Norfolk age UK
Let's change how we age

FAQs
Volunteering

Frequently asked questions

How do I apply to be a volunteer?
Fill in our volunteer application form, then have a brief chat with our Volunteer Coordinator on the phone about our volunteering roles and the recruitment process. If wish to proceed, you will then be interviewed by the Service Coordinator/Manager.

Once, I have filled in the application form how long will it take for someone to acknowledge my application?
Our Volunteer Coordinator will respond via email within a few days.

When can I start volunteering?
Once we have received 2 references, a DBS check and you have read the necessary policies, volunteer handbook and service guide. We typically say between 3-6 weeks from when you have had an interview.

Where will the interview take place?
This will depend on the volunteering role you are applying for and where you live in Norfolk. It could be done by telephone, Teams video call, face to face at an area close to where you live or at our office, Henderson Business Centre, 51 Ivy Road, Norwich, NR5 8BF.

Do I need to have any qualifications to be a volunteer?
No, we just need you to be over 18, have access to the internet, email address and have empathy for older people. Some volunteer roles like Information and Advice may require similar work experience.

How much time do I need to give?
We offer various volunteering roles to suit the amount of time you can give us, for example 30 minutes a week would be perfect for telephone befriending role. Other roles may include a morning or afternoon once a week.

When can I volunteer?
Our home visiting/client facing roles can be done Monday to Friday between 10-4pm as this is when our office is open. As a Telephone Befriender, you can make calls between 9am-7pm.

Who do I report too?
You will have a specific Service Coordinator/Manager that you report too. This is typically the person who interviewed you.

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Can I volunteer for multiple roles?
Yes, you can volunteer for multiple roles! However, it's often a good idea to start with one role to get a feel for the responsibilities and time commitment involved. Once you're comfortable, you can gradually take on additional roles. This approach helps ensure you don't get overwhelmed and can give your best to each role.

Will volunteering cost me anything?
No. We pay for expenses such as phone calls, mileage and transport by bus etc. This is explained further in Induction.

Can I have time off when I volunteer?
Of course. You just let your Service Coordinator/Manger know in advance so they can arrange cover.

Do you provide training?
We offer comprehensive training during the induction period, including access to our Volunteer Hub with policies, a volunteer handbook, and service guides. We provide eLearning opportunities and inform volunteers about any external training that might be beneficial. Additionally, some roles involve shadowing an experienced staff member or volunteer to help you get started.

Do you provide equipment?
If the volunteer role requires you to have equipment then we will of course provide this.

Can I be a volunteer if I have a disability?
Absolutely! People with disabilities can of course volunteer and make a significant impact in their communities. If you want, this can be discussed with the Volunteer Coordinator before interview stage.

Do I need to live in Norfolk to volunteer?
Most of our volunteering opportunities involve supporting people and communities within the county. For this reason, we ask that volunteers are based in Norfolk and able to travel to their volunteering location, where required.
If you live outside Norfolk, please check the location and requirements of the role before submitting an application, as we may not be able to progress applications from people who are unable to volunteer locally.