



VOLUNTEER MANAGEMENT POLICY

Last Updated by: Jonathan Douglas, Christmas Shoebox Appeal (CSA) Manager

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1. INTRODUCTION

Welcome to Team Hope!

Thank you for volunteering your time to help our team which aims to help children affected by poverty in Eastern Europe and Africa. As you may be aware Team Hope is an Irish, Christian, International Development Charity working with children both in Ireland and as beneficiaries of aid in Africa and Eastern Europe. We are best known for our Christmas Shoebox Appeal where we help people in Ireland send gift-filled shoeboxes to thousands of children every year. We also work with locally-based partners overseas to implement projects to help bring long-term change to children, their families and communities. Team Hope Volunteers are a vital part of the team that make up 'Team Hope'. Without your passion and commitment, the work of Team Hope would not be possible.

The purpose and aim of this document is to provide information on the recruitment, support, recognition and feedback aspects of volunteering at Team Hope. Our hope is to provide you with a rewarding and fulfilling experience while you volunteer with Team Hope. This policy does not establish a binding contract but complements all other Team Hope policies and procedures, as well as our mission statement and values. These are available to you upon request and on our website www.teamhope.ie. These procedures apply to all volunteers who undertake tasks on behalf of, and at the direction of Team Hope.

As a volunteer, you are a significant member of the Team Hope team. You will be treated fairly and be supported and protected in line with all current Team Hope policies and procedures. We invite and embrace constructive feedback regarding developing the experience of volunteers working within Team Hope.

The CEO of Team Hope is responsible for ensuring that this policy and the procedures in this document are applied competently and efficiently. Thank you for your cooperation.

Please read the rest of this policy which will detail your recruitment and the support, recognition and feedback we give while you volunteer with Team Hope. Thank you for joining Team Hope!

2. SUMMARY

Below is a summary of Team Hope's commitment to our volunteers as well as our requirements from each volunteer. For further detail please read sections 3 through 9 of this policy document and its associated documentation (Team Hope Code of Conduct and our Child and Vulnerable Adult Protection Policy, both of which are available through the Team Hope Office).

NB. At various points this document refers to the key volunteer role of Christmas Shoebox Appeal Coordinator. It is important to note that, especially in larger local teams, Team Hope encourages the sharing of responsibilities as much as possible. Therefore, the various elements of the CSA Coordinator role may be supported by other volunteer roles such as a warehouse manager or other key volunteers.

i. TEAM HOPE'S COMMITMENT TO OUR VOLUNTEERS

We will:

- Give you a clear description of your role and responsibilities.
- Offer equal opportunities to everyone who wants to volunteer, where a conflict of interest does not apply.

- Match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations.
- Offer appropriate training and support for your role.
- Agree your working times and make clear who you report to.
- Make necessary arrangements to ensure your health, safety and welfare as a volunteer.
- Recognise your contribution, verbally.
- Make you fully aware of the standards expected of you.
- Treat you as significant members of the team; respect and listen to you
- Cover you on our Employer Liability insurances, where appropriate.
- Make background checks where the role requires. When this is the case, we will let you know. You may of course, refuse permission – but if you cannot give an acceptable reason, we will not be able to accept you as a volunteer.
- Enact policy to further care and protect our volunteers. Policies include but are not limited to: ‘Child & Vulnerable Adult Policy’, ‘Risk Management Policy’, ‘Fundraising Policy’, ‘Finance Policy’ and ‘Complaints Policy’.
- Encourage a positive atmosphere to enable you to have the best volunteering experience possible.
- Respect your right to privacy and confidentiality.
- Listen to and act on your concerns if expectations aren't met
- Always welcome your constructive feedback and have any concerns and grievances reviewed.
- Recognise your religious viewpoints. While we recognise all religious viewpoints of our volunteers please note that Team Hope is a Christian organisation and through our Code of Conduct you will be made fully aware of the standards expected of you in representing this charity's ethos. As volunteers of the organisation, you will be supported as you represent and present a positive image of Team Hope to the outside world.

