



Armed Forces Support Volunteer – Role Overview

About the role

We're seeking an armed forces veteran to support our Serving Families: On the Move project. It supports families new to the area, helping them feel welcomed, informed, and connected to life in Shropshire, Telford and Wrekin.

Relocating can be challenging, and many families experience isolation or uncertainty, particularly when living outside the wire. As an Armed Forces Support Volunteer, you'll help raise awareness of local support by representing the project at events and engaging with serving personnel and their families.

What you'll gain

- opportunities to take part in meaningful community and armed forces events
- the satisfaction of helping serving families feel informed and supported
- a chance to use your lived experience to make a positive difference
- the fulfilment that comes from supporting the armed forces community

What you'll do

As a volunteer, you'll support the project mainly through events, engagement and awareness-raising activities. This may include:

- assisting and attending community events aimed at supporting armed forces communities
- chatting with serving personnel and families about the project and what support is available
- sharing information about local groups, activities and services
- providing a friendly veteran presence to help people feel welcome and confident accessing support
- supporting staff with light practical tasks to help events run smoothly

Your involvement will vary depending on events, your availability and project needs, and will always be agreed in advance.

Time and location

- this is a flexible volunteering role
- events may take place across Shropshire, Telford and Wrekin
- activities may include community events, outreach sessions or (with permission) visits to bases
- there is no fixed weekly commitment

Skills and experience

You don't need specific qualifications or previous volunteering experience. We're looking for people who are:

- armed forces veterans
- confident and friendly when meeting new people
- able to communicate clearly and approachably
- respectful, non-judgemental and reliable
- happy working as part of a team

Access to your own transport is essential and will be required depending on event locations. All travel expenses are reimbursed.

Training and support

- mandatory induction covering safeguarding, professional boundaries, mental health awareness, lone-working and personal safety training
- role-specific training to ensure volunteers feel confident supporting events and activities
- additional training will be available and signposted where appropriate
- guidance on recording hours, activities and submitting expense claims
- ongoing support and supervision from Valerie Graham, Project Lead.

Additional information

- volunteers are covered by Aviva Insurance Ltd while volunteering
- volunteers must be 18+ (no upper age limit)
- a DBS check is required (or must already be held)
- volunteers are expected to follow Community Resource's policies on health and safety, confidentiality and safeguarding
- volunteers do not provide home visits or transport