



FIGHTING HIV&AIDS ONE STAGE AT A TIME

The Make a Difference Trust

Volunteer Handbook

2019

CONTENTS:

1. THANK YOU
2. OUR MISSION AND HISTORY
3. INTRODUCING THE TEAM
4. THE ROLE OF THE VOLUNTEER
5. HOW IT ALL WORKS
6. POLICIES
7. VOLUNTEER AGREEMENT

Contact us at: volunteer@madtrust.co.uk

The Make A Difference Trust

Unit 7 City Business Centre

Lower Road

London SE16 2XB

020 231 9719

THANK YOU FOR CHOOSING TO VOLUNTEER WITH MAKE A DIFFERENCE TRUST!

Volunteers are vitally important to the Trust and ensure that our events are successful and raise as many funds as possible for HIV and AIDS projects.

This Volunteer Handbook is here to tell you everything you need to know about volunteering with us but should you have any questions please do not hesitate to contact the Volunteer Team via email:

volunteer@madtrust.org.uk

Thank you again for deciding to Make a Difference!

WELCOME FROM THE CHAIR

Thank you for volunteering for the Make a Difference Trust. More than most charities, MAD is predominantly a volunteer led and supported organization.

All the funds we raise are through the generosity of time, spirit and talent of the theatre community. Everyone involved in our events from makeup to dancers, lighting to directors all give their time as volunteers. By becoming a MAD volunteer, you will support and therefore become a part of that wonderful band of people and have taken a step closer to making a difference.

OUR MISSION

Building on a legacy of over 25 years of fundraising by the theatre industry, The Make A Difference Trust raises funds for HIV and AIDS projects that build awareness and provide care, support and education in the UK and Sub-Saharan Africa.

OUR HISTORY

The Make A Difference Trust, trading as TheatreMAD, also known as MAD Trust, is the ongoing response by the UK theatre industry to HIV and AIDS. The charity was founded in 2008 by David Pendlebury, together with Melanie Tranter and Julian Bird, establishing the first official stand-alone Charity to coordinate the theatre community's fundraising and grant making for HIV and AIDS. It was set up to continue the vital fundraising and grant making work undertaken by the theatre industry & its supporters.

A host of fundraising events, including Bucket Collections, Late Night Cabarets, West End Eurovision, West End Bares and A West End Christmas continue to raise funds for projects in the UK. MAD Trust's philosophy is all about community making a difference: namely the theatre community, working together, using their skills and talents, to help other communities living with, or affected by HIV and AIDS.

Today as a fundraising and grant making organisation, the Trust is building on a legacy of over 30 years to raise funds for HIV and AIDS projects that increase awareness; deliver education about the virus, deliver education about its impact and how to prevent transmission; encourage early testing and provide care and support to those affected by HIV.

The Trust continues to work with established partners to ensure projects have maximum impact and are sustainable. The Trust has distributed over £1.6 million in grants to support individuals experiencing hardship across the UK, as well as over £1 million to support projects with our UK and international partners.

INTRODUCING THE MAKE A DIFFERENCE TRUST TEAM

The Make a Difference Team is made up of:

- 7 Trustees
- 1 Executive Producer & General Manager
- 1 Charity Administrator/ Volunteer Coordinator
- **You!** Our lovely volunteers



Melanie Tranter, Co-Founder, Trustee & Chair

Melanie became involved with MAD Trust in early 2008. She left her role as General Manager for Dress Circle in 2010 to devote more time to the charity. She previously worked as Corporate Event Manager for Teswaine Business Communications.



Tolley Angell, Executive Producer & General Manager

Originally trained as primary school teacher, Tolley has always had a passion in musical theatre. After life-changing events, Tolley decided to follow his passion and completed his Masters in Directing at Guildford School of Acting. After graduating Tolley has been extremely fortunate to work on shows in the West End, on National Tour and Fringe Theatre. It was through his connections at GSA that he was asked to direct a West End Christmas 2018 for MAD Trust. Tolley is thrilled to have joined the team to support and develop our productions and to build on our fundraising.

THE MAKE A DIFFERENCE TEAM cont



Jeremy Ellis, Charity Administrator & Volunteer Coordinator

Jeremy trained at Rose Bruford College and in Rep Theatre and is a retired theatre sound engineer and production sound engineer with many years' experience mixing large musicals in the West End and all over the UK and the world, including Jesus Christ Superstar, Oliver! & Phantom of the Opera (in 5 countries and 4 different languages)! His role at Theatre MAD is to support the Executive Producer & Trustees with their aim to grow and improve the Charity.

YOUR VOLUNTEER COORDINATOR

Jeremy Ellis is your Volunteer Coordinator and can be reached at volunteer@madtrust.org.uk

THE ROLE OF THE VOLUNTEER:

Our volunteers generally have a real love of the theatre community but have wide ranging backgrounds and experiences. They have many different reasons for wanting to support The Make a Difference Trust but all have one thing in common; the desire to help others.

All volunteers joining Make a Difference Trust are first engaged on a probationary period which will allow the volunteer to attend up to three events. The purpose of this period is to ensure that the volunteer is a good fit for the role in question and vice versa.

WHAT DO YOU GET OUT OF BEING A VOLUNTEER?

- The enjoyment of being part of a team
- A chance to meet new people, make new friends and gain confidence
- The opportunity to use your individual talents and skills to help others
- The rewarding feeling of supporting someone to achieve their full potential
- The knowledge that you are helping to Make A Difference

WHAT WILL YOU DO AS A VOLUNTEER?