Team Hope values and appreciates the vital role that volunteers play in the organisation. We are committed to providing a professional and efficient service in supporting volunteerism in Ireland.

As an organisation we aim to conduct ourselves to an equally high standard. Please be assured that your volunteer record with Team Hope, including dates and times of service, duties performed, evaluation of work, etc. are considered strictly confidential and are kept in full compliance with the General Data Protection Regulations.

Team Hope respects your right to privacy and confidentiality. Equally, volunteers are expected to maintain the confidentiality of all privileged information or issues arising during their volunteer role.

ii. TEAM HOPE'S ASKS OF OUR VOLUNTEERS

We ask you to:

- Attend an informal chat with a Team Hope Representative prior to commencing as a volunteer. This will be to ascertain your interest and suitability for any role.
- Provide references and undertake Garda vetting, if required.
- Be aware of Team Hope's aims and ethos and be able to demonstrate a commitment to them.
- Aim for high standards of efficiency, reliability and quality in your volunteering.
- Treat everyone you come into contact with dignity and respect.
- Act in accordance with our organisational policies, guidelines, procedures and management decisions - and to ask if something isn't clear.

- Provide basic contact details.
- Make yourself aware of Team Hope's Code of Conduct (available in volunteer information and also on display in Team Hope Shoebox checking centres) and associated policy documentation (made available by the Team Hope Office and Team Hope's website).
- Ensure that any funds you handle for Team Hope is done so only in your local checking centre (in the case of the Christmas Shoebox Appeal) and are passed on to the charity, following our accounting procedures.
- Respect and maintain confidentiality.
- Always consider and protect Team Hope's reputation in your actions.
- Be accountable for your actions and be always willing to learn.
- Let the person to whom you report (Representative) know first if you have any problems or constructive feedback, and work together co-operatively for a resolution.
- Receive and appropriately apply constructive feedback.
- Inform your Representative of any change in your commitment to Team Hope.

As a volunteer we ask that you always conduct yourself and carry out the work of Team Hope to the highest possible standards. Please always consider whether your actions may harm the work of Team Hope before acting and, if in any doubt, please seek prior approval from your Team Hope Team Leader or a Team Hope Staff Member.

If you at any time and for whatever reason decide to end your volunteering experience with Team Hope, please know we welcome your feedback. As an organisation that recruits, manages and supports volunteers we are always looking for ways to enhance the experience of each volunteer. If you would like an exit interview, please contact your local Christmas Shoebox Appeal Coordinator or the Team Hope office.

3. WHO DOES THIS POLICY APPLY TO?

This policy applies to any person that would like to volunteer in any of the following areas:

1. Christmas Shoebox Appeal (CSA) local volunteer teams and warehouse volunteers
2. Data input volunteers (either locally or in the Team Hope office)
3. International Volunteer Teams
4. Corporate Volunteering
5. Office volunteers
6. Fundraising

For additional details on volunteering roles within these areas please read sections 4 and 9 and/or contact the Team Hope office on 01 294 0222 or info@teamhope.ie

How this policy is further applied can be found in the following documents:

- Team Hope Coordinator's Pack
- Team Hope Code of Conduct
- Team Roles and Application Forms
- Associate policies and documents

4. RECRUITMENT

Team Hope refers to a ten step screening process to ensure you as a volunteer are placed in a suitable and enjoyable volunteer role within Team Hope. These steps include:

i. Determine Policy and Risks

Team Hope regularly assesses the potential risks and necessary policies required to ensure the health, safety and welfare of all volunteers where Team Hope activities occur. This includes checking centres, shoebox distribution trips and project visits. We also assess what policies and procedures are necessary to ensure the volunteer has a positive volunteer experience. With that the following documents have been written and are available either on our website www.teamhope.ie or upon request by emailing info@teamhope.ie

Overarching guidance document:

