

Volunteering with Hidden Treasure Trust

The Hideaway - Uk's first 'pay what you can' play centre

The Hideaway is central to all we do. It's our front door, with an outstanding reputation across the city with families, professionals, schools, churches and local authorities. It's our first point of contact, it's the place we build relationships, and it's the place where most of our education and personal support takes place. It's an incredible space loved by families far and wide and people love to come here. It's a place of safety, a place of fun, a place of learning, and a place of hope. It's a place where hope and joy are shared as part of our song, story time and craft all day, everyday. In January 2023 The Hideaway launched a 'Pay What You Can' entry scheme, becoming Britain's first free play centre.



The Hope Centre

The Hope Centre is the front door for our practical community support. Our food pantry and support hub looks sophisticated and classy, giving its users dignity, a sense of pride being able to shop in such a posh shop, and only contributing a couple of pounds (if they can) for the privilege.

Users can do a weekly shop, filling a big basket with essentials for just a few pounds. They can request urgent help with emergency essentials – energy top ups, transport, vouchers for food or clothing, or even replacement white goods. The team work alongside Citizens Advice, Christians Against Poverty, the Food Bank and other partners. The friendly team offer information, help with forms, budgeting and debt support and sometimes just a listening ear. Here, many referrals are made to our wider team and other service providers. Our uniform section provides new and pre-loved school uniform, and our new toys helps with birthdays and Christmas.



Family and Education team

Through working with families in The Hideaway and the community through the Hope Centre, our team naturally get into conversation and build growing relationships with repeat visitors. As trust is built, people often open up about their own lives, challenges and struggles. Whether that's parenting, finance, mental health or a whole host of issues, our team are armed and ready to make referrals and sign them up for the relevant, more formal support on offer. All of our support is offered free of charge, and most of our family team services are open to all parents, regardless of their location or background. Our team of 6 work closely with schools and statutory services to run courses, 1-1 support, workshops, support groups, trips and activities and much more. Our support is regarded as the gold standard in care available for families in need by the local council.

What else do we do?

As the primary providers of help in our area, we're ideally placed to spot gaps in local services and help to fill them. We collate and provide local news through printed newsletters, social media, our website and our popular e-newsletter. We recently launched our Hope Green project, a small team of paid staff and volunteers who transform the green spaces of vulnerable residents or those in poverty, and maintain gardens for others. Those who can afford to contribute do, and those who can't are fully subsidised.

We have recently launched a community cafe alongside the Hope Pantry which will include digital skills sessions, craft groups and other groups. The Hope Centre building will shortly be launching new courses, employment support, healthy cooking classes, life skills and a mens shed all to combat loneliness and upskill people. We'll be continuing to create our own resources, children's books and courses which can be used by toddler groups and others across the country to support and bless their own communities.

Volunteering with our charity

The activities above give a brief snapshot of who we are and what we do. As a Christian charitable organisation, we work hard to support our community and families from the North West in the best way we know how, and to do that we need a growing army of fantastic volunteers to help.

There are a huge range of jobs that can be supported by volunteers, whether you have a very specific set of skills or just hope to chip in where you're able. We're looking for people who can commit to a particular project or role for the long term, and people who are looking to volunteer as a stepping stone to something else. If you want to get involved, we would love to hear from you.

What to expect as a volunteer

At the Hideaway 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 T-shirt 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

What roles are available?

Hideaway General Helper (café and play centre)

Assisting The Hideaway team to provide a high level of service to our visitors in our educational play centre and cafe. Specific roles vary according to your interest and strengths, but can include working in either the Play Centre or the Café as needed. Jobs include tidying, supervising play areas and engaging with families in the play centre. You can support with crafts, messy play, sports or song time sessions.

If working in the Café, you may provide support to the team, delivering food orders, ensuring food preparation and dining areas are clean, tidy and well stocked. This includes wiping down tables, stocking condiments, clearing the dining and serving areas and washing pots in the kitchen.



Credit Union

The Credit Union is a community focused financial service for M31 residents. This project is entirely volunteer run so full training will be provided. The role involves giving a few hours every fortnight to register new members, log savings and discuss loan applications. No prior knowledge is required but volunteers must be trustworthy and confidential. It's a great opportunity to gain new skills or build on existing ones, work with a team, work with customers, and help with general administration for the project.

Hope Centre

The Hope Centre provides a food pantry and a range of support for local residents. There are a range of roles available for all types of volunteer. Jobs can include assisting the Hope Centre team in keeping the Hope Pantry well stocked, clean and presentable, and being on hand to provide assistance to members with their shopping, needs and signposting them for other support. Some volunteers provide pastoral support, taking time to have a brew with members and provide a listening ear. Volunteers may wish to combine this role with other roles such as driving/deliveries, or helping run free courses.



Hope Green

The Hope Green team are looking for willing volunteers to give a few hours on a regular basis and help with improving our local environment. You will be helping to support residents of the M31 area to keep their green spaces neat and tidy. This may include cutting grass, trimming back hedges and bushes and general tidying and lifting, transporting equipment to and from appointments with the team and clearing up and returning equipment after the shift. You may also wish to get involved with a weekly Hope Green workshop, building planters, making compost and helping local families to learn how to grow their own fruit and vegetables.

