

When you wish upon a Star
Registered Charity No. 1060963
Granting Wishes for children with life threatening illnesses

VOLUNTEERING Information Pack



VOLUNTEER WITH US

At When You Wish Upon a Star, Volunteers are a crucial part of ensuring that we can keep granting Wishes for children with life-threatening illnesses across the UK!

Why volunteer with us?

Our Volunteers make an incredible difference to our Wish Children, young adults and their families. By providing your time, skills and talents you will be helping to ensure that we are able to make more magical Wishes come true.

Volunteering with us is also a brilliant adventure! You will be regularly meeting new people, and enjoying fantastic new experiences as well as learning new skills and developing your existing ones.

DAWN

Dawn has been volunteering for us for many years after being introduced to When You Wish Upon a Star when the company she works for sponsored one of our Lapland Wish flights. Dawn has taken on all of our volunteering roles at some point, from representing us at Rotary talks to organising fundraising events and raffles, and attends our fundraising and Wish-granting events as a Volunteer.

"I chose to become a Volunteer to help raise awareness for the charity, and to be involved in making the Wishes come true for some very special children. Over 20 years on, I am still with Wish and enjoying every minute of it! It is a privilege to be a part of making Wishes come true."



PHIL

Phil has volunteered with us for many years in many different ways, from organising fitness and cycling fundraising events, to dressing up as Wish Bear at our events!

"Having volunteered for the charity for over ten years, I have seen first-hand how amazing the Charity is, its' ability to grant Wishes for children living with life-threatening illnesses and also helping their families who are going through such tough times. To anyone thinking of volunteering with When You Wish Upon a Star, I'd say do it, do it, do it! Be part of this awesome Charity and team and help grant many more magical Wishes."



VOLUNTEER WITH US

Ways to get involved

There are so many ways that you can volunteer to help When You Wish Upon a Star, no matter what your interests are, there is a perfect role waiting for you!

Our **Public Speakers** help us to spread the word about our Wish-granting work by representing us to the public, giving talks about our work, and attending cheque presentations.

Our **Office or Remote Helpers** assist us with admin from a regional office or at home, from packing goodie bags to researching potential new supporters.

Our **Collection Tins Coordinators** pick up collection tins from existing supporters, and build relationships with local businesses to help us get our collection tins on more counters in the community.

Our **Volunteer Fundraisers** are our friendly face in local communities. They raise awareness for the Charity and raise money to continue our Wish granting work, either individually or by joining one of our Volunteer Fundraising Groups.

Our **Events Volunteers** are crucial in making sure our events run smoothly, from stewards, cheering-point cheerers, raffle ticket sellers or event promoters.

Ready to volunteer?

To start your volunteering journey with us, simply fill out the attached Volunteering Form and send it to fundraising@whenyouwish.org.uk.

One of our Regional Fundraisers will then be in touch to introduce themselves and talk you through your next steps.

We look forward to welcoming you to the Team!





VOLUNTEER FUNDRAISING GROUPS

Help us grant more magical Wishes by joining a Volunteer Fundraising Group!

Our Volunteer Fundraising Groups raise money and awareness in local communities throughout the UK, and are ran entirely by wonderful Volunteers like you.

What impact will I have?

Volunteer Fundraising Groups help raise vital funds to grant the Wishes of children living with life threatening illnesses throughout the UK. We rely on these groups to organise fundraising events and activities within their local community, both to spread awareness of the Charity, and to raise funds to allow us to continue our Wish granting work.

Being part of a Volunteer Fundraising Group is an incredibly rewarding experience! It provides the opportunity to meet new people and be a part of a whole variety of new and exciting events and experiences. It's also a great chance to practise your existing skills and gain new ones which always looks great on your CV!
If there is not a Fundraising Group in your local area, we can help you set one up.

What will I be doing?

Our Volunteer Fundraising Groups organise and host a wide range of events and fundraisers, such as quiz nights, sponsored walks, afternoon teas, race nights, dance-athons or open mic nights – the only limit is your imagination!

You might also support the Charity at local bucket collections and stands at local events, as well as representing When You Wish Upon a Star at local community clubs, business cheque presentations and other events.

How much commitment is required?

This depends upon the type of events your particular group are organising at any one time and your role within the group. Fundraising Groups can work around the commitments of its members, however most groups will meet once a month, although it can depend upon your group's planned activities.

How much do groups raise?

Every single penny raised makes a huge difference to our ability to keep granting Wishes, and the income from different groups varies depending upon the size and location of the group, how often you hold events and what type of events you choose to hold. A fundraising target will be discussed and decided between the group and the Regional Fundraiser.

What support will I get?

You will be supported every step of the way by your Regional Fundraiser. They will organise regular catch ups with you, and are always at the end of a phone if you need extra support. You will also have the support of the other group members, by building a local Wish community you will have plenty of helping hands!



