

## How to manage your volunteering opportunities

This guide explains how to manage your volunteering opportunities in the NHS Volunteering service.

Sign in to the [NHS Volunteering service](#) to access your account and follow the instructions in this guide.

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## Your NHS Volunteering Service dashboard

This page explains how to use the NHS Volunteering dashboard.

1. Select the '**NHS Volunteering**' logo to return to the dashboard.
2. Select the '**Log out**' link to log out of your NHS Volunteering account.
3. Select the '**Take our survey**' link to provide feedback on the service.
4. Select the '**View your organisations details**' link to view your organisation details.
5. Select the '**View your organisations opportunities**' link to view your opportunities.
6. Select the '**Advertise an opportunity**' button to create an advert.
7. In the **Title** field you can see the name and reference number of your opportunities.  
The **opportunity titles are links** that you can use to complete draft listings and manage published and closed listings.
8. The **Date created** field shows the date you first created the opportunity.
9. The **Closing date** field shows the closing date of your opportunity if there is one.
10. The **Applications received** field shows the number of applications submitted for this opportunity. (Only if volunteers use the NHS Volunteering service to apply)
11. The **Status** field shows if the opportunity is in draft, published and currently live on the NHS Volunteering site, or now closed.
12. Use the links at the bottom of the page to access help and support or view our terms and conditions, Accessibility statement, Privacy policy and Cookies policy.

The screenshot shows the NHS Volunteering 'Your Dashboard' page. At the top, there is a blue header with the NHS logo and 'Volunteering' text. A 'Log out' link is in the top right. Below the header, a 'New service' banner encourages users to provide feedback. The main content area is titled 'Your Dashboard' and lists actions users can perform with their dashboard. A section for 'Your organisation is NHS Volunteering - Training and Support' includes links to view details and opportunities, and a green 'Advertise an opportunity' button. The 'Your listings' section contains a table with columns for Title, Date created, Closing date, Applications received, and Status. Three listings are shown: 'Walk and talk Volunteer' (Draft), 'Walk and talk Volunteer' (Published), and 'Outpatients Support' (Closed). At the bottom, there are links for 'Help and support', 'Terms and conditions', and 'Accessibility statement', along with 'Privacy' and 'Cookies' links, and a copyright notice.

Title	Date created	Closing date	Applications received	Status
<a href="#">Walk and talk Volunteer</a> 05/11/24 VZ85A2-38G-7G5	05 December 2024	Not provided	Not started	Draft
<a href="#">Walk and talk Volunteer</a> 05/11/24 VZ85A2-V3K-YT2	05 December 2024	31 December 2024	1	Published
<a href="#">Outpatients Support</a> VZ85A2-TYR-6FC	01 October 2024	01 December 2024	1	Closed

## View the details of a published listing

**Important:** You should be signed into your NHS Volunteering account and currently on 'Your Dashboard'.

To view a published listing, complete the following step:

1. Select the '[Job title](#)' link of a published listing.

**NHS** Volunteering Log out

**New service:** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#)

### NHS Volunteering Your Dashboard

With your dashboard you can:

- create new volunteer listings
- save draft listings to come back to later
- review applications for each of your opportunities
- edit certain details of your listing such as the closing date or application limit
- reuse a listing
- view your listings
- close live listings

Your organisation is NHS Volunteering - Training and Support

[View your organisation's details](#)

[View your organisation's opportunities \(opens in a new tab\)](#)

[Advertise an opportunity](#)

#### Your listings

Title	Date created	Closing date	Applications received	Status
<a href="#">Walk and talk Volunteer 05/11/24 VZBSA2-38G-7G5</a>	05 December 2024	Not provided	Not started	<a href="#">Draft</a>
<b>1</b> <a href="#">Walk and talk Volunteer 05/11/24 VZBSA2-V3K-YT2</a>	05 December 2024	31 December 2024	1	<a href="#">Published</a>
<a href="#">Walk And Talk Volunteer 071124 VZBSA2-4GB-3BR</a>	07 November 2024	01 December 2024	1	<a href="#">Closed</a>

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[Accessibility statement](#)

**Tip:** You can also use the **Job title link** to complete a draft listing or view the details of a closed listing.

## Manage a published listing

To view details or manage your listing, complete the following steps:

1. The URL of the listing on the NHS Volunteering website.
2. The date the listing was published to the NHS Volunteering site.
3. Select the [‘Edit live listing’](#) link.
4. Select the [‘View live listing’](#) link.
5. Select the [‘View a printable application form for this listing’](#) link.
6. Select the [‘Reuse this listing’](#) link.
7. Select the [‘Close the listing’](#) link.
8. The **Applicant** field shows the applicants unique reference number.
9. The **Date received** field shows the date the application was submitted.
10. Select a [‘View application’](#) link in the Application details field.

