

THINKING OF VOLUNTEERING WITH US?

**Find out how
changing veterans' lives
will brighten yours too.**

**H  LP for
HEROES**

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THANK YOU FOR YOUR INTEREST IN VOLUNTEERING WITH US

We'd love to welcome you to the team

Find out how volunteering with Help for Heroes will leave you feeling fulfilled as you make a real difference to the lives of veterans and their families.

Have a read of this leaflet to find out about the variety of roles you can do and how we'll look after you to make you feel like part of the family. You'll meet one of our excellent volunteers Gillian, as well as our friendly Volunteer Officer Linsey. And we have the answers to some frequently asked questions.

ABOUT HELP FOR HEROES

The charity was set up in 2007 when Armed Service personnel were returning from the wars in Iraq and Afghanistan with serious injuries.

But the charity is needed now more than ever. At Help for Heroes we support those who have stepped up and served our country, with their physical and mental health, as well as their welfare and social needs.

We also support the families, because when life gets tough for a veteran it affects those around them too.

Our team of nurses and occupational therapists help ill and injured veterans on their physical recovery journey. We have a team called Hidden Wounds, who provide mental health support to people with a wide range of conditions.

Our sporting events and clubs, provide veterans with the chance to find their love of sport again, something which greatly helps with their physical and mental health recovery.

And we create opportunities for people to find sporting, social and cultural groups in their local communities to overcome loneliness and isolation, and improve health and wellbeing.

But we can't do any of this without our volunteers, who are the beating heart of Help for Heroes.



WHY VOLUNTEER?

There are so many great benefits and advantages that come from volunteering with Help for Heroes.

You'll be making a real difference to the lives of veterans and their families. Giving your time to help others is fantastic for your emotional wellbeing. You'll be helping others, and yourself too!

You'll make friends. Our veterans, their families and our volunteers are friendly, warm and fun loving. You'll love meeting them and immediately feel welcomed.

You'll have fun. Getting out and about to our sporting, mass participation or fundraising events is, without a doubt, lots of fun. There is a buzz about them, and always a warm, friendly atmosphere.

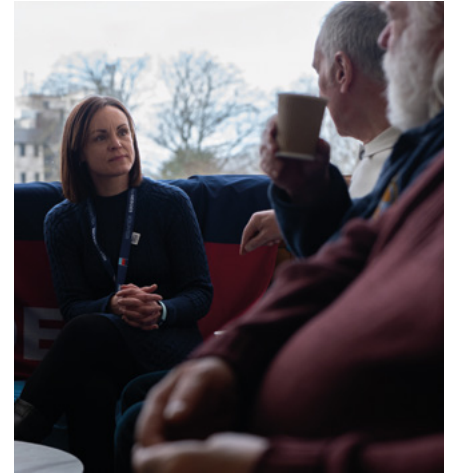


You'll feel needed and valued. With the cost-of-living crisis continuing, times are tough for charities right now, and Help for Heroes is no different. Our volunteers play a vital role in telling the story of why the Charity is still very much needed and the difference it makes to thousands of lives.

It's a chance to utilise your skills and maybe find skills you didn't realise you had.

We recognise the unique skills that volunteers can share for the benefit of others.





There's a lot of love out there for the Armed Forces community.

When you're out and about representing Help for Heroes, you'll feel that warmth!

It's great to volunteer for something you care about. Anyone can volunteer anywhere, but the best volunteering happens when you care about the cause.



You'll be supported every step of the way. Our team will ensure that you're given all the help you'll need to enjoy and succeed on your volunteering journey.

Volunteering is good for career building. The jobs market is tough out there, volunteering can help boost a CV, and it will give you confidence and routine again.

Volunteering strengthens neighbourhoods and introduces people to one another, sharing skills and encouraging the formation of other groups.



But don't just take our word for it. Turn the page to meet Gillian and read about why she gets just as much out of volunteering as she puts in.



VOLUNTEERING 'HAS CHANGED MY LIFE'

A retired schoolteacher has said that volunteering for Help For Heroes has changed her life and given her value and a purpose once again.

Gillian, 67, of Sheffield, retired early from the classroom to look after her elderly and poorly parents. When they passed away, she began to feel she had lost her way in life, was becoming isolated as friends moved to be nearer their own families post COVID, and there was a growing sense of sadness.

Having fund raised for charities all her life and already aware that volunteering might be the answer, Gillian had tried out at a hospice charity shop. While she said the people she met there were lovely, she didn't enjoy the role.

A chance meeting with one of our stalwart volunteers Sarah at a Tesco collection changed everything.