Registered with
**FUNDRAISING
REGULATOR**



/whenyouwishuk

VOLUNTEER FUNDRAISING GROUPS

Roles within your Volunteer Fundraising Group

To ensure your fundraising group runs as smoothly and effectively as possible, we suggest people take on different roles, this makes it clear who is expected to take on certain tasks, and makes it easier for you to get things done.

Who takes on each role will vary in each group, they can be supported by others and we recommend tasks are rotated every couple of years.

Chairperson

The Chairperson guides the meetings, ensuring that all points on the agenda are discussed, decisions are made and that the meeting stays on track and on time. The Chairperson also encourages other members and volunteers to take active roles in the group so that all the necessary tasks are delegated. A Chairperson will have good people skills and lots of enthusiasm.

Secretary

The Secretary receives all the correspondence for the group and carries out activities for the group like writing agendas for meetings, taking and circulating minutes and writing letters of requests and thanks. The Secretary should have basic computer skills and can use a simple spreadsheet and email.

Treasurer

The Treasurer is in charge of banking all of the money raised and collected by the group. They keep a record of what is banked, inform the charity of all banking activity and give a report at the group's meetings. The Treasurer should be someone who feels confident with money and record-keeping.

Other roles

The group as a whole is responsible for organising the Volunteer Fundraising Group's activities, however it might be useful for individual members to take the lead on certain activities, such as:

- organising collections
- organising the group's own events
- cheque collections and public speaking

Taking the lead on a particular activity may appeal to someone in the group who has a particular interest or skill in a certain area.

How do I join a Volunteer Fundraising Group?

Simply get in touch with us at fundraising@whenuwish.org.uk, let us know your name, address and contact details so we can put you in touch with your local Regional Fundraiser. Your Regional Fundraiser will then get in touch and introduce you to your local Volunteer Fundraising Group, or help you set up a new one if there is no local group in your area.



VOLUNTEER HANDBOOK

A very warm welcome to you!

Thank you for choosing to volunteer at When You Wish Upon a Star. We greatly value and appreciate the time, knowledge, skills and commitment our Volunteers give. Volunteers make a tremendous difference to our Wish Children, young adults and their families, so thank you for getting involved.

When You Wish Upon a Star is a friendly, welcoming Charity and we take pride in ensuring those who give their time to support our work feel engaged, fulfilled and valued. Whether this is a new skill or sharing expert knowledge with us, we are very grateful for everything you can bring to your exciting role.

This handbook contains important and useful information. It provides an introduction to us as a Charity, as well as an overview of the things you will need to know when volunteering for us.

Please read it carefully and keep it somewhere safe to refer to when needed. If you have any questions at all, please contact the fundraiser for your region who will be more than happy to help.

Thank you again for helping us to grant many more Wishes!

About Us

When You Wish Upon a Star has a simple mission; to grant the Wishes of children aged 4 to 16 living with a life threatening illness. The Charity was founded in Nottingham by Barbara White OBE, who was so inspired by a seriously ill four year old with a dream to meet Mickey Mouse that she wanted to bring smiles to the faces of many more brave and courageous children. Our Wishes have the power to transform the lives of the children and families we work with and, since 1990, we have proudly granted over 18,500 Wishes across the UK.

Some children Wish to be a fairy princess or soldier for the day, or perhaps to meet celebrities and heroes that range from the Red Arrows to Mary Berry. Others Wish for a laptop to keep in contact with their friends and family whilst in hospital. One of our most popular Wishes remains the exciting opportunity to swim with dolphins and meet all their favourite characters in Disney World, Florida.

In addition to our Wishes, we also organise days out and treats for the children throughout the year. Whether it's a magical journey to Lapland to meet Santa Claus or our UK-based Winter Wonderland extravaganza, we aim to whisk our Wish families away from appointments and hospital beds to create memories that will last a lifetime.

About You

Our dedicated team of Volunteers across all our regions offer a huge variety of skills to help When You Wish Upon a Star. Whether it's stewarding at our events, sticking labels on collection tins or packing bags galore, every single Volunteer is absolutely vital to our work.

Ways to get involved

There are many ways that you can volunteer to help When You Wish Upon a Star. We've made some suggestions below but if you have any other ideas of how you could help, we'd love to hear from you!



Public Speaker

Volunteers who can help us to spread the word about our magical work and ways to get involved and support us are vital. We are always looking for Volunteers to represent us from collecting cheques and publicly saying “thank you”, to speaking on our behalf within their communities to local clubs, groups and schools.

Volunteers can also help raise our profile through networking groups or by visiting local branches of companies looking for a charity to support.