**NHS** Volunteering [Log out](#)

**New service** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#)

[< Go back](#)

Listing reference number: VZBSA-7C3-HK3

## Walk and talk volunteer Live

- 1 Listing URL: <https://stage.nhs-volunteering.nhsbsa.net/volunteer/opportunity-listing/VZBSA-7C3-HK3>
- 2 Date published: 19 September 2024

Volunteer details will only be stored in accordance with our [privacy policy](#).

### What you can do

- 3 [Edit live listing](#)
- 4 [View live listing \(opens in a new tab\)](#)
- 5 [View a printable application form for this listing \(opens in a new tab\)](#)
- 6 [Reuse this listing](#)
- 7 [Close the listing](#)

### Your applications

8 Applicant	9 Date received	Application details
V-8T6-D6N	19 September 2024	10 <a href="#">View application</a>

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**Tip:** Use the ‘Go back’ link at the top of the page to return to the dashboard.

## Edit a live listing

**Important:** Use the 'How to create and publish a volunteering opportunity' guide to find out how to enter information in any section you are editing.

To edit a section, complete the following steps:

1. Select the link for the section you want to edit and then edit the information.
2. Select the ['Check your answers and re-publish the listing'](#) link.

**NHS** Volunteering Log out

**New service** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\).](#)

[Go back to dashboard](#)

Reference number: VZBSA-DVC-MP2

# Walk and talk Volunteer

27062024 Live

You are now editing this live opportunity.

1. **Setting up a listing**
  - [Edit the title](#) Completed
2. **Edit an opportunity listing**
  - [Edit the search result preview](#) Completed
  - [Edit the summary](#) Completed
  - [Specify the person you are looking for](#) Completed
  - [Edit the overview of the application process](#) Completed
  - [Edit who will support the volunteer](#) Completed
  - [Edit locations](#) Completed
  - [Edit availability requirements](#) Completed
  - [Edit the contact details](#) Completed
3. **Select application settings**
  - [Decide how you want to receive applications](#) Completed
  - [Edit the closing date](#) Completed
4. **Update the listing**
  - [Check your answers and re-publish the listing](#) Not started

## Check your answers before re-publishing your listing

To use the check your answers page, complete the following steps:

1. Select the relevant 'Change' link to change the details of that section.
2. Select the '[Preview listing](#)' link to view a preview of the advert.
3. Select the '[Update listing](#)' link to re-publish the opportunity to the NHS Volunteering site.

**NHS** Volunteering
Log out

**New service** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#)

[Go back](#)

Re-publish the listing

### Check your answers before re-publishing your listing

**Listing set up**

Title	Walk and talk Volunteer 27062024	<a href="#">Change</a>
-------	----------------------------------	------------------------

**Listing details**

Search result preview	Main responsibilities: to encourage people to take part in walking activities around the site and help them along the way. Shifts are available from 8am to 1pm, Mondays to Fridays.	<a href="#">Change</a>
Summary	You will support our mental health services team with the running of the walk and talk activity. You will encourage people to take part in this therapeutic and social activity. You will meet and greet people as they arrive and direct walkers along the designated route.	<a href="#">Change</a>
Person specification	This opportunity will suit someone friendly, approachable and enthusiastic. You don't need any previous experience, qualifications or training. You should have good people skills and enjoy the outdoors. You need to be reliable and be good at time keeping. You need to be 16 or over to volunteer with us.	<a href="#">Change</a>
Application process	We'll get in touch with you when we review your registration. This might take 2 weeks. After that, we will book in a chat to get to know you a bit more.	<a href="#">Change</a>
Who will support the volunteer	Ward Manager	<a href="#">Change</a>
Remote	No	<a href="#">Change</a>
Location 1	152 PILGRIM STREET NEWCASTLE UPON TYNE NE1 6SN	
Location 2	STELLA HOUSE GOLDCREST WAY NEWCASTLE UPON TYNE NE15 8NY	
Availability	Shifts are available from 8am to 1pm, Mondays to Fridays.	<a href="#">Change</a>
Contact details	Contact: Wayne Liddle Email address: wayne.liddle@nhs.uk Telephone number: [REDACTED]	<a href="#">Change</a>

**Application settings**

How you want to receive applications	Yes	<a href="#">Change</a>
Application Limit	Yes - 40	<a href="#">Change</a>
Closing date	15 December 2024	<a href="#">Change</a>

**Before you update this listing**

Check you are happy with the changes you have made to this live listing. After you update this listing any existing content you had before will be replaced.

