



Frequently Asked Questions (FAQS)

**Shine a Light Support Service
Is Shine a Light a Registered Charity?
Yes, we are and our
charity number is 1171090**

What does Shine A Light Support Service Do?	Shine A Light Support Service provides much needed support to families in Coventry and Warwickshire who are affected by childhood Cancer. Our services are designed to support children and young people between the ages of 0-24 and their parents and siblings, throughout this devastating and life changing experience. We will offer support to families from the date of diagnosis for as long as they need us. We need volunteers, donations, fundraisers, sponsors and charity partners
Why volunteer?	There are huge benefits to volunteering from increased motivation and learning new skills to achieving satisfaction and recognition for a job well done. Our volunteers enjoy the time they spend with us and there are lots more advantages for regular volunteers such as references, training etc. For companies and organisations helping us can be rewarding for your staff as well as helping with team building and giving a positive focus and incentives. This can easily be linked to fundraising!
How can I volunteer?	We've got lots of volunteer vacancies including regular and one-off volunteering opportunities and details and application forms can be downloaded from our web site. You can also email sam@shinealightss.org.uk or call 07966 089 805 if you prefer. Once you have submitted your application form, we will contact you with details of the selection process. If you would like to volunteer for one of our events we would love to hear from you.
Can my company support SAL?	Absolutely. Getting your company involved in fundraising is a brilliant way to motivate your workforce as staff members across all levels can work towards a common positive goal. Additionally, you could look at signing up to be a Charity Partner. Please email sam@shinealightss.org.uk or call 07966 089 805 for more information
What skills and experience do I need?	We welcome everyone who wishes to help and we can offer a huge variety of roles to suit your capabilities – if you would like to offer a certain skill or service please talk to us – for a list of volunteer roles please see the volunteer page of our web site or email: email sam@shinealightss.org.uk or call 07966 089 805
Does it matter if I have no experience in this sort of work before?	No, many of our volunteers work with us in a different capacity to their regular skills and on roles that they have never tackled before. This is one of the many reasons why people enjoy volunteering so much. However, if you have a skill, qualification or area of interest that can be applied within the Charity then we would do our best to match one of our roles to suit your interests and capabilities. Download an application form today from our web site volunteer page or email sam@shinealightss.org.uk or call 07966 089 805

Registered Charity 1171090

Phone: Phone: 07966 089805 E-Mail: sam@shinealightss.org.uk

www.shinealightss.org.uk Just Giving Page: www.justgiving.com/shinealightsupportservice

What are the benefits of Volunteering?	You will have a great feeling of satisfaction through making a valuable contribution to the lives of families with children with cancer. Volunteering can be a great way of helping you in your studies and coursework. We work with lots of students and can provide references on request for regular volunteers Boost your career prospects. Make new friends and have fun! Learn new skills and gain experience in different areas
How much time to I need to give?	This would depend on both the needs of the role and the time you have available to volunteer. You can talk about this at the interview. We value whatever time you can give to us.
Do I have to volunteer regularly?	No! You can volunteer on an ad hoc basis, or to suit your spare time or you can volunteer on a regular basis. We understand that people have educational, caring or parental responsibilities. Our volunteers get job satisfaction from helping us so whatever you decide to do; you will make a real difference and help us to support families with children with cancer every year.
How old do I need to be?	If you are under 18 (minimum 13) you can volunteer your time at our centre and at events. If you are under 14, you must volunteer with a parent/guardian. Under 18s must have parental consent to volunteer in with us. There is no upper age limit.
Will I need references?	Yes we ask every volunteer to complete our application form and you will need to provide details of two people who can give you references
How do I apply?	Simple! Download an application form from the volunteer page of our web site email sam@shinealightss.org.uk or call 07966 089 805 to discuss the next steps
Will I have to have an interview?	Our volunteering opportunities usually require an informal interview. We will ask you to complete an application form before your interview and we will discuss what you would like to do as a volunteer as well as discussing the time that you have available. We will take up two references
What will I be doing?	There are many different roles available such as administrative help, bookkeeping, cleaning, fundraising etc – take a look at the roles: <ol style="list-style-type: none"> 1. Volunteer co-ordinator (Trustee) 2. Human Resources (Trustee) 3. PR Manager (Trustee) 4. Administrators 5. Bookkeepers 6. Centre Manager 7. Bid Writers 8. Cleaners 9. Receptionists 10. Communications Co-ordinator 11. Fundraising Co-ordinator 12. Events Co-ordinator 13. Marketing/web 14. Sponsorship Co-ordinator 15. Donations Co-ordinator 16. Telesales Volunteer 17. General Volunteers 18. Graphic Designer 19. Crafts facilitators 20. Drivers

	<p>21. Yoga Instructor/Therapist or similar</p> <p>22. Fitness Instructor</p> <p>23. - ??? What can you offer?</p>
Where will I be working?	You will be based at our Coventry Centre unless there is a specific event or outing.
Who will I be working with?	With Trustees, other volunteers and you may be working with the families that we help, depending on your role and your preferences
Can I volunteer with my family and friends?	Yes we welcome groups and we will play to your individual strengths to ensure you get the best volunteering experience
Will volunteering affect my benefits?	No, you can volunteer and still receive your benefits. Read the DWP guide to volunteering on benefits.
Do I need qualifications?	Not necessarily! Depending on the role you are applying to do it will make sense if you have some qualifications and experience, but there are lots of roles that we can help you to learn if you are willing to give us your time!
I already have a UK visa/work permit and I am based in the United Kingdom. Can I volunteer?	Most UK visas allow people to volunteer, although some may have restrictions to the number of hours you can volunteer. If you are not sure if your visa allows you to volunteer we suggest you contact the UK Border Agency . Please note that Tourist/ Visitor visas and Student Visitor visas (usually students visiting for 6 months or less) do not allow people to volunteer
I am a refugee	People who have refugee status or have exceptional leave to remain are allowed to do any type of work, including voluntary work. You may have a letter saying that you must not engage in paid work - but this does not apply to roles that are voluntary and you are entitled to receive out-of-pocket expenses.
I have a disability	We welcome everyone. If you have a disability or additional needs that you think may affect your volunteering then please contact us and we will be glad to chat.
I have a criminal record – can I volunteer?	The reason for your criminal record may affect your ability to become a volunteer with Shine A Light. We would ask you to fill in an application form and declare this and then it would be discussed at interview.
Do I need to be DBS checked?	This will depend on the volunteer role that you are looking to do. If you are working with children or vulnerable adults, you can expect to be asked to complete a Disclosure and Barring Service (DBS) check.
Will I be trained?	Depending upon the role you will receive training – we have set methods and procedures for various roles and these will be explained to you and a copy of the procedure given to you to help. You will always be with someone that can help and we would never expect you to feel uncomfortable in any role.
Will I receive a reference?	Yes – we are happy to give references for people that volunteer with us regularly
I work full time, will I still be able to volunteer?	Yes! If you cannot help during your working hours then we are bound to need your skills at events and such like so please download an application form!
How do I register my interest as a volunteer?	Download an application form from the volunteer page of our web site email sam@shinealightss.org.uk or call 07966 089 805 to discuss the next steps
Will my expenses be reimbursed?	As a volunteer you will not receive any payment for your work but we pay reasonable travel expenses if required. Please contact us if you would like to discuss further
How can I help at events?	A wide range of roles from meeting and greeting to selling raffle tickets and handing out food and drink. It really depends on the event but we always need lots of volunteers so we can be sure to find something to suit you! Contact us to find out more
I want to give a donation	You can make a one off donation or a regular donation (or both!) Just click on the

– what do I do?	donate button on our web site or go to www.justgiving.com/shinealightsupportservice
I want to leave a donation to you in my will – how do I do this?	We are glad you wish to leave us a bequest, for all the information you need we have a fact sheet regarding legacies – please email sam@shinealightss.org.uk or call 07966 089 805 to discuss your legacy
How can I help Shine A Light?	There are many ways in which you can help – we are always looking for volunteers, donations, fundraisers, sponsors and charity partners. Take a look at our web site for full details or ask us for a copy of our Information Pack by emailing sam@shinealightss.org.uk or call 07966 089 805
I want to fundraise what do I do?	Take on an active challenge or organise an event - Thinking about running a marathon, taking on a skydive, or conquering the Three Peaks? Take on a challenge for Shine A Light and help us to continue supporting families faced with childhood cancer. We'd love to have you on our team and we'll do everything we can to support you all way! There are so many different ways to take on a challenge – give us a call today and visit our Fundraising page. Donate raffle prizes or organise raffles and auctions with the proceeds to Shine A Light
How can I help in other ways?	If you follow us on social media and tell your friends, family and colleagues about us that would be great – join our mailing list for more regular updates email sam@shinealightss.org.uk or call 07966 089 805 and ask to go on our mailing list
Social Media – how do I follow you?	 SHINEALIGHTSUPPORTSERVICE  SHINEALIGHTCOV  SHINEALIGHTSS  Shine A Light Support Service Please share and interact with us!
I would like to give you some products to help	Please contact us with details of the products to discuss a good time to arrange this
I would like to donate a proportion of my income to Shine A Light	We welcome monthly, quarterly or annual payments and these can be made by cheque or direct debit or bacs. Please contact us for details email sam@shinealightss.org.uk or call 07966 089 805 and ask about regular donating. Your employer may already have a scheme so check with them too.
How can I keep up to date with your news, events and progress?	Join our mailing list for our monthly newsletter Follow us on Social Media Check our web site regularly
I want to sponsor you - what do I do?	Contact us to discuss how you would like the sponsorship to work – do you want to offer goods or services, carry out an event or a sporting challenge? We would love to hear from you – take a look at the Sponsor page of our web site
How do I work with you as a business?	Fundraise, Donate, Volunteer, sponsor or become a charity partner – we are open to discussing how you can help and what we can do to support you please get in touch! Email sam@shinealightss.org.uk or call 07966 089 805.
What is a charity partnership?	When we work with a company or organisation on a regular basis to provide mutually beneficial opportunities we are pleased to recognise these companies and organisations as our charity partners. Please get in touch! Email sam@shinealightss.org.uk or call 07966 089 805.
I would like to organise an event for you – what do I do next?	We welcome all events and we have a calendar and an A-Z of fundraising ideas pack with lots of events that you could organise on our behalf – contact us to discuss your ideas Email sam@shinealightss.org.uk or call 07966 089 805 and ask for our A-Z of fundraising ideas!
	THANK YOU