 970 9319.

Q. How long will it be from when I apply to when I start volunteering?

A. Depending on the opportunity, DBS check and return of references, it can take up to 4-6 weeks.