

Volunteer Recruitment Pack

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Candlelighters

Supporting the families of children with cancer

Patron: Lady Ingilby

The Candlelighters Trust is a registered charity and supports the families of children affected by childhood cancer across Yorkshire. Registered Charity No: 1045077. The Candlelighters Trust is also a Limited Company, registered office: 8 Woodhouse Square, Leeds, LS3 1AD. Registered England No. 3020552



www.candlelighters.org.uk | volunteering@candlelighters.org.uk | 0113 887 8333

Volunteer Brief

Volunteer Role Title: Front of House Volunteer

Role Description: See page 8

Hours: Every other Thursday, 4-8pm

Location: The Square, 8 Woodhouse Square, Leeds, LS3 1AD

Closing date: Ongoing

Candlelighters is committed to creating an inclusive environment where everyone feels valued and empowered. We are actively building diverse teams and welcome applications from people of all ages, genders, and backgrounds.



Candlelighters



About Candlelighters

Each year, over 150 children in Yorkshire are diagnosed with cancer. When a child is diagnosed, lives are turned upside down instantly: not just for the child but the entire family. Getting well again can be a long and challenging journey, emotionally, physically, and financially. Supporting children and families throughout that journey is why our charity, Candlelighters, was formed more than 40 years ago.

We understand the complexities and impacts of a childhood cancer diagnosis, and our mission is to bring light and hope to families facing childhood cancer in Yorkshire.

We aim to do this by:

- **Providing emotional, practical and financial support to families.** This includes expert support such as talking therapies, wellbeing services and support groups, holidays, day-to-day support on the wards and financial grants.
- Delivering our range of high-quality family support services for whenever and wherever we are needed, from the point of diagnosis, during and after treatment, and for those families who are sadly bereaved.
- Supporting and strengthening the NHS centre of excellence in Yorkshire by funding crucial, front-line hospital roles.
- Investing in vital research, education and training to improve the outcomes and lives of children and their families affected by childhood cancer both across Yorkshire and further afield.

Our Vision

*To bring **light** and **hope** to every family affected by childhood cancer across Yorkshire.*

Our Mission

*We bring **light** to families affected by childhood cancer by providing emotional, practical and financial support.*

*We bring **hope** by investing in vital research to improve the outcomes and lives of children with cancer.*

Volunteering at Candlelighters

Here at Candlelighters, we all share the same purpose.

Over the next few pages, we will give you a flavour of what it means to volunteer for our special charity.

We live and breathe our values. It's what we believe in, what we stand for and what makes us who we are:



At Candlelighters we **CARE** about children and young people with cancer.



- We support **them and their families** through their treatment
- We support the **Children's and teenager's cancer units** in Leeds
- We support **research** into children's and young people's cancer
- We support **fundraisers** in their efforts to make a difference

Candlelighters



Rewards & Benefits

At Candlelighters we feel it's vital our volunteers feel rewarded for their amazing efforts. We want to make sure you get as much out of it as you put in. That's why we work hard to match your aims, goals, aspirations, personality, available time and everything else with an opportunity that's right for you.

As a Candlelighters volunteer, you will receive the following:

- Thorough induction & training to give you the confidence to perform your role well and to the best of your ability.
- Opportunity to develop new and existing skills to help you in your role and help you beyond your involvement with Candlelighters.
- Ongoing support from the Family Support and HR teams to help you be the best volunteer you can be.
- Candlelighters t-shirt and ID
- Access to the 24/7 mental health hotline
- Charity Worker Discount card
- Access to The Company Shop
- The opportunity to meet lots of new, friendly people.
- The opportunity to expose yourself to new experiences.
- Certain expenses to be reimbursed as agreed with your Volunteer Supervisor.
- Regular reviews with your Volunteer Supervisor to help you develop in your role.
- Satisfaction in knowing you are making a valuable contribution to supporting children and families affected by childhood cancer.



In 2023-24, we were recognised by Great Place To Work® on multiple Best Workplaces Lists and 97% of our employees say Candlelighters is a great place to work!



Volunteer Testimonials

Don't just take our word for it, see what our volunteers have to say about volunteering for Candlelighters!

"Whenever I'm thanked for giving my time, I feel the urge to thank Candlelighters for letting me be a Trustee. I almost wish I could do more to support the charity, but I have to balance it with my full-time job and raising a family; being a Trustee is almost the pinnacle of giving back."