- Code of Conduct

Policies:

- Child and Vulnerable Adult Protection Policy
- Data Storage and Retention Policy
- Volunteer Management Policy
- Risk Management Policy
- Social Media Policy
- Data Breach Policy
- Complaints Policy

Documents:

- Health & Safety Procedures for Checking Centres
- Checking Centre Team Manual
- Transition Year Consent Form
- Media Consent Form
- Code of Conduct

ii. Clear Role Descriptions

As a volunteer you will receive a clear and accurate description of the tasks and responsibilities within your new role. A role description will be provided, whether verbal and/or written where appropriate. For a detailed list and role descriptions please see section 9 of this document. As part of our support process for you your role will be reviewed on a regular basis and may be amended in joint agreement with yourself and a Team Hope Christmas Shoebox Appeal Coordinator or Staff Member. Please see section 5 for greater details on how Team Hope can support you as a volunteer.

As a volunteer you are appointed to enhance the capacity of the paid staff, not to act as a substitute for them. If you are already a paid member of staff of Team Hope you will be expected to adhere to this volunteer policy when engaging in volunteer hours, outside of your paid roles.

iii. Transparent Recruitment Process

We recruit our volunteers on a pro-active basis using publicity avenues that are suitable for the roles that need to be filled. Every potential volunteer can of course apply and get in touch with the Team Hope Office to express their interest in volunteering. All volunteers are required to provide basic contact details. We ask that all volunteers (2 plus visits) make themselves aware of Team Hope's Code of Conduct (on display in your local checking centre) and associated policy documentation (made available by the Team Hope Office and Team Hope's website).

Where a conflict of interest does not apply, Team Hope will consider involving anyone as a volunteer. As a volunteer you must, be able to demonstrate a commitment to the aims of Team Hope. When applying to be a volunteer you will be placed in a volunteer role that matches the needs of Team Hope and yourself, the volunteer.

iv. *Clear and Concise Application Form*

In some circumstances, your volunteering role may require the completion of a formal application. Please contact us if you have any questions regarding an application form.

v. *Informal interview process (as an individual or as a group)*

All potential volunteers are invited to attend an informal chat with a Team Hope CSA Coordinator or Staff Member either via telephone or face to face, whichever may be appropriate. This may be a scheduled chat or it may have been unscheduled. The conversation is to ascertain your interest in and suitability for any role. Where appropriate, as a volunteer you may be given an opportunity to be placed in another role if you are not suited to the role you applied for.

vi. *Reference Checks and ID Confirmation*

Depending on the role you apply for we may require references to be provided which we will follow up on. Some roles e.g. international visits, may also require medical checks to be completed. If this is necessary, we will request you complete any required medical checks before travelling. If you are unwilling to complete all pre travel requirements you will be unable to continue in your particular application process.

vii. *Garda Vetting*

In limited circumstances, Garda vetting will be undertaken. This is particularly the case if your role includes extended involvement with children.

viii. *Volunteer Roles and Guidance*

Please see section 5 and 9 for more details on specific role responsibilities and section 6 for the on-going guidance provided to you as you gain experience in your role.

ix. *Support*

Each volunteer who successfully applies to Team Hope is supported by the Team Hope Office Staff and/or a Team Hope Christmas Shoebox Appeal Coordinator.

At the beginning of your volunteer experience you may be subject to an initial trial period. This is determined by your Team Hope Christmas Shoebox Appeal Coordinator and/or a Team Hope Staff Member. This is also to allow yourself the chance to experience the role and determine yourself if the role is suitable for you.

At the end of your potential trial period an informal chat will take place and you may either continue in your current role, be reassigned to a more suitable role, decide that you wish to leave your role and request a different role and in some very limited and exceptional cases, be asked to conclude your volunteering experience with Team Hope. In determining cases where the latter applies, the Team

Hope Christmas Shoebox Appeal Coordinator may, where appropriate consult closely with the Dublin office team before a final decision is made. Please see section 6 for more details on how Team Hope supports its volunteers.

x. *Exit Interview, Follow Up and Feedback*

If you at any time and for whatever reason decide to end your volunteering experience with Team Hope, please know we welcome your feedback. As an organisation that recruits, manages and supports volunteers we are always looking for ways to enhance the experience of each volunteer. If you would like an exit interview, please contact your team leader or the Team Hope office.

5. VOLUNTEER ROLES

The following are a list of all potential volunteer roles within Team Hope. Please see Section 9 for a detailed description of each of the roles. If you wish to apply for one of these roles please contact the Team Hope Office on 01 294 0222 / info@teamhope.ie and we will put you in contact with your local Christmas Shoebox Appeal Coordinator, if applicable.

Some, if not all the ten steps in the volunteer recruitment process (See Section 3), will apply to you, including your training within a specific role.

Volunteer Team Roles within Team Hope:

- Christmas Shoebox Appeal Coordinator
- Team Phone Holder
- School Coordinator
- Contact Person (for Drop Off Points in your area)
- Collection Coordinator
- Drivers
- Sourcing a Warehouse/Checking Centre Space
- Policy Completion and Adherence
- Sourcing Fillers

Checking Centre Roles:

A Checking Centre is the specific location where your local team delivers, stacks and checks Christmas Shoeboxes. This is also the location where Christmas Shoeboxes are placed into cartons and loaded for delivery to their destination country. Depending on your role within a checking centre you will receive training in one or more of these processes.

- Welcome Receptionist/Trainer of New Volunteers
- Shoebox Checkers
- Carton Packers
- Finance Team
- Sorting Fillers
- Wrapping Shoeboxes
- Tea and Coffee Makers
- Truck Loaders

Other roles:

- Data Entry
- Media Liaison
- Corporate Volunteers

As a volunteer of the Team Hope Team you will receive an informal induction when you begin your voluntary work. This consists of a general introduction to the organisation, as well as a specific orientation on the purposes and requirements of your volunteering role. Specific orientation will be provided for all volunteers signing up to be a Team Hope Volunteer.

You will also receive ongoing on-the-job support to provide you with the information and skills necessary to perform your tasks well. If the role requires it, additional support will be offered to you on approval by Team Hope Staff.

Your volunteering times will be discussed between yourself and another Team Hope Volunteer who is already within a supervisory role. You may also choose to discuss your volunteer times with a member of the Team Hope staff. Times will be flexible to best suit your availability and as the tasks allow. Where possible please aim to let your team leader or a staff member know when you will be absent from any prearranged volunteering times. This allows Team Hope enough time to make alternative arrangements.

6. SUPPORT

Supporting volunteers is a vital part of the smooth running of Team Hope. Without our volunteers there would be no Team Hope so we ensure that each person feels well managed and supported by a Team Hope Staff Member and/or Christmas Shoebox Appeal Coordinator. Team Hope aims to provide each volunteer with a positive and rewarding volunteer experience where everyone will be helped to contribute in whatever way they can. This includes providing support through regular mentoring and informal chats by either a Staff Member or Christmas Shoebox Appeal Coordinator. If you find you are suddenly unable to volunteer due to an unexpected and private circumstance you will of course be encouraged to take a break from volunteering and return whenever you deem suitable. Two-way communication will be regularly encouraged during these circumstances. We will also provide you with regular acknowledgements of your positive contribution which will be accomplished through the ongoing support provided to you by a Team Hope Christmas Shoebox Appeal Coordinator and/or Staff Member. Please see section 7 for further details on recognition of volunteers.

Support and encouragement for volunteers under the age of 18 will be given via a parent, guardian or appropriate adult. Please see Team Hope's Child and Vulnerable Adult policy for more details on Team Hope procedure for the interaction with children during Team Hope activities.