3
Update listing
Preview listing
2

## Preview listing

**Important:** You will only see this page if you have chosen to preview the listing.

To use the preview listing page, complete the following steps:

1. View the details of the opportunity to make sure they are correct.
2. Select the [‘Update listing’](#) button to publish the opportunity.
3. Select the [‘Go back to tasklist’](#) link to return to the opportunity tasklist.

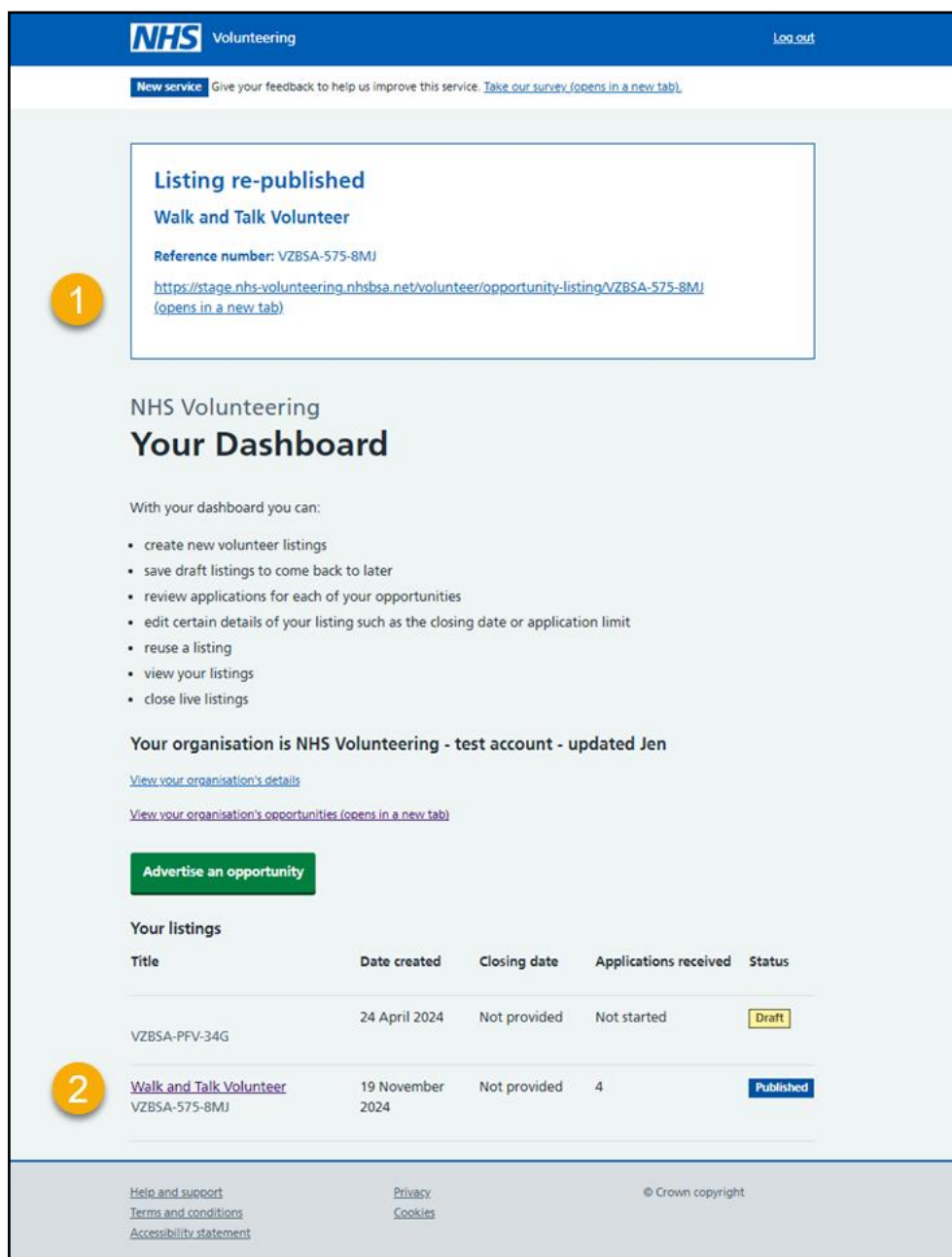
The screenshot shows the NHS Volunteering interface. At the top, there is a blue header with the NHS logo and 'Volunteering' text, and a 'Log out' link. Below the header, a 'new service' banner encourages feedback. A 'Go back' link is visible. The main content area displays the opportunity title 'Walk and talk Volunteer 27062024' and the account name 'NHS Volunteering - test account - updated Jen'. A closing date of 15 December 2024 is noted. The 'Summary' section describes the role of supporting a mental health services team. The 'Am I the right person for this?' section lists requirements like being friendly, reliable, and 16 or over. A 'Useful information about the opportunity' section, marked with a '1' in a yellow circle, provides details on the date posted (16 August 2024), shifts available (8am to 1pm, Mondays to Fridays), reference number (VZBSA-DVC-MP2), and two locations in Newcastle upon Tyne. It also states that a Ward Manager will support the volunteer. Below this, a 'What happens after you register with us' section explains the registration process. At the bottom, there are two expandable sections: 'About NHS Volunteering - test account - updated Jen' and 'Who to contact if you have questions'. A green 'Update listing' button, marked with a '2' in a yellow circle, and a 'Go back to tasklist' link, marked with a '3' in a yellow circle, are positioned at the bottom left of the page.



