

Volunteering with Crisis - overview of roles and areas of volunteering

Thank you for your interest in volunteering with Crisis.

Over 10,000 people give their time, energy and skills to help us to deliver our services, campaign, raise money and provide vital administrative and IT support. We have created this booklet to give you an overview of different volunteer roles available at Crisis throughout the year.

The recruitment process

All volunteer positions are advertised on the Crisis website, unless we have decided to only open them to internal applicants (Crisis members and existing volunteers).

Because volunteer positions have to be filled at specific times, we only advertise currently available roles and all of them have a closing date.

As a general rule, everyone applying to volunteer with Crisis is required to complete an application form. Occasionally we may ask you to send your CV and a covering letter instead. Please always check the recruitment method in the role description.

Your application will go through shortlisting and if you are successful you will be invited for an interview. We aim to contact all applicants to let them know the outcome of their application but if you haven't heard from us within three weeks of the closing date please contact the volunteer team to enquire on the status of your application..

Volunteer e-bulletin

Because new roles come up nearly every week, it is easy to miss the upcoming opportunities. Therefore we encourage you to keep checking the volunteer pages of our website and to subscribe to the Crisis Volunteer e-bulletin. We will email you the list of new roles every four to six weeks. To subscribe to the bulletin please visit: <http://www.crisis.org.uk/sign-up.php?type=volunteer>

Crisis at Christmas

We provide Christmas Centres across London from 23-30 December that offer a wide range of essential services that homeless people often miss out on.

We need more than 8,000 volunteers to make it happen, from those willing to 'muck in' and help out anywhere to people with particular skills like dentists, hairdressers, lorry drivers and performers.

Every year we start recruiting for the Crisis at Christmas roles in Autumn.

Please visit the Crisis at Christmas page on our website for further details:

<http://www.crisis.org.uk/pages/volunteering-at-crisis-christmas-2009.html>

Internships

Our internship scheme has been created to meet the needs of volunteers with a clear career objective: students, graduates, career changers, etc. The internships give volunteers the opportunity to build on existing skills while gaining new ones and to make a significant contribution to Crisis' work.

An internship usually involves a commitment of 2-3+ days per week for a period of 3 to 6 months. All interns receive a comprehensive induction and on the job training and quickly become an integral part of their team. This gives the interns an insight into their chosen field and the opportunity to test themselves in the workplace.

Most of Crisis internships are in the following areas of work:

- Fundraising
- Policy and Research
- Crisis At Christmas
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We recruit for new internships regularly, depending on the need of the different services. For some of the roles we recruit on a rolling basis every 3-4 months.

Teaching Assistant roles

The Crisis Learning Zone relies on volunteers to provide additional support to the tutors and learners in many of our weekly classes for Crisis members. The teaching areas include: ESOL, IT, Numeracy., Literacy, Digital and lost more.

In order to succeed in this role you must be calm, creative, with lots of patience and a sense of humour. Good communication skills and enthusiasm are also essential.

These roles are ideal for people who want to gain teaching experience or test themselves in a classroom setting. It is a 'light' role with time commitment starting from just 2 hours per week. However, because the tutor and the learners rely on you to be there every week, it gives less flexibility in terms of time and holidays than some other roles.

Reception and Supporter Services

If you are interested in customer service or administration we have several roles, which may be of interest. The busy reception of our Head Quarters needs volunteers to support our work in a number of ways, such as:

- answering queries, explaining activities and talking to members
- showing guests and members around the building
- encouraging members to take part in activities

Usually we can be quite flexible with the time we require the volunteers for, so long as you can make an ongoing commitment for 3+ months.

The Supporter Services team aims to increase the income Crisis receives by demonstrating to our individual supporters how their giving is changing the lives of homeless people and by offering them exceptional support services.

We rely on volunteers to provide additional support to the team, including:

- covering the Supporter Helpline
- processing incoming donations
- making database amendments
- managing post

This is a great opportunity to develop administrative, customer services and database skills in a supportive and dynamic team. We usually look for volunteers available for 1-2 days per week over a period of 3-6 months.

Fundraising Volunteers

The fundraising is an important area of volunteering at Crisis and we look for fundraising volunteers and interns almost all the time. Also, there is a variety

in the roles we recruit for throughout the year, ranging from helping out at an event to structured internships. The areas we involve volunteers in include:

- Corporate partnerships
- Supporter services
- Campaigns
- Events

Community Ambassadors

The Crisis Community Ambassador scheme trains volunteers to deliver talks in schools, colleges, community groups, charities and any other organisations. Ambassadors deliver a presentation (which can range from 10 minutes to an hour or lesson) which covers:

- Crisis
- Homelessness issues,
- How to support Crisis and take action to end homelessness

Community Ambassadors get training and ongoing support. The time commitment is flexible according to your availability. We get speaker requests from all over the country too so volunteers are needed from Somerset to Sunderland!