Gillian remembers: "I put some money in the bucket. Sarah and I struck it off straight away. Sarah explained what they did as volunteers. I thought 'oh this is me'. Sarah

talked about concerts, shows, bucket collections, cafés, and other events. I thought 'there is lots going on, this is going to suit me'.

"I emailed the charity to enquire about volunteering, while I was still in Tesco car park."

Sarah does a lot of her volunteering with her good friend Paula – another veteran volunteer with the charity. Gillian's first experience of volunteering for Help for Heroes was at a country show near Sheffield.

As with Sarah, she struck it off with Paula immediately and got stuck in to helping with the tombola and talking to members of the public about the work the charity does.

"I found my tribe from the word go," Gillian says. "I've made friends for life with Paula and Sarah. They won't get rid of me now. I feel like part of a family, because I haven't really got any family

now. When you haven't got your own family around you, you do need to be valued by somebody. It has given me my value back."

And the affection Gillian feels for Paula and Sarah is clearly mutual. The three volunteers have a WhatsApp group to keep in touch about volunteering, but also about life in general. They call themselves the NERDYS, which stands for the North East Region of Derbyshire and South Yorkshire.

Gillian says: "We share the same sense of humour, it's great. Though it is bonkers and at times unrepeatable. We talk about things that aren't necessarily Help for Heroes, we just have a laugh."

Gillian has been volunteering for 15 months now and loves every minute of it.

"One of my other friends has said that the sadness has gone and that I have my spark back.

"I volunteer at concerts, supermarkets, village shows, and other events, raising funds for and awareness about Help for Heroes.

“

I have found my charity. I have found my role. As long as I can do it, I will. It has brightened my life and it is nice to know I am making a difference.”

"When I was a teacher, I had value to my pupils, my colleagues and the community. When I retired from teaching I was a carer for my parents, I had a value to my parents. Being a carer was part of my identity. But after they died I felt I had no value or purpose. I felt lost. Volunteering has given me my sense of purpose and value back. I am finding this is the gift that keeps on giving. I feel very comfortable working with Sarah and Paula, and the other volunteers I have since met."

Gillian is rightly proud of the difference she's making to the veteran community. She's equally proud of the benefits she's seeing to her health and wellbeing.

"I think it is equally important to admit that you are volunteering for selfish reasons as well as altruistic reasons.

"As you get older, your social circle can shrink, and it is quite easy to become isolated. And I think that is another reason why I was feeling sad. So selfishly I wanted to widen my social circle.

"Others might find it helps them to develop skills and



confidence to get back into education or employment. It also makes me feel good that I am making a difference. It is a way of giving back."

Gillian is a natural extrovert and enjoys talking to the public. She hopes to become involved in giving talks about the charity in schools and to other groups.

She has this message for others: "If you're feeling unsure or nervous, that first step is the hardest. Come along and have a chat and see what we do.

"I have been very well supported by Paula and Sarah and by the staff at the charity. They keep in touch as they know I am relatively new to the charity. One of the things

that Paula always says is that the charity has a duty of care. The people who look after volunteers at the charity are caring and understanding. They do take the duty of care very seriously, which I think is important.

"I find that there is a lot of love out there for the Armed Forces community. Members of the public are always very lovely. "Volunteering for Help For Heroes has changed my life, it has given me my value back.

"I have found my charity. I have found my role. As long as I can do it, I will. It has brightened my life and it is nice to know I am making a difference."

FAQS

Answers to some frequently asked questions

How many hours do I commit?

This can be different depending on the role you apply for and will be detailed on the role description.

Do I need training?

We provide basic training that all volunteers are required to complete and role specific training.

Do I need to be qualified?

None of our current roles require a qualification but we provide basic training to support volunteers.

Do I need to be a veteran?

No, we welcome people with lived experience and those that have not served.



Do I provide my own car?

We currently have a couple of roles that may need the use of a car, but this will be detailed on the role description. For the majority of our roles – you will not need your own car.

How long is the commitment?

We ask that when people apply – they look to commit for a year, but we of course understand that circumstances change and will do all we can to support.

Will I need to provide my ID / documents?

All volunteer roles require 2 referees. Some roles are also subject to a DBS/Criminal Record Check, and this will be detailed on the role description.

Can I volunteer if I have a disability?

Yes of course! As part of the initial chat and onboarding process, we can talk through how we can work together to make your volunteer experience a safe, accessible and enjoyable one.



Can I change volunteering roles?

As a volunteer with us, you will have a dedicated Relationship Manager who will support you in your role and will be happy to discuss different/additional volunteering opportunities with you.

Will I receive a uniform?

Once you have completed your onboarding to become a volunteer with us, you will receive a Help for Heroes ID badge and lanyard, Volunteer Wristband, Volunteer Lapel Pin – all designed to identify you as an official volunteer with Help for Heroes.

