

**Volunteering**

**Frequently Asked Questions**

Here are some of the commonly asked questions about volunteering with Age Scotland.

**Why does Age Scotland have volunteers?**

We believe that the contribution of our volunteers is essential to our success. Volunteers complement the work of our employees, enabling us to reach more older people and do more on their behalf. They bring fresh perspectives, skills and talents.

**Who can volunteer?**

Anyone over the age of 16 can volunteer with Age Scotland. Unfortunately we can’t take on younger volunteers as they would not be covered by our insurance.

The only exception to this is under 16s, working towards the Duke of Edinburgh’s Award, who are undertaking their service in one of our shops. Please contact your local shop for more details about this.

**Why volunteer with Age Scotland?**

Volunteers allow Age Scotland to help more people to love later life in Scotland. Volunteers use their skills, enthusiasm and experience to contribute to the success of the Charity. Because we recognise the vital role volunteers play in our organisation we train and support our volunteers effectively, listen to their views, value their opinions and include them in our planning.

**What can I do?**

We have a number of different opportunities available. You can find details about all of the opportunities on our website ([www.agescotland.org.uk](http://www.agescotland.org.uk)). We post all of our new opportunities on our website so check back here for new roles. We also tweet and post our opportunities on Facebook so follow or Like us to get up to date information. We also advertise our roles through local volunteer centres and through Volunteer Scotland.

**Do I need any specialist skills or experience?**

In general no. For some roles we ask for some specific skills but most of all a willingness to learn is as important. It is unlikely that we would need any specific qualifications but it this were the case this would be included in the task description. If you have any questions about an aspect of a volunteer task description please get in touch.

**What time commitment do you expect from me each week?**

Each role has its own time commitment requirements. Some roles, such as Volunteer Advisers require in depth training. This means that there is a longer time commitment each week to allow for this and also so that skills and training can be practised on an ongoing basis. However other opportunities require less training so have a much shorter commitment time. Each task description has information about the required time commitment. If you are unable to make the time commitment on the task description please get in touch with us and we will discuss this with you.

**What will I get from volunteering?**

The benefits of volunteering to the volunteer can be huge.

It is an opportunity to learn new skills or develop existing ones. A chance to meet new people and gain confidence. It can be a great addition to your CV or it can be a chance to use your skills and experience to help other people.

**Will it cost me anything to volunteer?**

No, you should not be out of pocket from volunteering with us. We reimburse reasonable expenses as long as you have receipts. Your supervisor will explain to you what can be claimed for and how to claim expenses.

**Your application form asks for 2 referees; why do you ask for references and who can be a referee for me?**

We ask for references to ensure that we offer suitable roles to volunteers. This ensures that both Age Scotland and the volunteer get the most out of the opportunity.

Your referees should be people who are familiar with your skills and manner.

Examples of who could be a referee:

* A current or previous employer
* A current or previous volunteer supervisor
* A teacher, lecturer or tutor at school, university or college
* A support worker
* A religious leader

One of your two references can be a personal reference although it should not be someone who is related to you or that you live with.

Please check that your named person is happy to act as a referee for you so that they expect us to get in touch.

**Will volunteering affect my benefits?**

As circumstances can vary depending on what benefits you claim you should seek advice from your benefits office. You should also let them know that you are volunteering.

**I’d like to get involved but I can’t commit to regular volunteering, how else can I support Age Scotland?**

There are many other ways that you can support the work of Age Scotland.

<https://www.ageuk.org.uk/scotland/get-involved/>

**There are no opportunities that appeal to me – how can I keep up to date with new roles?**

The easiest way to do this is to follow us on Twitter ([www.twitter.com/agescotland](http://www.twitter.com/agescotland)) or like us on Facebook ([www.facebook.com/agescotland](http://www.facebook.com/agescotland)). We also post all of our opportunities on our website.

If you have a question that’s not covered here or you’d like to know more – please get in touch with us: [volunteering@agescotland.org.uk](mailto:volunteering@agescotland.org.uk) or 0333 323 2400.