## Your listing is now re-published

To view the listing on the NHS Volunteering site and manage the listing, complete the following steps:

1. View the opportunity listing on the NHS Volunteering website by selecting the 'Opportunity URL' link.
2. Manage the listing and view any applications by selecting the '[Job title](#)' link.



The screenshot shows the NHS Volunteering dashboard. At the top, there is a blue header with the NHS logo and 'Volunteering' text, and a 'Log out' link. Below the header, a 'New service' banner encourages feedback. The main content area features a 'Listing re-published' notification for 'Walk and Talk Volunteer' with reference number VZBSA-575-8MJ and a link to the listing page. A large orange circle with the number '1' is placed to the left of this notification. Below this, the dashboard title 'Your Dashboard' is followed by a list of actions users can perform with their dashboard. Further down, there is a section for the user's organization, 'NHS Volunteering - test account - updated Jen', with links to view details and opportunities. A green button labeled 'Advertise an opportunity' is also present. The 'Your listings' section contains a table with columns for Title, Date created, Closing date, Applications received, and Status. A large orange circle with the number '2' is placed to the left of the second row in the table, which corresponds to the 'Walk and Talk Volunteer' listing.

**Listing re-published**  
**Walk and Talk Volunteer**  
 Reference number: VZBSA-575-8MJ  
<https://stage.nhs-volunteering.nhsbsa.net/volunteer/opportunity-listing/VZBSA-575-8MJ>  
 (opens in a new tab)

**NHS Volunteering**  
**Your Dashboard**

With your dashboard you can:

- create new volunteer listings
- save draft listings to come back to later
- review applications for each of your opportunities
- edit certain details of your listing such as the closing date or application limit
- reuse a listing
- view your listings
- close live listings

**Your organisation is NHS Volunteering - test account - updated Jen**

[View your organisation's details](#)  
[View your organisation's opportunities \(opens in a new tab\)](#)

**Advertise an opportunity**

**Your listings**

Title	Date created	Closing date	Applications received	Status
VZBSA-PFV-34G	24 April 2024	Not provided	Not started	<b>Draft</b>
<a href="#">Walk and Talk Volunteer</a> VZBSA-575-8MJ	19 November 2024	Not provided	4	<b>Published</b>

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[Accessibility statement](#)

You've re-published your opportunity and reached the end of this section.

[Return to Manage a published listing page.](#)

## View the live listing

**Important:** the live listing will open in a new tab. You can return to the listing details page by [selecting the correct tab on your browser](#).