Volunteer roles that include the recruitment, management, support and care of other volunteers (e.g. Christmas Shoebox Appeal Coordinator) are fully supported by the Team Hope Staff in accordance with the ethos and policies of Team Hope. This support includes regular contact, encouragement, support and care by Team Hope Staff members. As volunteers themselves Christmas Shoebox Appeal Coordinators know the vital roles each volunteer plays in their team. The support and care of all volunteers follow the standards and values of Team Hope which are in line with the Team Hope Code of Conduct which all Staff and Coordinators commit to.

Volunteers are also supported through Team Hope's Public Liability insurance to cover all volunteers working at our Checking Centres on behalf and at the direction of the organisation. Drivers for Team Hope should make sure their car has adequate cover and should consult their insurer if unsure of

this. We do not envisage any issues with your insurance company. If you choose to double check please emphasise that collection of shoeboxes is for a charity and is for a short period of time, and without payment. Any additional premium charges entailed are at your discretion and is not payable by Team Hope. Finally, as a volunteer part of an international team, you will be covered by Team Hope's travel insurance for the duration of the trip.

Team Hope will reimburse out-of-pocket expenses¹ which have been vouched and authorised.

7. RECOGNITION

Volunteers provide a unique and invaluable service to Team Hope, the benefits of which are enormous, as we could not operate without you. As volunteers we are so grateful that you give your time and skills free of charge. We find it is essential that everyone's efforts are recognised and rewarded. The ways in which we recognise and reward our volunteers include but are not limited to:

- Expressing our gratitude through regular communication either by a Team Hope staff member and/or Christmas Shoebox Appeal Coordinator.
- Ensuring that all volunteers are aware of the difference which they are making through communicating the impact of Team Hope's work with stories, images and videos from project countries.
- Hearing first-hand the experiences of local volunteer teams that have been given the opportunity to travel with Team Hope to project countries.
- At the end of a shoebox campaign Team Hope will reimburse reasonable expenses for a tea and coffee event for each volunteer team

Team Hope staff are also responsible for ensuring that a more formalised recognition takes place at key times where appropriate.

8. FEEDBACK

Constructive feedback on this document and your personal volunteer experience, is always welcome. It should be given to the Team Hope Christmas Shoebox Appeal Coordinator or Staff Member who will ensure that it is considered fully.

Where deemed necessary and appropriate a Christmas Shoebox Appeal Coordinator or Team Hope Staff member may address training needs, re-assign or dismiss a volunteer. However, the first recourse in these scenarios would be to communicate through an informal mediation, preferably face to face. Our main desire is to keep the volunteering experience a positive and rewarding one.

In the scenario where mediation and resolution are unsuccessful and a volunteer does not adhere to Team Hope's policies and procedures or who fails to perform their volunteer assignments may be subject to a respectful dismissal. This would include a letter of formal dismissal. No volunteers' involvement will be concluded in writing until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their Christmas Shoebox Appeal Coordinator and/or a Team Hope staff member. Grounds for dismissal include, but are not limited to, the following: gross misconduct, being under the influence of drugs (including alcohol), theft, misuse of equipment and materials,

¹ Please note that Team Hope does not reimburse volunteers for the purchase of fillers (i.e. items bought to fill a Christmas Shoebox Appeal shoebox). All funds raised by volunteers for Shoebox fillers and team expenses must be transferred to Team Hope to show transparency. Funds will then be transferred back to a volunteer or team with receipts provided upon purchase. Please see Team Hope's fundraising policy for more details on fundraising for fillers or receiving a donation in aid of fillers for Christmas Shoeboxes.

refusal to adhere to Team Hope's methods of operation, breaches of confidentiality, failure to abide by Team Hope policies and procedures and failure to complete duties to a satisfactory standard.

As a volunteer if you are not satisfied that issues relating to your volunteering are being handled appropriately, you are entitled to have your concerns reviewed by your Christmas Shoebox Appeal Coordinator and/or Team Hope Staff member. Please see Team Hope's Complaints Policy (available on our website www.teamhope.ie) for details. Team Hope will discuss the issue as soon as practical after receiving a written complaint, and take appropriate action. The CEO will make the ultimate decision.