If you're looking for something hands on and a chance to hang out with others, get some fresh air and help people, this project could be ideal for you.



What roles are available?

Working with the community/elderly

We're looking for volunteers to help launch a new programme supporting more senior members of our community. We're looking to create regular events for senior residents to come together and looking for a team who can offer lifts, run activities, and simply help to befriend local people.



Drivers/deliveries

We're always short of drivers – ideally those willing and able to use their own vehicle (milage costs covered). Our driver volunteers collect donations, food deliveries and materials, deliver meals, support the Hope Green team with dropping off tools, and move donated items such as fridges from the donor to the recipient. Volunteers work with our team and are often willing to be called on ad-hoc, as well as having some set times during the week. This role is ideal to combine with others if you want to give a little more time.

Cleaning

Keeping such large and highly used spaces clean and safe is a constant challenge! Volunteers who enjoy cleaning and are willing to help keep the space clean are invaluable to our team. If you can give any time to helping with regular cleaning at any time of the day, this would be very much appreciated. Volunteers will need to use cleaning materials and chemicals safely in accordance with policies and guidance to help The Hideaway look its best.



Admin and Marketing

Volunteers with skills and background in any of the 'behind-the-scenes' areas are very much appreciated. Volunteers are needed to support the team in providing support in a range of areas, including marketing, graphic design, social media management, photography and videoing. Roles can include assisting with planning and designing marketing strategies for a range of projects and events within Hidden Treasure Trust, providing general administration support, such as filing, photocopying, data entry and typing. Volunteers can share their knowledge or gain experience within these areas. Volunteers are often given projects to work on which can be done as part of our team or independently at a suitable time.



Fundraising

Fundraising volunteers and roles can vary widely. They're fundamental to the future of our charity and ensuring the work we do has longevity. Fundraising volunteers can:

- Use existing business networks to promote the charity and join our new business support group
- Assist with writing funding applications/bids
- Commit to personal fundraising in a range of ways
- Support with seeking support 'in-kind' from businesses and organisations
- Support with seeking individual regular or one-off donors

What roles are available?

Online selling

We are urgently seeking a volunteer who can give a couple of hours each week to assist with the running of our eBay store and online selling. Role includes taking photos of merchandise, managing online orders and queries, locating, packaging and sending orders and keeping eBay and customers up to date on the status of orders.

After school clubs

We are launching a series of after school clubs. We are seeking volunteers who can support The Hideaway team to provide great after school clubs in gymnastics, animals, animation and minecraft. This includes preparation, set up and the smooth delivery of sessions. This is ideal for anyone who enjoys working with children or hopes to develop their skills or experience in this area. A DBS check is required for this role.



Working with SEND children

Our Club is a weekly session for children with SEND and their families within a safe and welcoming atmosphere. This is a wonderful opportunity to work alongside our SEN team to provide resources, clubs, and support to families with SEN children. Volunteers will grow in their skills and understanding of Special Needs and it's ideal for anyone with an interest in SEND.

Anything else?

If you have a particular area of interest, skill or passion and feel it would fit well within our organisation, we would love to speak with you. We are all about empowering people with vision to help others so if you have an idea you would like to action but you're not quite sure where to start, please do come and have a chat. We particularly would love to hear from you if you are passionate about Christian evangelism or Pastoral Support.



Getting in touch

If you have any questions or would like to know more, please get in touch with our Volunteer Co-ordinator Danielle Vecht in the first instance.

Danielle Vecht, Volunteer Co-ordinator

mums@thehideawaymanchester.com

0161 6600299

The Hideaway, Partington Shopping Centre, Central Road, Partington, Manchester, M31 4EL

www.thehideawaymanchester.com/volunteer

Hidden Treasure Trust CIO, registered charity number 1200251

Volunteer Application Form

Name Address

Email Phone

What type of volunteering are you interested in?

- Hidden Treasure Volunteer 12 week programme
- Regular volunteering
- Work experience/placement
- Workplace corporate volunteer day
- Other (please state)

What area or roles are you interested in working in?

- | | |
|--|---|
| <input type="checkbox"/> Hideaway general (café and/or play centre) | <input type="checkbox"/> Hope Centre |
| <input type="checkbox"/> Credit Union | <input type="checkbox"/> Hope Green |
| <input type="checkbox"/> Working with the community/elderly | <input type="checkbox"/> Driving/ making deliveries |
| <input type="checkbox"/> Cleaning | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Admin support/design/social media/marketing | <input type="checkbox"/> Working with SEND |
| <input type="checkbox"/> Managing online purchases (ebay) | <input type="checkbox"/> After school clubs/tuition |
| <input type="checkbox"/> Christian Evangelism or Pastoral support | <input type="checkbox"/> Other (please state below) |

How much time are you hoping to give?

When would you like your volunteering to begin?

Please tell us a little bit about yourself.

Why would you like to volunteer with us? Please include any information about any areas you would particularly like to support with or work in.

Do you have any relevant previous experience?

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

Do you currently attend a church regularly, and if so which one?

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 or drop in to reception.