Meet Linsey— our friendly Volunteer Officer

Will I be receive expenses?

We reimburse volunteers for reasonable out-of-pocket expenses for travel and other costs in line with our volunteers expenses policy. You'll just need to keep tickets and receipts to reclaim the money.

Can I volunteer if I am in receipt of benefits?

Volunteering will not affect your benefits so long as you're still able to meet the conditions for receiving those benefits, e.g. you need to be free to attend job interviews.

www.gov.uk/guidance/volunteering-and-claiming-benefits

How do you look after your volunteers?

We have a range of robust policies in place, such as data protection, safeguarding and whistleblowing. Which we will tell you about on your onboarding.

"I have been with the charity for almost 11 years, with the past 7 years working with volunteers.

"As a passionate volunteer myself, I understand and value all that volunteers bring to the table – a diverse range of skills and knowledge and often lived experience too.

"One of my favourite parts of the job is celebrating and recognising the impact our volunteers have. This could be through 'shout outs' in the monthly volunteers newsletter or sending them an email to celebrate their volunteer anniversary.

"It's brilliant to work in a team dedicated to giving the best possible experience to volunteers and working closely with other teams across the charity to make this happen.

"I've seen so many positive outcomes from people volunteering, through gaining skills and confidence. For example, one woman gained the confidence to go back to higher education. She wouldn't have done that without her volunteering.

"I've seen so many people make friends and find new opportunities.

"In one case – and I can't promise this will happen for everyone – but we even have a couple who met whilst volunteering and are now married! They had a Help for Heroes themed wedding."



WHAT ROLES ARE WE RECRUITING FOR?

The volunteering roles we have available can vary throughout the year.

Ways you can get involved can include fundraising as an individual or within a group, working with veterans in the community, or being a welcoming face at one of our open access cafes. Whatever you do, you'll be playing your part in making life better for veterans and their families. Keep an eye on our webpages to see what volunteering roles we currently have on offer.

OUR ASK

If you sign up as a volunteer, to make sure your experience is positive and rewarding, there are some rules we would both need to follow.

We will:

- Provide clear volunteer role description(s).
- Give you a warm and professional welcome to Help for Heroes.
- Provide an induction and relevant training, to help you understand your role in our team, as well as the Charity's vision and values.
- Connect you with a member of staff, to provide advice, support, and guidance.
- Provide adequate insurance cover while you are undertaking volunteering activities requested by us, and provide guidance on how to cover events you organise yourself.
- Give you access to the Charity's policies and procedures.
- Reimburse agreed out-of-pocket expenses in line with our volunteer expenses policy.
- Do our best to resolve, fairly and justly, any complaints or concerns.
- Do all we can to ensure your health, safety, and welfare while volunteering.
- Treat your personal information in line with the guidelines and best practice set out under the General Data Protection Regulations (GDPR).
- Celebrate and recognise the contribution you make.

You will be asked to:

- Consider and protect our reputation by being accountable for your behaviour and actions whilst representing the Charity.
- Treat everyone you meet whilst volunteering fairly, equitably and with respect.
- Be reliable and engaged in your volunteering role.
- Follow and operate within the Charity's policies and procedures.
- Provide as much notice as possible if you are unable to volunteer when expected or no longer wish to volunteer.
- Ensure that your vehicle is appropriately insured, taxed and in a roadworthy condition.
- Never be alone with anyone if you're not in a public place while volunteering unless you've been subject to a criminal record check by Help for Heroes.
- Disclose any new convictions, cautions, reprimands, or final warnings.
- Take reasonable care of your own health and safety, as well as those you meet whilst volunteering.
- Respect and maintain confidentiality unless the disclosure is required by law.
- Grant Help for Heroes permission to use photographs and video footage of you volunteering in our media, including printed publications, presentations and promotional materials, in the advertising of our goods and services or on our website.

Our approach to volunteering is set out fully in our volunteer policy, which we will give you access to.

THANK YOU

**Thank you for your interest in volunteering with us.
Why not take the next step and sign up.**

Visit helpforheroes.org.uk/volunteer/

**If you have any questions or concerns about volunteering and
you'd like to have a chat, ring our helpline on 0300 303 9888.**

volunteer@helpforheroes.org.uk

 [/HelpforHeroesOfficial](https://www.facebook.com/HelpforHeroesOfficial)

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 [@HelpforHeroes](https://www.instagram.com/HelpforHeroes)

 [HelpforHeroesTV](https://www.youtube.com/HelpforHeroesTV)

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Published by Help for Heroes, a charity registered in England and Wales (1120920) and Scotland (SC044984), and limited company registered in England (6363256).