To expand the details of the live listing, complete the following steps:

1. Select the **'About'** link to see the details for your organisation. (Optional)
2. Select the **'Who to contact if you have questions'** link to see the contact details listed for this opportunity. (Optional)

**NHS** Volunteering

**BETA** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#)

[Go back](#)

### NHS Volunteering - test account - Walk and talk volunteer

The closing date for this opportunity is 01 December 2024.  
The organisation may close this opportunity at any time based on their needs.

[Apply for this opportunity](#)

**Summary**  
You will support our mental health services team with the running of the walk and talk activity.  
You will encourage people to take part in this therapeutic and social activity. You will meet and greet people as they arrive and direct walkers along the designated route.

**Am I the right person for this?**  
This opportunity will suit someone friendly, approachable and enthusiastic.  
You don't need any previous experience, qualifications or training. You should have good people skills and enjoy the outdoors. You need to be reliable and be good at time keeping.  
You need to be 16 or over to volunteer with us.

**Useful information about the opportunity**

<b>Date posted:</b>	15 August 2024
<b>Shifts available:</b>	Shifts are available from 8am to 1pm, Mondays to Fridays. Everyone is welcome to volunteer but we would encourage people to do it long-term.
<b>Reference Number:</b>	VZ85A-72T-W24
<b>Role locations:</b>	STELLA HOUSE GOLDCREST WAY NEWCASTLE UPON TYNE NE15 8NY
<b>Who will support you</b>	Ward Manager

**What happens after you apply for this opportunity**  
We'll get in touch with you when we review your registration. This might take 2 weeks.  
After that, we will book in a chat to get to know you a bit more.

1 [About NHS Volunteering - test account - updated Jen](#)

2 [Who to contact if you have questions](#)

[Apply for this opportunity](#)

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[Accessibility statement](#)

## View a printable application form for this listing

**Important:** the printable application form will open in a new tab. You can return to the listing details page by [selecting the correct tab on your browser](#).

To print an application form:

1. Right click on the screen and select 'Print'.
2. Follow your local processes to print the application.

**NHS** Volunteering  
Home

NHS Volunteering - Training and Support  
**Walk and talk Volunteer**  
WALK AND TALK VOLUNTEER

The closing date for this opportunity is 31 December 2020.

**Summary**  
You will support our mental health services team with the running of the walk and talk activity.  
You will encourage others to take part in the opportunity and social activity. You will meet and greet people as they arrive and direct visitors along the designated route.

**Am I the right person for this?**  
This opportunity will suit someone friendly, approachable and enthusiastic.  
You don't need any previous experience, qualifications or training. You should have good levels with our using the outdoors. You need to be reliable and be good at time-keeping.  
You need to be 16 or over to volunteer with us.

**Useful information about the opportunity**  
**Start period:** 16 December 2020  
**Starts available:** 12751 are available from 16th to 16th December 2020  
**Reference Number:** VES20-105-VFC  
**Role location:** 12751 available VFCs  
12751 available VFCs  
12751 VFCs  
**Who will support you:** Ward Manager

**What happens after you register with us**  
We'll get in touch with you when we receive your registration. This might take a week.  
After that, we will book in a chat to get to know you a bit more.

**What is your name?**  
Full name

**What is your age?**  
Select only one checkbox to be considered for this opportunity for you.  
 Under 16 years  
 16 to 17  
 18 to 24  
 25 years and over  
 Prefer not to say

**What is your address?**  
Address line 1  
Address line 2 (optional)  
Town or city  
County (optional)  
Postcode

**What is your email address?**  
Email address

**What is your phone number? (optional)**  
Phone number (optional)

**Tell us about your availability**  
Include the days and times you are available. For example, every Thursday and Friday from 10am to 1pm.  
When is your availability?

**Tell us about any support you might need (optional)**  
We will use this information for any support you might need whilst volunteering.  
**Tell us if you:**  
• Prefer to have someone you know with you.  
• Might find it difficult to come your address.  
• May need an interpreter or prefer to talk on the phone.  
• Need any other adjustments.  
Tell us about what support you need (optional)

**What motivates you to apply for this opportunity?**  
We will use this information to help us find the right opportunity for you.  
**Tell us about:**  
 What makes me a good volunteer.  
 What experience you bring to the opportunity.  
 Your interests and hobbies.  
**Tell us how to write your answer:**  
 Keep it informal. It's your chance to show your personality and passion.  
 Break your answer into short sections.  
 Keep it short and snappy - if it doesn't fit use writing a job application.  
Write what you can. You only have an opportunity to discuss the opportunity for registration.  
Tell us why you want to become a volunteer.

Go back to listing details

## Reuse this listing

1. Select the [‘Go back’](#) link if you don’t want to reuse the listing. (Optional)
2. Select the [‘Reuse listing’](#) button to reuse the listing.

**NHS** Volunteering [Log out](#)

**New service** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#).

1 < Go back

Listing reference number: VZBSA-DTD-Y35

# Reuse the Walk and talk Volunteer listing

Reusing the listing will create a new listing using the same details.

You can still change any of the details before publishing the opportunity.

2 **Reuse listing**

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## Reuse opportunity tasklist

**Important:** You must complete the application settings sections before you can publish your opportunity listing. You can make changes to all sections by selecting the relevant link.

**NHS** Volunteering Log out

**New service** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\).](#)

[Go back to dashboard](#)

Reference number: VZBSA-7N6-2NK

### Walk and talk Volunteer Draft

You can save your progress and return to it later.

You need to complete all tasks before you can advertise your opportunity.

- 1. Setting up a listing**
  - [Add a title](#) Completed
- 2. Create an opportunity listing**
  - [Add a search result preview](#) Completed
  - [Add a summary](#) Completed
  - [Specify the person you are looking for](#) Completed
  - [Add an overview of the application process](#) Completed
  - [Add who will support the volunteer](#) Completed
  - [Add locations](#) Completed
  - [Add availability requirements](#) Completed
  - [Set the contact details](#) Completed
- 3. Select application settings**
  - [Decide how you want to receive applications](#) Not started
  - [Set a closing date](#) Not started
- 4. Publish the listing**
  - [Check your answers](#) Cannot start yet

Delete listing

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[Accessibility statement](#)

**Tip:** You can find out how to update and complete your opportunity in the 'How to create and publish a volunteering opportunity' guide.

[Return to the start of guide.](#)

## Close the listing

**Important:** Once you close the listing, potential volunteers will no longer be able to see it and you will need to create a new listing if you want to advertise the same opportunity.

To close the live listing, complete the following steps:

1. Select the '[Go back](#)' link if you don't want to close the listing. (Optional)
2. Tick check box to confirm you agree and understand that closing this listing will remove it from the service.
3. Select the '[Close listing](#)' button to close the listing.

**NHS** Volunteering [Log out](#)

**New service** Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#).

1 [< Go back](#)

## Are you sure you want to close this listing?

This will remove your listing from the service. Potential volunteers will no longer see it.

You will need to create a new listing if you want to advertise the same opportunity.

### Agree to close this listing

2  I understand that closing this listing will remove it from the service.

3 [Close listing](#)

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[Accessibility statement](#)

**Tip:** When you select the 'Close listing' button you will be returned to the listing details page and a message confirming the listing is now closed will be displayed at the top of the page.

## View application

**Important:** Applications will only be available in NHS Volunteering if you have chosen to use the service when creating the listing.

To use the View application page, complete the following steps:

1. Select the '[Go back](#)' link to return to the listing details page.
2. Select the '**Print this page**' button to print the details you can see on the screen.

The screenshot shows the NHS Volunteering interface. At the top, there is a blue header with the NHS logo and 'Volunteering' text, and a 'Log out' link. Below the header, a 'New service' banner encourages feedback. A yellow circle with the number '1' highlights a '< Go back' link. The main content area displays the reference number 'V-XF8-DVC' and the title 'Walk and talk Volunteer application'. It also shows the date received as '30 April 2024'. A warning icon indicates that the page contains personal information. A table lists applicant details: Name (Wayne Liddle), Age (Prefer not to say), Address (1 Street, Town, NE1 6SN), Email Address (redacted), Phone Number (redacted), Your availability (every Thursday and Friday from 10 am to 1 pm), Support needed (None), and About you (I have volunteered as a patient companion at Newham University Hospital for the past 5 years. I have recently moved home and I would like to continue volunteering in my new area.). A yellow circle with the number '2' highlights a green 'Print this page' button. The footer contains links for 'Help and support', 'Terms and conditions', and 'Accessibility statement', as well as 'Privacy' and 'Cookies' links, and a copyright notice '© Crown copyright'.

You've reached the end of this user guide.

[Return to the start of guide.](#)