Informal feedback is welcomed from volunteers who are leaving the Team, either because they have reached the end of their project, or for some other reason. The Christmas Shoebox Appeal Coordinator or Staff Member may like to ascertain why you, the volunteer is leaving, how you found the volunteering experience and what suggestions you could offer to improve the way Team Hope operates. The offer of a personal reference for future employment etc. may be provided upon request.

9. APPENDICES – ROLE DESCRIPTIONS

CHECKING CENTRE TEAMS

The running of the centre and other duties carried out by the local Shoebox Team is a team effort. The team is managed by the appointed Christmas Shoebox Appeal Coordinator (see details below) however there is no expectation for the Christmas Shoebox Appeal Coordinator, or anyone with a "main role", to be present in the checking centre every day/evening or to do everything. Tasks and roles may be delegated where needed by the Christmas Shoebox Appeal Coordinator and agreed upon by the volunteer. This is essential and necessary to avoid burn out of individuals. By building a team of volunteers it makes every task easier to manage and more enjoyable for everyone involved. Please see sub section 10 below for additional specific roles with a checking centre.

1. Christmas Shoebox Appeal Coordinator (Requires I.D.)

The Christmas Shoebox Appeal Coordinator's overall responsibility is to coordinate a volunteer team to run the appeal at a local level. They are the person who connects with the office on a regular (normally weekly basis) to disseminate information regarding the number of boxes received, finances taken in and updates on the team in general. The Christmas Shoebox Appeal Coordinator is the liaison between the office and their local team and needs to be efficient in communication.

While the Christmas Shoebox Appeal Coordinator is the main contact person with the office for their team this person cannot do everything or be everywhere – and isn't expected to be! There may be two people who would be willing to share the responsibilities of the role of Coordinator and both can be copied in on emails/communications from the office but only one person will be communicated with by phone.

All volunteers that take on this supervisory role must complete, sign and adhere to the Code of Conduct and associated policy documentation.

2. Team Phone Holder

This person takes phone calls and enquiries from the contact telephone for the team. The role includes writing everything down in a note book and dealing with the call as soon as possible.

The contact number for each team will be on the website. Anyone who requests a speaker for their school or requires a local collection will also be given this team number.

3. Schools Coordinator

This person is someone who oversees volunteers in the team who are willing to make contact with the local schools and if invited speak in classes/assembly about the work of the Christmas Shoebox Appeal. A list of schools will be sent to the Christmas Shoebox Appeal Coordinator by the office and this can be divided up into smaller sections to make the job of phoning schools less onerous.

4. Contact Person for Drop Off Points in the Area

This person is responsible for contacting your local drop off points (including national points as organised by the office) to introduce themselves and arrange to drop off leaflet stands, leaflets and posters in due course. This person should then keep in regular contact with the drop off points to ensure regular supplies of leaflets and agree collection times when required.

5. Collection Coordinator

This role arranges for the collection of shoeboxes when pick-ups are requested. The holder of the team phone may also pass messages to this person to arrange collections of shoeboxes. This person might be the same person who is the contact for drop offs. They would be responsible for organising the local drivers to collect from the various drop off points and schools etc on a regular basis and to ensure they have thankyou certificates and receipt forms where required. All of these are provided by the Team Hope office.

6. Drivers (Requires I.D.)

This role is responsible for driving round the area collecting shoeboxes from the various drop off points and schools etc. A Team Hope I.D. badge is provided upon successful application for this role; proof of driving licence is required with the application.

