



**Volunteering with Action Cancer Fundraising
Department and Action Cancer House and/or at
Fundraising Events**

Volunteering with Action Cancer

Volunteers are an important part of the Action Cancer ethos, as you add considerably to the quality of the service that we provide. Also Action Cancer realises that the achievement of our goals is best served through the participation of members from the local community. To this end, we encourage involvement of volunteers, where possible, in Action Cancer and within all appropriate programmes and activities. We see it as our responsibility to continue to identify ways in which the work of Action Cancer can be extended by the involvement of volunteers as a core part of our team, with a distinctive but complimentary role alongside paid staff. All Action Cancer staff are encouraged to assist in the creation of meaningful and productive roles through which volunteers can gain personal benefits. We are committed to managing volunteers in a way that ensures the needs of both parties are met.

Volunteering refers to “the commitment of time and energy, for the benefit of society and the community, the environment, or individuals outside (or in addition to) one’s immediate family. It is unpaid, and undertaken freely and by choice”.

A volunteer must be formally appointed and matched to their agreed role prior to starting their volunteering. Volunteers shall not be considered as employees of Action Cancer.

Our Heritage

Established in 1973 by cancer specialist Dr George Edelstyn the initial aim of the charity was to fund pioneering research into chemotherapy and to support and sustain patients and their families during treatment. Our founders’ vision for the future was that people of Northern Ireland would be free from the risk of cancer.

Since Action Cancer was formed we have been the only charity in the UK and Ireland to provide a screening service for breast cancer, leading the way in 2006 with the introduction of digital mammography. Then in the same year we developed another first; a state of the art articulated vehicle nicknamed the Big Bus, with on-board facilities for breast screening and health checks.

Through our clinic in Belfast, the big bus and the use of local community facilities each year we provide free breast screening to women 40-49 and 70+, support and therapeutic services and health checks in over 200 locations across Northern Ireland. We also deliver health checks, cancer awareness and health education programmes in schools and a wide variety of other settings.

We continue to lead the way in on health promotion, lobbying and campaigning on cancer and health related issues. For more information on what services are available in Action Cancer have a chat with any member of the Finance Team or visit the Action Cancer website www.actioncancer.org



Values and Behaviours:

We have three stated Values which are supported by seven expected behaviours.

Value 1: Putting People First - People are at the centre of everything we do.

Value 2: Making a Difference - Having a positive impact on everything we do.

Value 3: Being Accountable - Clear, open and honest about everything we do.

Our Values are supported by seven **Behaviours**. We Will...

1. Treat people with respect, care, dignity and consideration.
2. Listen, hear and respond positively to what people say.
3. Support, develop and equip our people to reach their full potential.
4. Gain from our experience and celebrate success.
5. Work together, supporting, adding value, learning from and sharing with others.
6. Embrace and develop new ideas, ways of working and technologies.
7. Welcome scrutiny, taking ownership and responsibility collectively and individually for our actions.

Benefits of Volunteering with Action Cancer

- Helping to support Northern Ireland's leading cancer charity
- A happy and friendly volunteering environment
- Tea and coffee whilst volunteering
- Support with your volunteering needs
- Bi annual organisational volunteer celebration event
- Contribution towards your volunteer Christmas lunch
- Training and development within your role
- Flexible volunteering times

Many thousands of people have been touched by the work of Action Cancer- through the early detection services in Belfast, and throughout NI, our information and support services for cancer patients, our Men's Health Programme, awareness initiatives such as Breast Cancer Awareness Month. But great challenges still lie ahead of us. Cancer is set to become the most common cause of death in Northern Ireland. Cancer treatment and detection have improved greatly, but there is still much more to be done. We rely heavily on the support and dedication of our volunteers to enable us to carry out this vital work. As well as providing a very worthwhile service volunteering with Action Cancer has great benefits for the volunteers themselves, such as:

- Having fun and sharing great company
- Training and development
- Relieving boredom
- Learning new skills
- Gaining confidence
- Improving self-esteem
- Helping a worthy cause
- Meeting new people
- Making friends
- Gaining valuable work experience to add to your CV

Helping you to help us

Action Cancer values our volunteers greatly and provides the necessary training and support to enable volunteers to effectively carry out their volunteering. In addition to this any expenses, such as travel expenses are reimbursed so that volunteers are not 'out of pocket' as a result of helping Action Cancer.

Volunteers are invaluable within Action Cancer and greatly support and enhance the work of staff. If you would like to be involved in this vital and lifesaving work please collect a volunteer application form from Reception at Action Cancer House, from your nearest shop, by email at info@actioncancer.org or call 028 90803344.

Opportunities exist for people of all ages whether they are working, unemployed, retired or studying. It does not matter how much time you have to offer as a volunteer. You can volunteer as little as an hour a month to 35 hours per week. Whatever your interest, skills and experience are there is sure to be a way you can help.