You would be ideal for this role if you are friendly, enjoy meeting new people and are confident at public speaking. This is an on-going, flexible role; we can match public speaking requests we receive to suit our Volunteers’ needs and availability, so this would be a great long-term opportunity.

Office or Remote Helper

Helping us with admin makes a massive difference as it means our team can achieve more. You can volunteer either at one of our regional offices or at home.

Tasks range considerably dependent upon how you feel you can help, from stringing stars for our “Stars for Wishes” campaign, packing goodie bags, data inputting or researching new groups or companies we can approach for support.

You would be ideal for this role if you enjoy providing a helping hand, if you are well organised and enjoy research. This is a really flexible role and can be done when you have time and around other work and family commitments from your own home or from one of our regional offices.

Collection Tins Coordinator

Our Collection Tins Coordinators are vital in allowing us to get our name out into local communities, and supporting individuals and companies already raising money for When You Wish Upon a Star.

As a Collection Tins Coordinator you will pick up collection tins from existing supporters, and build relationships with your local businesses to help us get our tins on more counters in the community. You would also bank any money on behalf of When You Wish Upon a Star directly into the Charity account, and on occasion attend cheque presentations on behalf of the Charity.

You would be ideal for this role if you are friendly, organised, happy to count and bank money, and have a good knowledge of your local area. Having access to a vehicle is essential to this role. This is a flexible volunteering opportunity, and can be done when you have time and around other work and family commitments.

Volunteer Fundraiser

Our Volunteer Fundraisers are the friendly face of When You Wish Upon a Star in their communities. They raise awareness for the Charity and raise money to continue our Wish granting work.

You could join one of our Volunteer Fundraising Groups who regularly meet and organise fundraising events in their local communities, or if there isn’t a group local to you we can help you set up your own!

You can also volunteer and fundraise as an individual if you prefer. You would be organising fundraising events in your local community, introducing us to individuals and local businesses who may be able to support us.

You would be ideal for this role if you are friendly, well-organised, creative and confident in introducing yourself and the Charity to new people. This volunteering role is perfect for someone who wants to volunteer on a regular basis over a longer period of time.

Events Volunteer

Our Events Volunteers are crucial in making sure our events are safe, smooth-running and most importantly full of fun!

Events Volunteers come in many forms – from stewards, cheering-point cheerers or raffle ticket sellers on the day, to helping promote an event in the lead up to the day, such as helping boost sign ups by sharing details of the event with your friends, family and any contacts you have in your local community.

You would be ideal for this role if you are busy but keen to help when you can. As Events Volunteering roles are so flexible and each type is different there is something for everyone. This volunteering role is perfect for people who want to volunteer on an ad-hoc, one-off basis, and fits easily around other work and family commitments.

What you can expect from us

To ensure you get the most out of volunteering, our commitment to you is to:

- Ensure you are clear about your responsibilities and level of commitment
- Provide everything you will need to complete the tasks you're asked to do
- Keep updating your knowledge of our work and provide training where necessary
- Always treat you with respect and dignity
- Give fair and honest feedback

What we can expect from you

To ensure you get the most out of your role, please:

- Act in a professional way when you are representing the Charity
- Maintain regular contact and inform us with as much notice as possible if you are unable to fulfil your volunteering commitment
- Always treat staff, supporters and other Volunteers with dignity and respect
- Ask your Regional Fundraiser if you don't understand something or need more information
- Enjoy yourself and be proud of the difference you are making!

The Essential Details

For more information on any of When You Wish Upon a Star's policies and procedures, please speak to Diane Hummerston, Head of Fundraising.

Accidents & Incidents

If you have an accident, or an incident which could have led to an accident, you must report it to a member of staff immediately so it can be recorded and any corrective or preventative actions put in place.

Confidentiality

While volunteering with us, you may come across sensitive information about individuals with whom we work, our staff and other Volunteers. You must not disclose any of this information to anyone. You must also not discuss sensitive or confidential matters about the Charity with any person from outside of the organisation. If you are asked to talk to the press about the Charity or anything related to WYWUAS, please refer them to a member of the When You Wish Upon a Star team.

Disclosure and Barring Service (DBS) Checks

When You Wish Upon a Star works with children and young people in a wide variety of ways. If your role involves working with children you will be required to undergo a Criminal Records Bureau check as part of our policy on safeguarding. Your fundraiser will be able to provide you with more information if it's required for your role.

Data Protection

We regularly collect, hold and process personal information about Volunteers. All personal data is stored securely and processed fairly in line with our Information Governance Policy and to meet the legal requirements of the General Data Protection Regulations (GDPR). If you would like to see what personal information we hold about you, please speak to your Regional Fundraiser.

