



Experts by Experience FAQs

I don't have personal experience of homelessness, can I still apply?

No, unfortunately this role is only for people with personal experience of homelessness. If this doesn't apply to you, the Experts by Experience role won't be open to you, but you could check out our other volunteering opportunities on our website: [Volunteer to help people facing homelessness | Crisis UK](#)

I'm interested in getting involved but I've never done anything like this before. Does that matter?

It doesn't matter at all. The only requirement for the role is that you have personal experience of homelessness and you are keen and willing to get involved, to learn more as the project progresses and you want to help shape what our organisation looks like by sharing your ideas, experiences and opinions.

Before we ask you to get involved in any project we will always talk to you about where you are at and how you are feeling to make sure that you are in a safe place to be able to take part (this is important because we want to make sure that working with us and sharing your experiences won't leave you feeling more vulnerable).

There are a wide range of different projects to get involved in and you may feel you are better suited to some than others. We will always try and match the right person to the right opportunity to make sure everyone gets an equal chance to explore the different opportunities that are available and to participate in Experts by Experience as fully as possible.

Is this a paid job with Crisis?

No, it isn't a job. We offer remuneration for the role, but it is up to you whether you accept that or not. If you become an Expert by Experience, you will not be on Crisis's payroll and there is no contract of employment. If you are looking for a paid position you can find out latest job vacancies here: [Jobs at Crisis | Crisis | Together we will end homelessness](#)

I want to help people who are currently homeless, is this a role where I can do that?

No, this isn't a role where you will be 'hands on' in our frontline work. But if you are interested supporting our services by working directly with our members you could have a look at our other volunteering opportunities on our website: [Volunteer to help people facing homelessness | Crisis UK](#)

I have lots of other commitments and not much time to give. Can I still take part?

Absolutely! How much time you can give to Experts by Experience is entirely up to you (although it is probably worth being aware that most of the project meetings will take place in normal working hours). We will do our best to be as flexible as possible, and if you can only get involved occasionally or outside of working hours then we will do our best to accommodate that and help you find particular projects that you can contribute to with the time that you do have available.

I have never shared my experiences before, and I am not sure if I want to?

That's ok, we understand that this could be daunting or it might not be the thing you are most interested in. There is no obligation to share your personal story and some people choose never to do this. However, this year we are particularly interested in recruiting people who would be happy to share their experiences to help support our fundraising work. But don't worry if you feel you might not want to do this or are uncertain, please still apply because there are other projects that don't ask you to share your personal story. If you do decide to share your story at some point you will receive training and support to do so. We will always work in a trauma-informed way and will never ask you to participate in a way that makes you feel uncomfortable.

You have said that meetings will take place online, how does that work?

We think it's important to be upfront about this; this is a national project with Experts by Experience being recruited from across Great Britain. The only way we can come together regularly is by doing so online. Almost all of our meetings are held on Microsoft Teams and a lot of the communication in the project is by email. You'll need to feel reasonably confident that you can check and respond to emails regularly and be able to join online meetings, with access to a device that will allow you to do so.

What if I am still keen but still a bit unsure?

We don't want you to feel unsure! So why not reach out to the Member Involvement team to have an informal chat in advance of applying to ask any questions and find out if this is right for you, we'll be happy to talk to you. You can email us here: memberinvolvement@crisis.org.uk and we'll get back to you quickly to talk things through.