7. Sourcing A Warehouse/Checking Centre Space

Some teams may have a building/area which is used every year and if so that is great news! However, most teams need to find new premises every year and this can take time. Which is where this team role comes in. A good place to start is by contacting local churches or businesses to see if they have a space suitable that your team can use for the few weeks. Local estate agents may also be able to help you source an empty industrial unit that is currently being advertised for sale/lease. If you are "lent" this space remind the estate agent/landlord that they can still avail of rate rebates for the time you are using the space so they don't lose out by donating the building to you! A letter explaining this is provided to the local Christmas Shoebox Appeal Coordinator.

8. Policy Completion and Adherence

This person is someone willing to oversee the Health and Safety/Risk Assessment policies that need to be adhered to and return completed paperwork to the office where necessary.

9. **Sourcing Fillers (may require I.D.)**

This role can start at any time. Each team will need fillers for all 4 W's that go into a Shoebox (something to wear, write with, wash with and wow!) When sourcing second hand teddies/tennis balls, small toys etc please make sure they are washed and clean. Only collect/keep what you would be happy to receive yourself. Hygiene items such as soap/toothbrushes and toothpaste must be new for obvious reasons. The fillers need to be easily accessible and organised ready in the checking centre when it opens! Approach local fetes and exhibitions to see if they have items left over that you can take off their hands – most places will be delighted that they don't have to dispose of them!

10. **Checking Centre Team - Additional specific roles**

Each checking centre is individual and your layout will be different to someone else's but the roles within the centre are varied and each section will have one or more people in it depending on the size and number of boxes you have to check. The team may have 5 people in your centre on a particular day – or it may have 100 - but every volunteer is valued and has a special role to play. A minimum team would include:

a. **Welcome Receptionist/Trainer Of New Volunteers**

This person is usually someone who has previous experience of a checking centre and can help welcome new and existing volunteers to the centre. This person is normally responsible for recording the number of shoeboxes that comes into the checking centre and ensures the volunteers sign in and out of the building for fire regulation purposes.

b. **Shoebox Checkers**

These people can be members of the general public who come into the checking centre for a once-off volunteering experience or come daily to help out. They can be students doing Transition Year Work Experience, youth groups, elderly people, business people, mums who have a few hours to spare or the young at heart! Everyone will be given basic training and then given a task to do at the discretion of the team's Christmas Shoebox Appeal Coordinator. As a volunteer you will also be shown a training video on how to correctly check a shoebox. Please note there must be NO splitting of items in a shoebox.

c. **Carton Packers**

There are lots of people who feel they are able to do this job but the best people are those who have a good spatial awareness! Packing shoeboxes into the cartons requires patience and ideally there should be a minimum of 8 shoeboxes in a carton with as little air space as possible!

Please note: One less box in every carton on a truck can mean the difference of 900 boxes on a truck – that's 900 children who could have received a shoebox gift but won't!

d. **Finance Team**

Members of this team are people who are willing to open donation envelopes and record the monies received within the checking centre ONLY. There is some paperwork involved but it's not too onerous. You must be able to bank money on a regular basis and report back to your Christmas Shoebox Appeal Coordinator with a printed lodgement slip and any lodgement books provided to

you.

e. **Sorting Fillers**

This role involves sorting all the fillers that come in the checking centre separately from shoeboxes. Just as sourcing fillers is important it is also essential that the fillers are kept tidy and not all put out in one go! If they are available, they will be used as “drip feeding” fillers because teams may find they have run out of fillers very quickly otherwise! If a box doesn’t have soap in it BUT it does have a toothbrush and toothpaste it is okay to go. However, if there is a large space it maybe would be a good idea to “fill it” with an appropriate item.

f. **Wrapping Shoeboxes (Also Known as “Special Care” Area!)**

No matter how careful we are when collecting the shoeboxes sometimes the paper will get ripped or shoeboxes will get squashed or broken. The Special Care Area (for this role) is an area where these boxes can be repaired or if broken, the contents can be transferred to a different shoebox. It is a good idea to have a number of shoeboxes pre-wrapped to ease this process and torn shoeboxes can be brought home and re-wrapped for use another day. Likewise, for shoeboxes that come into the centre that are very large and/or have a lot of space in them contents can be transferred to a smaller shoebox that would allow it to fit into a carton more easily without compromising the integrity of the box and the wishes of the donor.