By volunteering at a TheatreMAD event, you will be supporting the important fundraising that the Trust does. Tasks that you may be asked to support could include:

- Manning the doors and/or ticketing at events
- Ushering and helping with setup and cleanup at events
- Selling Raffle Tickets
- Managing and Selling at a Merchandise stand
- Helping-out in the office in various ways including:
 - Stuffing Envelopes
 - Cataloguing items for sale on our website shop or at events
 - Cataloguing gift and raffle items
 - Creating and updating spreadsheets on a PC
 - Making Phone Calls (from within the office)
- Bucket Collections including:
 - Delivering and collecting buckets to/from venues
 - Counting and banking money

We encourage volunteers to share any specialised skills and interests with us as we also need support "behind the scenes", front of house at events, on social media and in the office too...

HOW IT ALL WORKS

Make a Difference Trust requires volunteers throughout the year at:

BIG THEATRICAL EVENTS

SPONSORED EVENTS

WORLD AIDS DAY BUCKET COLLECTIONS

LATE NIGHT EVENTS

CABARETS and a whole host of other events

IN THE OFFICE

Once the Volunteer Coordinator is aware of a new event in the calendar, he will contact all volunteers and request that they confirm their availability and interest by a set date.

Upon confirmation of availability, the Volunteer Coordinator will review the information and confirm by return if you are required to volunteer. Full details for the event will be provided in the weeks prior to the event.

To be fair to all registered volunteers, you may not be able to support on all the events that you would like but roles will be shared out appropriately. We ask that you do not be disheartened if you are not selected for a specific event as your turn will come!

If you are not already on our Volunteer mailing list to be kept informed of upcoming events and all things Volunteer, please add your name here: <https://www.madtrust.org.uk/get-involved/volunteer/>

VOLUNTEER POLICIES & PROCEDURES:

Uniform: All volunteers will be provided with a TheatreMAD T-shirt which must be worn to all events. The T-shirt should be worn with black trousers or skirt and smart shoes. You will also be provided with a TheatreMAD lanyard and name badge which should also be worn whilst volunteering. We politely request that the T-shirt be worn only when volunteering and should be kept in good condition.

Smoking and Drinking: Whilst we understand that some of our volunteers will be smokers, please ensure that any smoking breaks are taken in accordance with instructions given by the Senior Volunteer/Volunteer Coordinator and are taken out of sight of event goers. Drinking of alcohol is not permitted whilst volunteering. If your shift has finished and you wish to have a drink, please remove your volunteer T-shirt and lanyard.

Training and Support: Make a Difference Trust is committed to providing training for all staff and volunteers. Volunteers will be made aware of training opportunities.

Insurance: All volunteers are covered by Make a Difference Trust Insurance Policy whilst they are on its premises or engaged in work on its behalf

Health and Safety: All volunteers are expected to be familiar with Health and Safety issues and have a responsibility to ensure safety at all times.

Volunteer Expenses: Make a Difference Trust will reimburse you for all reasonable out of pocket expenses where related to the event that you are covering. For events where you are present for longer than 5 hours, you will be provided with £5 to cover food and drink expenses. Receipts must be provided to the Volunteer Coordinator/Senior Volunteer. This will be made available to you at the start of your volunteer shift. No other expenses are covered unless agreed with a Volunteer Coordinator in advance.

Departure of Volunteers: Should you decide that you no longer wish to volunteer with the Make a Difference Trust please inform the Volunteer Coordinators via email. For volunteers pursuing paid employment or further education, references will be provided if appropriate

Data Protection & Confidentiality: In your role as a volunteer may you have access to information about your fellow volunteers, the people we are supporting or the events that we are involved in. It is really important that all such information is kept completely confidential unless prior confirmation has been given that you can share it. If you break the confidentiality of the role you will be asked to leave your position as a volunteer. All necessary volunteer details that you provide us with will be held on our Volunteer Database which will only be accessible by designated members of the Volunteer Team. This information will never be shared outside of the Trust without your prior consent.

Problems with volunteering: Whilst we hope that you will always be happy in your role as a volunteer for the Make a Difference Trust. If you come into any difficulties with any aspect of your role please raise it in the first instance with the Senior Volunteer (if at an event) or to the Volunteer Coordinators. They will do their best to resolve the situation as fast as possible. It is possible that there may be occasions when The Make a Difference Trust determines that a volunteer must cease their activities with the organization. The Make a Difference Trust reserves the right to terminate a volunteer role and/or services where it considers that its aims are no longer being met or where an allegation of serious misconduct has been upheld.

On the next page you will find our Volunteer Agreement, we ask that prior to your first volunteer shift you review the information, print and sign a copy before returning it to the Volunteer Coordinator at:
volunteer@madtrust.org.uk

Volunteer Agreement



As a volunteer with The Make A Difference Trust you can expect:

- To be involved with an organisation that is dedicated to supporting people living with or affected by HIV and AIDS
- A supportive and positive environment that ensures you enjoy your volunteering experience
- To be treated with respect and courtesy
- To be treated fairly, regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- A suitable induction
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Reimbursement of any reasonable out-of-pocket expenses incurred in the course of your volunteering as outlined in the volunteering policy.
- Respect to your right to privacy and that of your contacts
- To be updated on how your volunteering has made a difference

In return we ask that you:

- Support our aims and objectives
- Act in a professional manner whenever you are representing the Make A Difference Trust
- Are open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if we can improve the services and support that you receive
- Agree to our 'Statement of Confidentiality' as outlined below:

Statement of Confidentiality:

You must not at any time during or after volunteering for The Make A Difference Trust, disclose or use your knowledge of any confidential information of the Charity. Confidential information includes (without limitation) all statistics, marketing surveys and plans, financial information, the names, addresses and contact details of clients, customers, funders, donors, patrons, beneficiaries, grantees or suppliers which the Charity treats as confidential other than information which has entered the public domain.

Name:

Signature:

Date: