



## Chesterfield and North Derbyshire Becoming an RSPCA volunteer



**Q. How much time will I have to give when I volunteer?**

**A.** You can give as much or as little time as you would like. Although some volunteering roles require a minimum amount of time per week such as 3 hours or a minimum period of time such as 3 months because of the level of training and familiarisation with the role that is required. When you first expressed an interest in volunteering, your time commitment will have been discussed with you and you will have been provided with some information about the time commitment for each volunteering role available.

**Q. What happens if after I start I find that I have to change the hours that I can volunteer?**

**A.** If you find that your circumstances change and you are no longer able to volunteer at the times originally agreed, then your line manager/supervisor will be able to discuss with you whether alternative hours are possible and if not, whether there are any other volunteering roles that may be suitable.

**Q. What will happen when I start volunteering?**

**A.** When you start volunteering with the RSPCA, you will be given a welcome pack. This will either be provided as part of a course or as part of a one-to-one with your manager/supervisor. The information provided in this pack will give you an insight into how the RSPCA started and how it looks today with detailed information on areas that affect your role. This pack is not meant to provide you with all the information you need but will introduce you to the RSPCA. You will also be introduced to other volunteers and members of staff (if applicable) that you will be working with.

**Q. Will I start volunteering in my role straightaway?**

**A.** You will be provided with the relevant induction and health and safety information before you start volunteering with the RSPCA. How soon you start your role, will depend on the type of volunteering activity that you are going to undertake, but you will not be asked to do anything without appropriate training and guidance.

**Q. What information will I have to provide when I start?**

**A.** Before you start, you will have completed an application form, which will contain information such as your contact details, skills and experience and names and address of referees. When you start we will request the name and contact details of a friend or relative who we can contact in the unlikely event of an accident or illness whilst you are volunteering for us and a skills audit form.

**Q. Will I receive any training and if so do I have to pay for it?**

**A.** You will be provided with any training that is required for the volunteering role you are carrying out. You will not be expected to pay for any training that is essential to the volunteering activity. There are some roles which require you to attend a training course before you can start volunteering for the RSPCA and if this is the case, this will be explained to you before you start.

**Q. Will I get paid for volunteering?**

**A.** Volunteers do not get paid for carrying out their role and this distinguishes itself from an employment role. However, some establishments do reimburse out of pocket expenses. Your manager/supervisor will be able to inform you as to whether you can claim expenses and what is covered.

**Q. What happens if I have a concern about my role?**

**A.** We hope that you will find your volunteering role both enjoyable and rewarding. However, should you have any concerns relating to the role that you are carrying out or about another volunteer or member of staff, then you should speak to your line manager/supervisor and any difficulties are normally resolved quickly and easily.

If however, you are unhappy with a person's conduct or the way in which your concerns have been handled, then you should raise this with your line manager/supervisor. Many establishments have a volunteer complaint's procedure and if this is in place, you should ask for a copy if you have not already been given one.

**Q. Will volunteering lead to employment with the RSPCA?**

**A.** Volunteering for the RSPCA does not guarantee an employed position with the RSPCA. However, the experience and skills you have gained whilst volunteering will be taken into account in any interview for a paid position. Volunteering provides an ideal opportunity to gain experience and develop skills in an area that you may not have worked in previously. It will also enable you to see whether the work is suited to you.