g. **Tea and Coffee Makers**

Tea and coffee makers (and nibbles like biscuits and maybe cakes) are essential – just like we need toilets and heat! The centre may have set times for having coffee breaks, other centres may have a regular supply going through the day.

h. **Truck Loaders**

These volunteers help load the truck and see the shoeboxes off on their final journey. This is an ideal opportunity for corporate volunteers– especially strong men! However, just as cartoning requires spatial awareness so does truck loading.

Each team will have a set time for the truck to arrive and truck loaders must arrive 15 minutes before they are due to start loading. They must also watch a 3-minute instruction video about how to load a truck. Loading cartons onto trucks inefficiently is a huge problem and this video explains why it is essential that people don’t rush into the job but take time in the beginning to get the line of boxes correct.

In previous years there were two trucks loaded which had the same specifications but one had 800 cartons on and the other had 1,100. That’s a difference of 300 cartons. If three centres did this, we would need another cargo truck resulting in an additional payment - Plus A potential difference of 2,700 less children getting a shoebox from one container alone.

11. **Data Entry (Requires Application Form)**

If you are a volunteer who cannot get to the checking centre but who still want to help then this may be a suitable role for you. If you have a computer at home, you can do data entry. The data on our donation envelopes is the information we use to be able to send the Thank You Report out in February so the sooner the information is entered the quicker the report can go out. You will be

taking confidential data home with you so an application form to confirm referees is required but this application can be turned around in 48 hours once received into the office. The donation envelopes can be given to you as soon as they start coming in.

12. Media Liaison

This is someone who could contact the local radio station, newspaper, free sheets etc. Local media are always interested in local stories. They want to know about what's going on in their area and what local people are doing. Your team's story and the Christmas Shoebox Appeal is newsworthy, interesting and it's local. Your Christmas Shoebox Appeal Coordinator might also like you to set up a Facebook page for your team. Advice on how to do this is included in the main Team Manual but also contact our Business Development Manager, Alan McElwee in the office for help and support.

13. Corporate Volunteers

Corporate volunteers are another vital source of help for all our Christmas Shoebox Appeal teams.

Many corporates operate a matching gift system where employees are encouraged to volunteer for a set number of hours each year and they are given this time off to participate in these schemes. It is a popular way for you as a Corporate Volunteer to give the charities like Team Hope and the local communities we work in and with.

There are numerous companies that participate already in these types of schemes during the Christmas Shoebox Appeal. There are companies like AIB bank, Apple, Dell, Salesforce etc. who have employees across the country and send round group emails informing them of when the CSA season has started and encourage them to get involved.

Each corporate team will be managed and supported by the local Christmas Shoebox Appeal team and its Coordinator. Team Hope has a Corporate Engagement Strategy catered to our participating checking centres across the country to help support our teams. We refer to our L.I.F.T programme which allows for longer lead-time development and engagement between participating centres and corporate volunteer teams. The corporate engagement strategy seeks to both deepen and widen engagement with corporates. Deepening engagement with current and new corporates is summarised as follows:

- **Linking** corporates and businesses locally that are interested in volunteering with Centre coordinators and teams
- **Involving** corporates and businesses by setting out volunteering expectations with Centre teams
- **Facilitating** by scheduling volunteer teams and inductions in advance of volunteering
- **Teaming** up by instilling strong team working practices between core team members in Centres collaborating with extended team members coming from corporate volunteers



Team Hope likes to recognise all corporate volunteer engagement by thanking each corporate organisation through a post-Christmas Shoebox Appeal report featuring each participating centre and a list of their Corporate teams.

Like each volunteer we are truly grateful for every corporate volunteer. Without volunteers Team Hope could not fulfil its mission to bring hope to underprivileged children of Eastern Europe and Africa. So we thank you all!