Volunteer Recruitment Pack

Great Place To Work. Certified NOV 2023-NOV 2024 UK

Candlelighters

Supporting the families of children with cancer

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

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

Volunteer Brief

Volunteer Role Title: Fundraising Supporter Care Volunteer

Role Description: See page 8

Hours: Various shifts available

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

Closing date: Ongoing (close when sufficient number of applications received)

Interview date: TBC

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

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.
- Opportunity to develop new and existing skills.
- Ongoing support from the Fundraising 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 families affected by childhood cancer.

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

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

This is an exciting time for the Fundraising Team as we aim to grow income and continue to provide our services to families. We work hard to deliver many income streams. These include community fundraising, corporate fundraising and individual giving.

As Fundraising Supporter Care Volunteer, you will play an important role in giving those who have supported the charity the recognition they deserve, primarily through thank you letters. There will also be some administrative duties to support the team.

Responsible to

Fundraising Assistant

Hours

Minimum one day per week. 9.00am to 3.00pm (we can be flexible on hours and days)

Location

Office based. Candlelighters, 8 Woodhouse Square, Leeds, LS3 1AD

Key Activities

- Writing thank you letters, emails, and sending certificates
- Responding to supporter enquiries
- Providing administrative support & helping prepare resources, merchandise & equipment for events
- Answering the phone, transferring calls and taking messages
- Updating supporter database
- Processing mailings (including mail merge) and dealing with returns
- Franking letters/parcels & arranging courier companies for large deliveries
- Various filing responsibilities (paper and electronic)
- Assisting the Fundraising and Finance Teams with other activities as required
- Adhering to Candlelighters' policies and procedures
- Supporting Finance Team with administrative duties

We're looking for volunteers who:

- Sympathetic to Candlelighters cause
- Strong administrative skills
- Experience working in an office environment
- Strong IT skills, including the ability to use Microsoft Office applications and experience working with databases.
- Excellent interpersonal and communication skills
- Experience of communicating in a professional capacity via telephone, email and in person.
- Friendly and approachable, whilst also able to maintain professional boundaries
- Strong attention to detail
- Comfortable working well as part of a team
- Confident working independently and using own initiative
- Able to follow Candlelighters policies and procedures
- Able to demonstrate the Candlelighters values on a daily basis

This role is subject to a criminal record check, which is processed through the Disclosure and Barring Service (DBS).
Application feedback Unfortunately, due to the large number of applicants we receive, we are unable to provide feedback to those applicants who are unsuccessful.

How to apply

If you would like to apply, please complete our online application form (found **here**) and email your CV to volunteering@candlelighters.org.uk

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.

Application feedback
Unfortunately, due to the large number of applicants we receive, we are unable to provide feedback to those applicants who are unsuccessful.

If you have any questions about this role, please email **volunteering@candlelighters.org.uk** or call our Volunteering and Relationships Manager, Donna on 0113 5176 107.