

# Volunteer pack

# The Dineaway

Join the Hidden Treasure Team serving the residents of Elkin Court, and beyond.

# HOPE EXTRA



## Hidden Treasure Trust

Hidden Treasure Trust is the name of the local charity set up by Partington residents, to support our community and beyond.

Our mission is to reverse poverty for families and vulnerable people using relationships, education and practical support to bring life-transforming help, hope and joy.

You might better know us as **The Hideaway**, the **Hope Centre** or maybe even **Hope Green** or **Live Well**. We run a growing range of projects which support local people to live well.

## Elkin Court

Recently we were invited to support our neighbours at Elkin Court's Extra Care facility on Hardwick Road.

Elkin Court houses its own on-site restaurant, shop, barbers and activities lounge which are all open to the general public.

In May we will be opening The Dineaway, a brand new dining experience for the residents and local community. Shortly afterwards, Hope Extra will open in the charity shop unit, stocking a range of useful items for all. We would LOVE your help to run these new ventures.

# The Dineaway

Open 7 days per week  
9am - 2pm

Volunteer team required daily

### Role could include:

- Serve food and clear tables
- Support the chefs
- Drop food off
- Take orders and payment

# HOPE EXTRA

Open Mon - Fri  
10am - 2pm

Volunteer team required daily

### Role could include:

- Sorting out donations for sale
- Taking payments
- Using the internet to sell items
- Chatting to customers

[volunteer@thehideawaypartington.com](mailto:volunteer@thehideawaypartington.com) or call 0161 6600299

# What to expect as a volunteer

At Hidden Treasure we want to do business differently. Businesses hire and fire employees, but families raise up sons and daughters. Our heart is to create a family culture of individuals committed to raising one another up, and that includes every member of our paid and voluntary team.

Whether a volunteer is short or long term, looking for experience or looking to support the charity or community, our commitment to you is the same. We will do all we can to ensure that you feel valued, supported, equipped and growing as part of the Hidden Treasure Family.

## Our commitment to you:

- Full induction and introduction to your role and colleagues
- Personal on-going support from our volunteer co-ordinator
- Paid volunteer expenses and meal (when volunteering over 3 hours)
- Uniform and relevant PPE - Volunteer uniform and lanyard
- Free access to a programme of training opportunities (including food hygiene)
- A Hideafam 'buddy' to ensure you have someone available to help when needed
- Invite to our annual 'thank you' event
- Be included on team communications, training and social events
- Support finding employment if this is something you hope to do



## Your commitment as a volunteer:

- To turn up as agreed wherever possible and get stuck in
- To represent us well to all customers and service users
- To share our values, and help us support and love our community
- To follow our policies and procedures and behave in the same way as our paid team members

## Why volunteer with us?

People choose to volunteer for a whole range of different reasons, and all are valid. Some of the reasons you may choose to volunteer are:

- To give something back or invest in supporting those less fortunate
- To gain valuable work experience
- To grow your skills and access free training
- To grow in confidence and make moves towards getting out more
- To improve your mental health – working with a team and helping others



- As part of a social commitment in your workplace (corporate volunteer days)

## Who can volunteer and when?

- Can you commit to 3 hours or more per week for 12 weeks as part of our Hidden Treasure Volunteer programme?
- Can you commit to a particular role or project for the longer term for as little as a few hours per month?
- Can you commit to a short placement as part of a work experience programme?
- Can you give a day or more as part of your workplace corporate giving?

If you can answer 'yes' to any of these questions, we'd love to hear from you!

## Volunteers should:

- Be min age 14+
- Not volunteer during school hours without express consent of the school (up to end Y11)
- Be volunteering alongside an official carer if unable to comfortably work independently
- Be legally allowed to work alongside children and vulnerable adults (DBS check may be required for some roles)
- Not currently be the subject of any criminal investigation

## The Volunteering Application Process

Signing up as a volunteer is pretty simple. Just follow the following steps.

- If you have any extra questions, email or call Rebecca on 0161 6600299.
- Happy? Complete the simple form on the next page and drop it in to  
The Hideaway (or Elkin Court if we're already open!).
- Rebecca will contact you for an informal chat. You will discuss the role, clarify our expectations and answer any questions. We'll also check that the role is suitable for you.
- Next, we'll arrange a short induction. This will help you to have a greater understanding of your role, the charity and what you will be doing.
- Get started! Meet the team, learn the ropes and begin your new position.



# Volunteer Application Form

Name

Address

Email

Phone

Where are you interested in volunteering?

The Dineaway Restaurant

Hope Extra charity shop

How many hours and what days would you prefer to volunteer?

When would you like your volunteering to begin?

How long do you envisage volunteering for?

For the long haul

A few weeks

Up to 3 months

Until I find a job

Let's see how it goes!

Tell us a little bit about why you would like to volunteer

**Are there any particular areas you would like to work in, learn about or develop?**

**Please tell us about any relevant experience you have.**

**What do you hope to gain (or give) by working with us?**

Would you be willing to have a Disclosure and Barring Service (DBS) enhanced check?

Are you willing to undertake any training relevant to the role?

Do you hold a full current UK driving license?

### **Rehabilitation of Offenders Act**

Under the provisions of the Rehabilitation of Offenders Act, you do not have to disclose information on certain convictions after a set period of time, as they become 'spent'. However, this post is exempt from the above Act, therefore, ALL convictions and any cautions or bind-overs must be declared and cannot be regarded as 'spent'.

Have you ever been convicted of a criminal offence? **Yes No**

Do you have any criminal charges or summonses pending against you? **Yes No**

Having a criminal record will not necessarily bar you from working with us.

### **Health**

Please specify any special access requirements you may have in order to attend interview. I confirm that the information contained on this application form is, to the best of my knowledge, correct and accurate. I agree to the information being processed in accordance with the Data Protection Act.

Do you consent to have your details stored securely at The Hideaway in accordance with GDPR?

Do you give your consent to contact you about your answers above?

Signed

Date

Please return this form to [volunteer@thehideawaymanchester.com](mailto:volunteer@thehideawaymanchester.com) or drop in to reception.