

VOLUNTEER

INFORMATION

PACK

Everything you need
to know about
volunteering at
Acorn Village!



ACORN VILLAGE

VOLUNTEER FAQs



What's in it for you

We've spoken to our amazing volunteers, and they've told us they choose to give their time to Acorn for many reasons, including:

- Meeting new people and making friends – becoming part of a welcoming, supportive community.
- Feeling they really make a difference – knowing their time directly helps adults with learning disabilities live life to the full.
- Learning new skills – from retail and gardening to creative arts and events.
- Building CV experience – gaining confidence and valuable experience for future opportunities.
- Discovering hidden treasures – especially in our charity shops and donation centres!
- Enjoying something rewarding and fun – every day brings something different.
- Being part of a team – joining a family that believes in people first, disability second.

Benefits

Access to our Wellbeing services
Full training/induction period
Long Service Award
Discounts in our on-site Cafe and Charity Shops

FAQs

Do I have to be over 18?

Yes. Volunteers under 18 would need to be accompanied by a member of staff and this is not always possible. We are always conscious of Safeguarding and we have a duty of care to our residents and tenants as well as our volunteers.

How do I apply?

We have application forms which are really straight forward. You can either download this from our website or we are happy to get one to you. We do require two character references on your application who will be contacted should all parties wish to go ahead.

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Do I need a DBS? Or can I use a DBS I have already.

Acorn will need to do their DBS check unless your DBS is less than three months old. We will ask you to bring these document with you at interview stage as we do need see the original documentation. We will let you know what three pieces of information we need beforehand with some examples.

What training do I need to do?

At the moment, there is around three hours of training in person at Acorn Village. There are also some documents around fire safety, health and safety etc for example that you can read in your own time.

How long does the training usually take?

We anticipate that everyone should be able to complete the training in person in around three hours and the documents (e-learning) will take around another 3 hours.

If I'm not very good with a computer, will this stop me being able to do the training?

Not at all. We have a training team who will help you onsite. They can set you up on our equipment (computers), log on and will be on hand if you get any issues. We can also print these off for you if that would be preferable.

How long does the process take?

From application to starting, we can usually complete within two weeks depending on the responses from your referee's. The process is this:

Make an enquiry

We send an application form and role description

On return of your application, we arrange a short interview process

If you bring the ID to the interview and both parties are happy to go ahead, we will make an application for your DBS. This should take no longer than a week at most.

We contact your two character referee's

Once we hear back from your referee's and we have your DBS you will have your induction (training) and then you are ready to start!

Can I have a taster session before I apply?

Yes, we'd rather you were sure before you apply to make sure you are happy with where you hope to volunteer and have a chance to speak to staff and other volunteers.