



St Oswald's Hospice

Recruitment Accessibility Guide for Volunteers

Welcome

We want everyone to feel welcome when applying to volunteer with us. We will do our best to make the process fair and accessible for you.

Our approach to accessibility

St Oswald's Hospice is a Disability Confident Leader for our staff recruitment.

This means we follow high standards in supporting disabled people, neurodivergent people, and people with health conditions at work.

While this recognition is for our paid staff roles, we aim to apply the same principles to volunteers wherever possible.

We can talk about adjustments

If you have any access needs – please tell us. We can talk about what changes or support might help you take part.

Examples might include:

- Application in a different format (like audio recording, large print)
- Accessible meeting spaces (wheelchair access, quiet rooms)
- Flexible interviews (in-person, phone, or video)
- More time to answer questions
- Using your own equipment or support
- Breaks during meetings



- Changes to lighting or noise
- Interview questions in advance
- Bringing a support person with you

Please note: We may not always be able to provide every adjustment, but we will discuss your needs with you and try to find the best solution we can.

How to ask for adjustments

You can ask for adjustments:

- When you first apply
- Before an interview or welcome meeting
- At any time while volunteering

We may not always be able to provide every adjustment, but we will discuss your needs with you and try to find the best solution we can.

You do not have to give medical evidence unless you want to. Your information will be kept private and only shared with those who need to know to support your volunteering.

What to expect

- We will send information about informal interviews or welcome meetings in advance where possible
- We have the questions used in our informal interviews on our website for you to view
- We can provide the questions in other formats (like audio recording, large print)
- We will tell you who you will meet and what will happen
- We use clear language - no jargon



- We focus on your skills, interests, and enthusiasm, not just formal experience

After you join as a volunteer

- You will get a clear induction and training
- We will check in regularly to make sure you are happy in your role
- If you need more support, we will talk with you about what can help

Contact us

Volunteering Team

Email: volunteering@stoswaldsuk.org

Phone: 0191 246 9063

Our promise

We celebrate diversity and value the unique strengths that every volunteer brings. We want volunteering to be open to everyone and will work with you to make that happen.