

## **Frequently asked questions about volunteering (FAQs)**

- **How do I become a volunteer?**

You can apply at [volunteering@healthwatchbirmingham.co.uk](mailto:volunteering@healthwatchbirmingham.co.uk) or on our [online volunteer portal](#). You can also call 0800 652 5278 to request a paper application.

- **What are the benefits to volunteers?**

You will be learning new skills, meeting people, and gaining valuable experience. And you'll be serving others by helping to improve health and social care for your local community.

- **What if I don't think I have enough time to volunteer?**

Our volunteering is flexible. We only ask that you volunteer at least one day a month. This can be divided over several days.

- **What skills do I need to be a community engagement volunteer?**

You will need to be a Birmingham or Solihull resident, aged 16 or over, who is passionate about improving health and social care. Community engagement volunteers need to be able to listen to and write down people's experiences. Training will be given.

- **What can I expect?**

Community engagement volunteers support our staff at varied events across Birmingham, speaking with local people. You can choose which events you would like to attend.

- **What do I need to think about before I decide to become a community engagement volunteer?**

You will need to be able to listen to and write down other people's experiences. Training will be given.

- **Are there other roles apart from community engagement?**

If you have other skillsets, you may be interested in one of our other roles. These include administrative roles or you may be interested in helping with research studies.

- **Will I get expenses paid for travel, drinks, lunch?**

Our volunteers can claim back expenses within limits detailed in the volunteer handbook.

- **What training and support will I get?**

Our volunteers have access to virtual learning, as well as regular training sessions throughout the year. You will be supported to carry out tasks that you are comfortable with.

- **Is the application process complicated? Can I get help with this?**

You can fill in an application form or apply online. Please contact [volunteering@healthwatchbirmingham.co.uk](mailto:volunteering@healthwatchbirmingham.co.uk) if you require any help with applying.

- **What difference do our volunteers make?**

Our volunteers are essential to helping Healthwatch Birmingham make a difference to health and social care services in the city. [How We Make A Difference - Healthwatch Birmingham](#)

- **What if my question isn't answered here?**

Please contact [volunteering@healthwatchbirmingham.co.uk](mailto:volunteering@healthwatchbirmingham.co.uk) or 07960 124 286.