



***Team Hope is an International Christian development aid charity (Irish Charity CHY14524), working primarily with children in almost twenty countries in Eastern Europe and Africa.***

***Best known for our Christmas Shoebox Appeal, also working through in-country partners we fund all year round development aid projects for these children, their families and communities, in delivering healthcare, education, clean water or vocational training programmes***

## **VOLUNTEER POLICY**

**Volunteers are the life blood of Team Hope. And, as our name implies, as a volunteer you are part of a Team - just as vital as any of our staff, or our overseas partners. We respect you are giving your time freely, at the same time appreciating all the time and talents that you bring - to make it possible for Team Hope to do what we do**

### **What can a volunteer do?**

Within our projects, we have many opportunities for people to volunteer. Maybe a once-off time at one of our Christmas Shoebox Appeal checking centres, or a member of one of our local shoebox teams, a Team Hope Rep or part of an International Summer Team. And all our board members and overseas partners are also volunteers.

### **Who can volunteer?**

We love our volunteers, and have a very open policy to volunteer recruitment. We welcome people from all backgrounds and walks of life – apply as an individual, or member of a corporate, a church, school or youth group. Where necessary, we reserve the right to check references, and to ask you to comply with the Garda vetting process.

### **What a volunteer can expect of Team Hope**

Appropriate levels of orientation, briefing and training will be given before you are expected to carry out your role as a volunteer. In every situation, you will have a clear line of accountability and reporting, usually to a volunteer team leader – or sometimes to a specific Team Hope staff member. That person is there for your support and encouragement. Any feedback (which we welcome) or grievances should be reported to them, at least initially. Team Hope will keep basic records of your name and contact details on our secure computer systems (which you may view on request). Volunteers are covered on our Public Liability Insurance policies, and are subject to our Health and Safety policies. You are also entitled to reimbursement of your agreed verifiable out-of-pocket expenses, within reasonable time limits.

### **What Team Hope asks of volunteers**

You represent Team Hope, and we ask that you respect the ethos of the organisation. We ask that you respect any confidential information that you may have been party to, particularly if its disclosure would contravene the Data Protection Act. We ask that if you have a medical condition that others need to know about, you disclose it to your Supervisor. We want you to know that contravention of any of these things could result in Team Hope ending the volunteer's relationship with the charity. (It's never happened, but just in case, we want you to be aware).

And finally we hope that your experience of volunteering with Team Hope is positive and fun – and that you get as much from the experience, as Team Hope receives from your time and abilities.

**Interested in being a Team Hope volunteer ? – e-mail us here: [info@teamhope.ie](mailto:info@teamhope.ie).**