- Greg, Trustee



"I personally love being a volunteer because I know that the Christmas parties and different events that I have attended can spread the name and purpose of the charity further so more children's parents can get help while their child is in hospital."

- Ruth, Ambassador



"Candlelighters is a fantastic charity focussed on helping children and families going through the stress and anxiety of cancer treatments. It is a pleasure to give some of my time to support this charity in its amazing work."

- John, Trustee



"Everything Candlelighters do for volunteers is truly wonderful. I feel very privileged to be a part of Candlelighters as a volunteer and you make us feel so welcomed and valued. It's absolutely amazing and I can see why you have so many volunteers who stay year after year."

- Chloe, Family Event Volunteer



Candlelighters



Getting involved

Volunteering for Candlelighters means you can get involved in as little or as much as you want to help support the charity and the amazing work that it does.

Getting involved varies from donning a silly hat for a photoshoot for a campaign, volunteering at one of our events, fundraising, or participating in an event yourself!

Meet some of the families we support



"The love and support you gave to us and Charlie during his treatment was above and beyond. He was never daunted by the hospital and that's down to Candlelighters. Charlie also enjoyed going to The Square after his treatment to annoy the staff there with chair races, Nerf guns and his stories. Not forgetting our amazing holiday to Centre Parcs of which the memories will last a lifetime. We are forever grateful."

- Mum

"The support Candlelighters gives is second to none and is a fine example of what other charities should follow. What is great though, is you get to meet other parents and children who have gone through the same and fully understand your pain, something that other people just never get."

- Dad



The Role

Purpose of the Role

Families who have been affected by children's cancer (including patients, parents, siblings and grandparents) can come to The Square for a coffee and a chat, as well as book and access a variety of support services, including:

- Wellbeing Services & Activities
- Specialist 1:1 Support
- Family Support Groups and Events

Key Activities

As a Front of House Volunteer you will support the Jess, our Family Support Coordinator, and the wider team with a variety of tasks including:

- Meeting and greeting families and other visitors
- Making drinks for families and visitors
- Answering the telephone, transferring calls and taking messages
- Making bookings and updating our database
- Keeping the reception area clean and tidy
- Keeping the kitchen, meeting rooms and other communal areas clean and tidy
- Setting up rooms for meetings and events
- Maintaining professional boundaries and adhering to Candlelighters' policies and procedures

We recognise that family members accessing Candlelighters' services may wish to volunteer with Candlelighters. However, this particular role is not suitable for family members receiving support from Candlelighters. This is to ensure they are given the best possible care and support without any potential conflict of interest. Other volunteering opportunities can be found on our website.

We're looking for volunteers who:

- Have experience of working in a customer service environment
- Have the ability to communicate effectively with a variety of people
- Are confident, friendly and approachable
- Are experienced in working as part of a team
- Are proactive and able to use own initiative
- Are hardworking, reliable and organised
- Have good IT skills and experience of using a database
- Are able to move furniture (tables and chairs) and boxes
- Are able to manage own emotions when working with families affected by childhood cancer

This role is subject to an enhanced criminal record check, which is processed through the Disclosure and Barring Service (DBS).

How to apply

If you would like to apply, please email your CV to volunteering@candlelighters.org.uk and we will send you an application form to complete. Alternatively, please complete the online application form found [here](#) or via: <https://forms.office.com/e/uHdm9yZjHF>

Interview

Candlelighters will conduct an interview with shortlisted candidates at a date to be arranged.

We are committed to creating a supportive and inclusive environment for all candidates. If you have any specific requirements or need any adjustments to participate fully in the interview process, please let us know in advance. We are happy to explore how we can best accommodate your needs to ensure a fair and comfortable experience for everyone.

At Candlelighters, we are committed to fostering an inclusive and transparent recruitment process to ensure that you can make an informed decisions about volunteering with us. With this in mind, we acknowledge certain physical and logistical limitations within our office environment:

- Our building has steep stairs and no lift access. We recognise that this may present challenges for individuals with mobility needs.
- We use a hot desking system (employees and volunteers do not have fixed desks). We understand that this setup may not be ideal for everyone, and we are open to discussing potential adjustments to accommodate individual needs.

We encourage prospective applicants to carefully consider these factors to determine if our work environment aligns with their needs and preferences before applying.

If you have any questions, please email volunteering@candlelighters.org.uk or call the HR and Volunteering Manager, Corinne, on **0113 887 8333**.