



## King's Volunteers: frequently asked questions

Please read this information before filling in your application form. If you have any other questions, contact the appropriate volunteering office.

### King's College Hospital

- Email [kch-tr.volunteers@nhs.net](mailto:kch-tr.volunteers@nhs.net)
- Tel 020 3299 5510

### Princess Royal University and Orpington hospitals and Beckenham Beacon

- Email [kch-tr.VolunteerPRUH@nhs.net](mailto:kch-tr.VolunteerPRUH@nhs.net)
- Tel 01689 863711

### Can I start volunteering straight away?

No, we are sorry you cannot. Patient and public safety is important to the Trust, so all volunteers must complete the necessary training and DBS (criminal record) and occupational health checks, and provide suitable references.

### How long is the recruitment process?

It can take up to three months before you start volunteering. This depends on:

- how quickly you fill in and return the application form
- whether there is a placement available in the area in which you wish to volunteer
- whether you attend the appropriate training sessions
- how quickly we receive your references and DBS check.

### Do all applicants get accepted for volunteering?

Each stage of the application process is assessed and is an opportunity for you and the King's Volunteers team to work out whether volunteering at the Trust is right for you.

### **Will I have an interview?**

Yes, we hold group interviews for all roles. There may be an additional one-to-one discussion for some roles.

### **What training will I receive?**

There are specific training sessions that all volunteers need to complete before we find you a placement. You will also have a local induction on your ward or in your department on the day you start.

### **I am a student, can I apply?**

We do accept students over the age of 16 but we want you to have a good volunteering experience with us. So please think carefully and decide if you would be able to fit in a regular volunteer commitment alongside your studying.

### **I have mobility issues, can I apply?**

Yes, we encourage you to apply and will do our best to provide the appropriate support to enable you to volunteer.

### **I have a disability, can I apply?**

Yes, we encourage you to apply and will do our best to provide the appropriate support to enable you to volunteer.

### **Are there any legal requirements when volunteering?**

You must be legally entitled to work in the UK to apply to be a King's Volunteer. If you are in the UK on a visa, please check with the UK Border Agency that you are not in breach of your visa's terms and conditions.

### **I am doing the Duke of Edinburgh Award. Can I volunteer?**

Please tell us when you apply that you are doing the award because each has its own requirements. This will enable us to manage your – and our – expectations.

### **I need a work placement for a course. Can you provide this?**

Volunteering is not a work placement and you are not assessed. For information about work experience, visit the Trust website: [www.kch.nhs.uk](http://www.kch.nhs.uk)

### **Can I do work experience?**

The Volunteering Team does not organise work experience. For information about work experience, visit the Trust website: [www.kch.nhs.uk](http://www.kch.nhs.uk)

### **I want to shadow a doctor or a midwife. Is that possible?**

The Volunteering Team does not organise shadowing. If you are a student planning a career in healthcare, visit the Trust website for more information: [www.kch.nhs.uk](http://www.kch.nhs.uk)

### **Can I volunteer for a short time over the holidays only?**

We do not take on volunteers for such a short time because recruiting costs us time and money. To be a King's Volunteer, you should be able to give at least three hours a week for six months.

### **Can I claim travel expenses as a King's Volunteer?**

Yes, we pay travel expenses for all volunteers who work the minimum shift of three hours, up to a value of £3.50 a day. We will also give you a meal voucher to use in the Trust if your shift spans a mealtime.

### **Do I need to wear a uniform?**

Yes, you do need to wear a uniform, which you will receive only after you have been volunteering continually for two months. We also have a dress code, which we will explain to you during the recruitment process.

### **Will I be given an ID card?**

You will be given an ID card and an orange volunteer lanyard that you should wear at all times when you are volunteering at the Trust.

### **Will you provide me with a reference?**

We can give you a reference when you have volunteered for six months. We will provide a reference based on your attendance only: we do not provide character reference.