



## VOLUNTEERING WITH LES HOEY MBE DREAMMAKER FOUNDATION

*'Volunteers at the heart of everything we do'*

As a charity we're incredibly proud of all of our volunteers and their happiness and fulfilment is paramount to us. We're fortunate to be able to offer volunteering roles, such as Character visits to Schiehallion and celebrity meet & greet, that are unique within the charity world and offer unparalleled opportunities for making an immediate difference to somebody's life. As such, we're privileged to have working with us some of the most skilled, talented and compassionate volunteers in the sector.

In short, we want you to enjoy and benefit from volunteering with us so we take our responsibilities to you very seriously indeed.

### **What you can expect of us:**

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
- To offer continual support for your role
- To celebrate success and recognise loyalty and dedication
- To respect all our volunteers and listen to and act on what you have to say, consistently encouraging two-way conversation
- To hold in complete confidence any personal information you give us and to resolve fairly any complaint or grievance
- To keep you informed of all the charity's work and procedures.
- To make all necessary arrangements to ensure your health, safety and welfare as a volunteer
- To provide access to trained members of staff to support, guide and advise you
- To encourage a positive, friendly and welcoming atmosphere



**What we would like from you:**

- To aim for the highest standards of quality and reliability in your volunteering
- To work in partnership with other volunteers, staff and the general public, fostering constant two-way communication
- To always consider and protect the charity's good reputation in your actions and conduct
- To respect the need for confidentiality whenever you have access to sensitive charity information
- To ensure fundraising activities adhere to the charity's guidelines, including the use of our logo, and remain within the lines of the law
- To let the charity know if you have any problems, or changes in your personal circumstances that may affect your volunteering, so that we can find a solution together
- To promote the charity and our volunteers by having the best possible experience during your time with us

**Insurance**

All volunteers are covered under our public liability insurance for negligence resulting in injury or damage to a third party whilst acting on our behalf.

We trust you to check with your own car insurers that your policy covers you whilst volunteering with us. In our experience it's covered by your standard policy under 'Social, domestic and pleasure' and they don't charge any extra.



### **Health, Safety and your Wellbeing**

We're absolutely committed to providing a safe and healthy environment and will make every effort not to put you in difficult or taxing positions. We also need you to make sure you don't put place too much of a burden of responsibility on your own shoulders. It's important to us that you feel fit, happy and able to undertake any activities you've been selected for. At DreamMaker we don't look at what you can't do, but what you can!

### **Photography, Confidentiality and Data Protection**

At all times our priority is to protect the children and their families and we only take photographs with their written consent. We ask you not to take personal photographs unless we've asked you to beforehand.

At times you'll be privy to some very personal and sensitive information regarding our children. We ask you never to disclose it to any third parties.

We ask you not to make contact or stay in contact with wish families unless it is directly related to the work of DreamMaker and is approved by the charity.

Online relationships with the children or their families are discouraged. If families ask to keep in contact, please direct them to do so via the DreamMaker Facebook page and follow DreamMaker on Twitter. The relationship is with the charity, not the individuals therein.

Equally, we may use photographs of you when on DreamMaker business. If you're unhappy with any of them please tell us beforehand or let us know and we'll remove them immediately.



## **Child Protection Policy**

We have a duty to children and young people to defend them from harm. So that we do absolutely everything possible to fulfil this duty, DreamMaker has adopted a policy on child protection, which applies to anyone representing the charity. The policy must be followed at all times.

## **Media Relations**

Please don't give any comments or stories directly to the media, especially if a celebrity is involved, unless your volunteer role specifically calls for it. If that's the case, then we'll give you all the support and help you need. Generally our media relations are handled by our office so if you do find yourself being approached, or wish to approach them to publicise your event, please let us know and we'll work through it together.

## **Recruitment and Criminal Convictions**

We actively promote equality of opportunity for all and will not unfairly discriminate against a person on the basis of their convictions. We ask you to provide details of your criminal record at an early stage in the recruitment process so we can assess which role may be right for you.

If, however, a disclosure reveals a conviction that may have an impact on your work or that of the charity, that has not previously been mentioned, then this may affect your eligibility to volunteer.

Any decisions will be totally confidential between us and you, and based on the role sought and the circumstances and background of the offence. Our Trustees will make the final decision and only the relevant parties informed.



## **Alcohol**

For obvious reasons we'd prefer if you didn't drink while on DreamMaker business. We do understand, though, that certain activities, such as Balls and events, are of a social nature so we trust you to use your own discretion and moderation.

## **Grievance and Conduct Issues**

Once you embark on your work with us, we positively encourage feedback and constructive criticism. We're always available to discuss any dispute or grievance you may have with us or other volunteers and will make every effort to resolve it amicably, fairly and quickly.

If you take an action that may bring the charity's name into disrepute, such as financial irregularity or violent conduct towards staff, volunteers or members of the public, we would regrettably have to cease your volunteering relationship with us.

Equally, and given the sensitive nature of our work, if you see something in the behaviour of another volunteer that concerns you, then we really need to know about it. Please be absolutely assured that anything you tell us will be handled with total confidentiality and discretion and your name will not be mentioned.

## **Equal Opportunities and Diversity**

DreamMaker operates an equal opportunities and diversity policy for both staff and volunteers and believes that no one should be treated less favourably than anyone else because of their gender, marital status, sexual orientation, social class, race, ethnic origin, religious belief or disability. We are committed to diversity in all areas of our work.

**Thank you!**

**We appreciate everything you do. By donating your time you're helping improve the lives of some very deserving children. Between us we can make a very big difference.**