

ready to volunteer?



Guidance for Job Centre Plus STAFF

Is it the right time for YOUR CUSTOMER to consider doing something on a voluntary basis in the community?

Answer the questions below and decide. (Additional issues that will help match someone with appropriate opportunities will be dealt with later.) Phone us for advice if required on 0141 226 3431 and ask for someone in the Volunteering Team.

pathways
to
work

1. **There has been a discussion with the person about volunteering and they have a genuine interest in exploring the options. (It's genuinely voluntary.)**
 - The person understands they may be able to help out in a lot of **different ways** just by giving some of their time and energy.
 - They know that their **experience, personal qualities and skills** can help benefit other people, have discussed how to deal with any **social security benefit** claim issues, and prepared information regarding any **criminal record** they may have. *They are aware that any current benefits claim or criminal record is unlikely/needn't necessarily be a barrier to volunteering.*
 - They know what they want from volunteering - how they can benefit from it.
2. **Are there any health or personal/family issues that make it difficult for the person to make a regular and reliable commitment to turn up once they've decided what they want to do?**
3. **Do they often struggle at the moment to get on with other people or cope with new people/places?**
4. **Is starting a volunteering opportunity a big change in their life?**

The answers:

if you're not sure about question 1, and/or have answered 'yes' to one or more of questions 2, 3, and 4.....you should:

Look again at volunteering in the future

OR

Look at less demanding opportunities (they might want to look at opportunities that offer 'tasters' or short trial periods, or opportunities that offer other additional support – search online for opportunities that offer tasters, or book the person (and yourself if required) in for an appointment with an advisor at the Volunteer Centre and we can help match the person's interests to an opportunity that suits them best and will help get them started).

if you can say 'yes' or 'not sure' to question 1, **and** 'no' to 2, 3, and 4you should:

Look at any opportunity that matches their interests and personal goals and circumstances – search our opportunities online, drop-in to use our paper catalogues, or book the person (and yourself if appropriate) in for an appointment with our advisors.

