



Informal Volunteering Discussion

A supportive, flexible, non-contractual conversation guide

Volunteer Details

Volunteer Name

Role discussed

Staff present

Date

About You

- 1. Tell us about yourself (interests, experiences, skills)**
- 2. What interests you about this volunteering opportunity?**
- 3. How do you see this role fitting with your routine and interests?**
- 4. Do you see volunteering as a step toward a future career?**
If so, would you like to hear about our Volunteer to Career pathway (if relevant to the role)?
- 5. Is there anything that would help you feel comfortable and supported while volunteering?**
(Examples: health or disability needs, bereavement, English as a second language, etc.)
- 6. When would you like to start volunteering? Are there any breaks or times you won't be available that we should be aware of?**

The next two questions are only for Clinical-Area Roles

7. How do you feel about doing small practical tasks on your own and taking part in patient-facing activities?
8. When could you be available for a shadow session?

Additional Questions for everyone

9. Is there anything you'd like to ask us?
10. Where did you hear about this volunteering opportunity?
11. Some roles require you to have a DBS check. Do you have any cautions or convictions which would show up on a DBS check?

This question is for people who are in the UK on a visa or other immigration route (Non-UK Citizens).

12. Do your current immigration conditions allow you to volunteer in the UK?
13. If yes, which visa or immigration route you are on? This helps us understand any conditions we may need to be aware of.

Please explain that it is their responsibility to make sure any visa or immigration conditions permit volunteering, as taking part when not allowed could affect their immigration status.

What Happens Next — Typical Onboarding Steps

Week 1	Welcome email with system/training links; arrange visit with ID for DBS.
Weeks 2–3	Complete online learning and DBS application.
Week 4	Provide DBS certificate (if received); confirm learning completed.
Weeks 5–8	Follow up outstanding checks; induction arranged after clearance.

Please note start dates are dependent on DBS clearance

Please encourage potential volunteers to sign up to the DBS Update Service, as it is free for them, keeps their DBS checks continuously up to date, makes future volunteering roles easier to access, and helps the hospice maintain safer and more efficient safeguarding practices.

Notes for staff:

- Please refer directly to the information provided by the individual on their application to prompt discussion.
- Use the volunteer role description as part of the discussion to ensure the individual fully understands the role they are applying for.
- If you intend to offer the volunteer role directly following the discussion, please do so – inform HR humanresources@stoswaldsuk.org & Volunteering Experience Team volunteer@stoswaldsuk.org and let your new volunteer know what happens next. Let them know that they must start their training by Week 2 and completed by Week 4 to 6.
- If you need more time to consider the offer, please take that time – tell the individual when you will be in touch with a decision (this should be as soon as possible).
- If you feel that the role is not a good match for the individual, either let them know immediately or take the time to consider further and get back to them. Feedback should be encouraging and honest. The individual is welcome to consider other available volunteer roles (via the website) or can contact volunteer@stoswaldsuk.org for signposting to external volunteering networks and support.