Volunteering At Action Cancer House

Process for Becoming an Action Cancer Fundraising Volunteer



Complete an Action Cancer Volunteer Application Form



A member of the Fundraising Team will contact you by email/ telephone or post to arrange an informal meeting. Please feel free to ask any questions at any stage in the process.



Informal Meeting at Action Cancer House



Action Cancer staff member will contact you and let you know if your application has been successful and if there is an available fundraising opportunity which suits both you and Action Cancer



If successful applicant, Start Volunteering.



Action Cancer Volunteering Induction Process

***Please note your contact information will be kept in line with our Data Protection Policy

Volunteering with Action Cancer Events Team

Process for Becoming an Action Cancer Events Volunteer



Complete an Action Cancer Volunteer Application Form



A member of the Fundraising Team will contact you by email/ telephone or post, with an events list of possible events you can help with.



You will be contacted prior to an event with information about the event and to check your availability



Meet a member of Action Cancer at arranged Event



Start Volunteering

***Please note your contact information will be kept in line with our Data Protection Policy

Welcome to Action Cancer

Thank you for choosing to volunteer with Action Cancer and for helping us in our mission to be a Northern Ireland charity dedicated to saving lives and supporting people through cancer awareness, prevention, detection and support. Volunteers are at the very heart of our organisation, we couldn't do the work we do, without our Volunteers.

You are essential to everything we do! It's our mission to make sure anyone who gives their time to Action Cancer feels valued, understood and proud to be part of Action Cancer. This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful. If you'd like more detailed information on any of the subjects covered, please speak to your main Action Cancer contact in Fundraising, Georgina Campbell.

A little bit of Information about Action Cancer

Action Cancer is Northern Ireland's leading, local cancer charity. Our mission is to be a Northern Ireland charity dedicated to saving lives and supporting people through cancer awareness, prevention, detection and support.

In Northern Ireland someone receives a cancer diagnosis every hour of every day and one in two of us will receive a cancer diagnosis in our lifetime. While cancer rates are on the increase, early detection and improved treatments mean that survival rates are improving. Our services have never been needed more, making your volunteering invaluable to our organisation.

We deliver our services from Action Cancer House, Belfast and on board our mobile unit, the Big Bus, which travels to 235 locations throughout Northern Ireland annually. As well as operating out of Action Cancer House, our therapeutic services have a regional presence in L/Derry, Strabane, Limavady, Portrush, Coleraine, Bangor, Lurgan and West Belfast, & we deliver our health promotion programmes to schools, community groups and workplaces all across Northern Ireland.

This year, Action Cancer will provide early detection, support and prevention services to over 50,000 people, including breast screening for 11,000 women.

All money raised for Action Cancer stays in Northern Ireland to support local people. We need to raise £4 million every year to deliver our vital services. Action Cancer does not receive government funding and we therefore rely heavily on donations from the public and the local business community.

A little bit about our Volunteers

Volunteers get involved for a variety of reasons. Some want to make a difference to the lives of people affected by cancer, others want to develop new skills and some simply want to meet new people and have fun. We don't have a typical volunteer. Every person who volunteers for us does have one thing in common: they're absolutely vital to our work.

A few of our Volunteers have kindly agreed to share their stories of how they find Volunteering with Action Cancer:



Elaine Carson, from Belfast, volunteering in the Fundraising Office since May 2012 and at Action Cancer Fundraising Events

"I have been an Action Cancer Volunteer since May 2012. Initially I got involved with Action Cancer as a way of giving back. Having had a personal experience with cancer I know how vital the support that Action Cancer provide to cancer patients and their families is.

I feel this is my way of giving back for the help and support I received during my diagnosis and treatment.

Myself and my partner, Mark, began volunteering together and straight away we both loved the friendly, welcoming environment from the fundraising team. We both felt very comfortable from the start. I have been involved in helping out with numerous different projects including trek mailings, wedding favour orders, the newly rebranded Bra Walk and some corporate events, all of which I really enjoy. I get a real sense of satisfaction that I am able to help out where I can, freeing up staff to start working on the next campaign. Staff are very friendly and so appreciative of what I do, I really know I am helping.

I love helping out at events, I love seeing everything come together, I get a real sense of community spirit seeing supporters arrive and knowing I am part of something that will raise money for people in Northern Ireland. It makes me feel so good. I love that I can help Action Cancer and not be surrounded by a negative feeling associated with cancer, but helping in an environment which is fun. This gives me a release from the stress and daily issues that life brings and that a cancer diagnosis brought to my life. My volunteering has a positive effect on my life.

My greater family circle also gets involved at some of the events I help out at and I love seeing my son and partner have fun while raising money for a charity which helped me so much.

I have gained so much from my volunteering, I have built on my skills, but more importantly for me I love seeing how me doing even a small bit, can help a charity provide services for people I have never met. "

Rebecca Shields, Belfast, Fundraising Office Volunteers.



"For me Volunteering with action cancer has been an extremely enjoyable experience. Volunteering with this outstanding charity has taught me so much; they have helped me develop certain skills such as computer skills and communication skills. They have also helped me build up my confidence a great deal through their friendly encouragement. When I started volunteering with action cancer I was not confident, I was a very shy person, but they brought me out of my comfort zone and helped me grow in

confidence, and as a person. In fact the team at action action inspired me so much through their amazing work that I based my GCSE English presentation on the charity. The team at action cancer gave me mountains of helpful information and provided me with leaflets and posters which where a big success with my class. I love volunteering with action cancer not only because I get to be involved in the fight against cancer, which has affected so many, myself included, but because at action cancer we are all made to feel like part of the team"

What You can expect from Us

We want to make sure you enjoy your volunteering experience with us.

- In line with our core values, we will treat you with respect, care, dignity and consideration.
- Listen, hear and respond to what you have to say.
- Support, develop, and equip our volunteers to reach their potential, within the capabilities of the volunteering role.
- Embrace and develop new ideas, ways of working and technologies.
- Welcome scrutiny, taking ownership and responsibility collectively and individually for our actions.
- Ensure you have a clear idea of your responsibilities, and only expect you to complete tasks with which you are comfortable doing.
- Give you information about the training and support available to help you carry out your role.
- Volunteering is flexible, we understand you have responsibilities outside of Action Cancer which can affect your level of commitment, please communicate with us to make it work for both you and Action Cancer.
- We welcome all individuals of all ages/ backgrounds and capabilities

What we expect from You

We expect high standards from all our supporters, whether they are paid staff or volunteers.

- Always treat Action Cancer staff, supporters and fellow volunteers with respect, consideration and appreciation
- Act in a 'professional' way whenever you represent Action Cancer in public
- Act in a way that doesn't discriminate against or exclude anyone
- If you don't fully understand your role and responsibilities, please ask your Action Cancer contact for guidance

We will Support You

The fundraising team are a well experienced, friendly team and it is an excellent environment to enhance learning skills while giving something back.

The Fundraising office, whilst a busy office, offers an extremely welcoming and friendly volunteering environment. Tasks vary in line with capabilities and events patterns.

Tasks Include:

- Assisting with ongoing campaigns
- Contacting potential fundraisers/ companies by telephone
- Updating donor database
- Filing
- Packing and preparing mailings for fundraising purposes
- Assisting with Gift Aid claim

EQUAL OPPORTUNITIES

Action Cancer believes that the dignity of people must be maintained and is vital to all working relationships. It is just as important in each Action Cancer Department as it is in Action Cancer itself.

It means:-

- Treating people fairly and consistently
- Being open-minded and not generalising because of one bad experience
- Making positive approaches to all parts of the community
- Accepting the differences between people
- Not making assumptions such as 'young people are not reliable' or 'only a man could do that'
- Tailoring the volunteering role to meet the needs of the volunteer based upon their skill and ability level

It comes into every aspect of your role and particularly in relationships between Fundraising volunteers and staff

Staff will treat volunteers equally. If during the informal meeting a volunteer highlights that they have a physical/mental health condition that may prevent them from carrying out certain activities the roles can be adapted to suit the needs of the volunteer or if a volunteer needs to maintain a routine within their volunteering role.

Action Cancer does not discriminate on grounds of age, gender, ethnic origin, religion, political opinion, sexuality, family commitments, educational level, disability, health issues or marital status.

Key Information

Settling in Period

All new volunteers will have a settling in period of one month. At this time you will evaluate and discuss your progress, what you have learned, how you feel about being a volunteer, your attendance, reliability and training. At this time both you and Action Cancer can review your position and if mutually suitable you are accepted as a fully-fledged volunteer.

Action Cancer offer a short induction process for volunteers. An overview of services is provided and a relaxed introduction to the team is given. You are made aware of all the facilities you can avail of during your volunteering. A Risk Assessment is carried out on your first day, including health and safety information on the building.

Training

Knowing your role and all the activities is one of the best ways to feel part of the team and confident in your volunteering role. You will receive full training on all activities that you will carry out as part of your volunteering role to make sure you feel confident in the areas.

Support

It is important that you do not keep problems to yourself. If the problem is Action Cancer related or even if it is personal, or especially if the volunteering you are doing is raising issues and difficulties in your own life, please **DO** ask for help from any member of the Fundraising team.

If you encounter a difficulty with any volunteering activity, please follow the process outlined in the Volunteer Policy, or talk directly to your Action Cancer contact as soon as possible for advice and support. If the role isn't working out as hoped, please let your Action Cancer contact know.

Reliability

It is very important that all volunteers come in for the times that they have agreed to volunteer. **Remember, we depend on you once you have given a commitment.** In the event that you are unable to come at your agreed volunteering time, please let the Fundraising Administration Coordinator know **as soon as you are able to.** This allows us to find an emergency replacement. Continual time off may result in a review of a volunteer's role.

Confidentiality

Volunteers must maintain confidentiality during their time with Action Cancer. For this reason, during your induction you will be asked to sign a confidentiality declaration. This means that confidential information about people we support, volunteers, Action Cancer employees and our work is kept private.

Data Protection

Before we can collect, store, or use data about an individual, the law requires us to ensure that we have that individual's consent to do so. Our Data Protection Policy complies with the Data Protection Act. This is a legal act that protects people's personal information. You may, in your work with us, have access to and handle the personal information of the people you are helping. It's vital that you're aware of our policy, you will be provided with a copy if you will be in contact with any personal or sensitive data during your volunteering with Action Cancer. Please request a copy at any time from your Action Cancer contact.

Action Cancer's Ambassador

In many respects Volunteers act as an ambassador for Action Cancer, this means that all volunteers should treat members of the public with respect and in a professional manner as they are representing the charity. Action Cancer volunteers are not permitted to speak to the media about Action Cancer without agreed permission.

Acknowledgement of Volunteering

We honour the amazing work of our volunteers with the bi-annual Action Cancer Volunteer Thank You Day. We also provide a £10 voucher each Christmas to our volunteers in recognition of the good work they do.

Expenses

Volunteers should not incur any additional expenses due to their volunteering, and may be eligible for reimbursement of reasonable expenses incurred while undertaking a voluntary role for Action Cancer. If you are claiming mileage your insurance must cover you for business insurance. Travelling expenses claim forms can be obtained from the Fundraising Administration Coordinator. Claim Forms should be filled in each month and passed onto the Fundraising Administration Coordinator who will then advise you on how this will be processed.

Up to £5 can be claimed for lunches, for every full day of Volunteering completed with Action Cancer. It is the decision of the volunteer whether to claim expenses or not. Tickets and receipts must be provided in order to reclaim any monies.

Smoking

Smoking or the use of e-cigs is prohibited on any Action Cancer property, outside any Action Cancer property or whilst wearing any Action Cancer branded merchandise including Action Cancer t-shirts or when wearing your volunteer badge. Any one in breach of this will be asked to leave and will not be able to volunteer within other Action Cancer roles.

Health and Safety

Health and Safety is a vital part of the daily running of Action Cancer and whilst ultimately it is the responsibility of staff, volunteers must also be aware of any health and safety issues that need to be brought to the attention of a member of staff i.e. trip hazards, wet floors.

For your own health and safety as an Action Cancer Volunteer the Fundraising Administration Coordinator will conduct all or some of the following with you if applicable:

- Volunteer risk assessment
- Vulnerable person risk assessment (if applicable)
- Individual fire risk assessment
- Manual handling training (If applicable)
- Evacuation procedures

Action Cancer also offer first aid training and fire warden training, staff within Action Cancer House have received this training, and volunteers who wish to avail of this training will have their request reviewed on an individual basis.

Action Cancer recognises that the control of all health and safety matters arising from volunteer activities is an essential feature of our efficient operation. It is the intent of Action Cancer to provide the safest and healthiest working conditions possible for all our volunteers. Volunteers will be provided with induction and ongoing Health and Safety training appropriate to their role and written policies and procedures.

Accidents

All accidents no matter how small, whether to you, another volunteer, a client or a member of staff must be reported. As a volunteer you are covered by Action Cancer's insurance, but any accident that occurs must be reported as soon as possible after it occurs. Appropriate accident forms are available at Reception.

Leavers

Whilst we hope that you will not want to leave your role as an Action Cancer volunteer we understand that this is the nature of volunteering due to other commitments and further development. If you decide to leave you need to inform a member of the Fundraising team and where possible give them notice of your departure date. Volunteers that leave will receive a Thank You certificate from Action Cancer once the Fundraising Administration Coordinator has been notified and will be asked to fill out a short optional Leaving Questionnaire. This can be sent out via email or hard copy by the Fundraising Administration Coordinator.

In some circumstances the Fundraising Administration Coordinator can ask a volunteer to leave if there are issues amongst the team, with time keeping, level of commitment, theft, fraud, smoking or other reasons that may be deemed inappropriate. The Fundraising Administration Coordinator will discuss this with the volunteer.

And Finally!

We hope that you feel at home volunteering with Action Cancer. Your help and assistance is greatly appreciated by everyone involved in the organisation. We trust that you will find that your involvement with Action Cancer provides you with a sense of satisfaction and fulfilment. Our volunteers are vitally important to the work that we do as a charity and we want you to get the most out of your time volunteering with Action Cancer!

Welcome to Action Cancer