



The Cardinal Hume Centre provide all kinds of interesting volunteering opportunities for those who give up their time for us, and many of our volunteers enjoy different roles with us over the years. Here we speak to William, who began work in our advice and assessment centre in May 2014, welcoming those who come to us for help. William has now swapped the welcome desk for the boardroom, having recently been appointed as a Trustee this March.

Why did you want to volunteer on the welcome desk?

I'm not an expert on immigration, housing or one of the other services. It's a role I thought I could do!

What attracted you to the Cardinal Hume Centre?

My daughter was teaching at the Cathedral Choir School. At a carol service, I heard Cathy Corcoran

(CEO) talk about the Cardinal Hume Centre. When I finished being a magistrate, I remembered the talk and made contact with the Centre.

What was your impression of the Centre?

I was very impressed with the professionalism of the staff. I was amazed at how they deal with very tricky issues in a professional way, in many cases, with clients who are very upset. I see clients leaving with a smile on their faces.

What did you want to get out of your volunteering?

I had finished my career, I just wanted to give something back to society and a feeling I could be of help. There's no money in it or promotion, you do it because you enjoy it. And also you get enjoyment from the people you meet.

What has kept you here with us?

The challenge of dealing with some quite difficult situations – not all the time, many come for appointments with staff.

What made you want to become a Trustee?

I feel it is a very worthwhile charity and maybe I could use my previous work experience and combine it with what I had learnt as a volunteer.

How do you think your experience in our advice and assessment centre will influence your role as trustee?

I think you often get trustees who are very good in their career, whatever that is, but perhaps don't often know a lot about what's going on in the bowels of the charity. I think

that's something I can contribute, which is to say "theoretically, that sounds great, but in practice, it doesn't work like that".

What have you learnt?

I learnt to understand that there are a lot of people who have very serious issues, which you tend not to see. Secondly, I am so impressed with the way the staff deal with these issues, some of which, I thought, "gosh, I wouldn't want to deal with that" and amazingly they calmly did and turned the situation around.

How do you think the Cardinal Hume Centre supports volunteers?

I think the Centre runs a very good volunteer service. Other charities I've come across don't really think out how they're going to recruit and deal with volunteers. I wouldn't become a trustee if my volunteer experience hadn't been a positive one.

To find out more about volunteering at the Cardinal Hume Centre please go to <https://www.cardinalhumecentre.org.uk/help-us/volunteering/>