**Volunteering Kingston Frequently Asked Questions**

**Using the Volunteering Kingston’s Opportunities Website**

**How do I find volunteering opportunities?**

Visit the ‘Search’ page on the Kingston Volunteers website to find the latest volunteering opportunities available. Look out for our twice-monthly newsletter, which will contain news about upcoming volunteering opportunities.

**How do I apply for an opportunity?**

After finding an opportunity you are interested in, click ‘+ Join’ on the opportunity page. Some opportunities require volunteers with specific skills or experience, which will be stated on the opportunity. These roles will ask you to add a short summary of your skills and experience when joining the opportunity.

**How do I know my volunteering opportunity has been confirmed?**

You will receive an email confirming your shift at least 48 hours before. Your confirmed shifts will be listed at the top of your homepage on the Kingston Volunteers website. **Booking your volunteer shifts**

Booking your volunteer shifts is easy. Just follow these simple steps:

**1. Volunteering opportunities on offer**

Click ‘Search’ on your homepage to view available volunteering opportunities. New opportunities will be added, so keep an eye on the website to find the latest opportunities. You can also search by category, location, or activity tags on the left-hand side of the page. All volunteering opportunities will be advertised on our website. We will advertise our star volunteering opportunities in our newsletter issued twice a month, and on our social media channels

**2. To sign up**

Click on a volunteering opportunity to see more information about the role. The opportunity will detail the tasks, activities and shifts available. Once you find an opportunity you would like to volunteer for, click ‘+ Join’ on the opportunity page. Some opportunities require specific skills or experience. These roles will ask you to add a short summary of your skills and experience when joining the opportunity.

**3. Session confirmation**

You will receive a confirmation email for all volunteering opportunities you have been accepted onto. Your homepage will list your upcoming confirmed opportunities. If you are no longer available to complete a shift you’ve booked, click ‘Manage’ and then click ‘Leave’ against the correct shift. This will allow us to offer this shift to another volunteer.

**How do I log my hours and leave feedback after volunteering?**

After you complete your volunteer shift, you can leave feedback and log your hours. Visit the volunteer opportunity page and click ‘Feedback’ to rate the opportunity and let us know how you found your volunteering experience. To help us monitor the impact of the Community Response, please log your volunteering hours after your shift. Click ‘Log Hours’ to input your total number of hours volunteered in that shift.

**I’ve forgotten my password**

If you have access to the email address you used to register, you can request a password re-set on the login page. If you no longer have access to the email address used to register, please contact us on enquiry@volunteeringkingston.org.uk

**What should I do if I am late for my volunteering shift?**

Where possible, please arrive on time, taking into consideration reductions in public transport. If you think you’ll be late, text or call your Volunteer Coordinator as soon as possible.

**I can no longer volunteer for a shift. What should I do?**

If you are no longer available to complete a shift you’ve booked, visit your homepage and click ‘Manage’ against the correct shift. Under ‘Sessions’ click ‘Leave’ next to the relevant session. This will allow us to offer this shift to another

**I have signed up to an opportunity but have not heard anything**

It may take a little longer to hear from volunteer managers during busy periods. If you have not heard anything after 2 weeks from applying get in touch with us and we will follow up with the organisation.

**Why did I not get picked for an opportunity?**

For some opportunities volunteers will be selected based on their skills matched with the roles first, or on a first come first serve basis. If you have not been selected this time, please do volunteer for another role in future as there is lots to do.

**Do I need to have a DBS check to volunteer?**

You can volunteer without having a DBS check, however there may be some roles you are prohibited from doing until you have completed a DBS check. This is to protect the safety people we are volunteering to support. If you don’t have a DBS check there are still lots of roles that you will be able to do.

**Do I need to complete an induction or undertake training to volunteer?**

For some of our roles it is essential for you to have completed role specific online training course. E.g. for prescription delivery drivers.

**If I volunteer might I be at risk or catching or spreading Covid-19?**

Volunteers are making a valuable contribution to the lives of people who are self-isolating and need help at the moment, and we want to encourage people to continue to volunteer to support their communities. However, the reason we are volunteering is to keep people safe and to prevent the spread of the virus. The last thing we want is to infect someone who is vulnerable or at risk.

Keep up to date with [NHS advice](https://www.nhs.uk/conditions/coronavirus-covid-19/), which is being updated regularly, on how to prevent the spread of Covid-19. Always read the current NHS advice before you consider volunteering and never volunteer if you, or someone you live with, have symptoms

If you are volunteering, please remember social distancing rules; don’t enter people’s houses and stay two metres away from the people you are helping. Look after yourself, don’t volunteer if you are ill or self-isolating and please keep washing your hands regularly.