Diversity

We are committed to a policy of treating all Volunteers and Volunteer applicants equally and fairly. We accept Volunteers based on their suitability for the role. We won't discriminate against any Volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

Expenses

We will refund any pre-authorised expenses, although you will need to get agreement from your fundraiser in advance and provide dated receipts for each item. This includes up to £5 per volunteer per day when volunteering for more than half a day, when pre-authorised. We will also refund any fuel used in your car on charity business at 25p per mile.

It remains the Volunteer's decision as to whether they wish to claim for expenses or not.

Health & Safety

We are committed to providing a healthy and safe environment for you and others. When you begin volunteering with us, you will be taken through the necessary and relevant health and safety practices. This will include the results of those health and safety risk assessments that have been carried out and which are relevant to your Volunteer role.

Personal Safety and ID cards

On your application form you will have provided us with an emergency contact, who we will contact in the unlikely event of an emergency. If it's required for your role, you'll be issued with a Volunteer ID card which you should always have with you when carrying out your activities.

Safeguarding

Please follow our safeguarding policy

- You remain vigilant and report any safeguarding concerns.
- You do not take photographs of any Wish Children, families or staff without prior agreement from a member of Charity staff.
- You do not post information or pictures of families or children who we grant Wishes and treats for on social networking sites, without prior agreement from a member of Charity staff.
- Behave in a professional manner at all times.
- Be polite and respectful to everyone you meet.
- Do not use language that is inappropriate or which may cause offence.

Smoking, Drugs and Alcohol

We have a no smoking policy throughout our premises, which we ask all Volunteers to comply with. If you are found to be under the influence of alcohol or drugs you will be asked to leave our premises or event immediately. It may also lead to your Volunteer role being ended.



VOLUNTEER APPLICATION FORM

Personal Information

Title:	Forenames:	Surname:
Address:		Postcode:
Phone:	Email:	
Mobile:	Date of Application:	

Volunteer Motivations

Please tell us why you would like to Volunteer at When You Wish Upon a Star (you may select more than one box).

- I'm interested in meeting new people
- I want to share my skills and experience to help others
- I want to develop new skills
- I'm looking for something enjoyable to do with my time
- I want to make a difference
- I believe in this cause
- I would rather volunteer than give money
- I want to help grant Wishes to children with life-threatening illnesses
- I want to make myself more employable
- I want to give something back to my community
- I'm looking for new ways to keep myself busy
- I, or someone I know, has had a Wish granted in the past

Other (please specify)

VOLUNTEER APPLICATION FORM

Volunteer Interests

Please tick any of the volunteering roles below that you are interested in.
Please note we are unable to offer volunteer opportunities in care or family support.

Public Speaker
Office or Remote Helper
Collection Tins Coordinator
Volunteer Fundraiser
Events Volunteer
Volunteer Fundraising Group

About You

Please tell us about you and your interests, to help us match you to the right Volunteering Opportunities for you, and why you would like to volunteer for When You Wish Upon a Star.

Qualifications and Skills

Please list any qualifications or skills that may be relevant to you volunteering with us, however big or small. For example, first aid, social media marketing, photography.

VOLUNTEER APPLICATION FORM

Volunteering Hours

Please tell us when you are available. Please tick the relevant times that apply:

Monday Morning Afternoon Evening	Tuesday Morning Afternoon Evening	Wednesday Morning Afternoon Evening	Thursday Morning Afternoon Evening	Friday Morning Afternoon Evening
Saturday Morning Afternoon Evening	Sunday Morning Afternoon Evening	Other (Please Specify)		

Frequency:

Weekly

Monthly

Ad-Hoc

Other (please specify)

When would you be able to start?

References

Please supply the name and contact details of two referees, preferably someone who knows you in a professional or personal capacity. (Not someone who has a close relationship to you)

REFERENCE 1:

Title:	Forenames:	Surname:
How does this person know you?		
Address:	Email:	
	Phone:	
Postcode:	Mobile:	

REFERENCE 2:

Title:	Forenames:	Surname:
How does this person know you?		
Address:	Email:	
	Phone:	
Postcode:	Mobile:	

VOLUNTEER APPLICATION FORM

Additional Information

In this section we need you to answer some specific questions

Do you suffer from any medical conditions or disabilities which may prevent you from carrying out some volunteer activities? If yes, please give full details so we can make any reasonable adjustments and support you in any way we can.	Yes/No
---	--------

Have you been convicted of a criminal offence or been made the subject of any order, civil or criminal, by a court of law? If yes, please give full details.	Yes/No
--	--------

Do you have a close relationship to anyone else in the organisation? If yes, please give full details.	Yes/No
--	--------

Please read carefully before signing

- I certify that to the best of my knowledge the information given in this application is factually correct.
- I understand that any false information may result in me being asked to stop volunteering for When You Wish Upon a Star.
- I give consent for When You Wish Upon a Star to take up references at any point during this application.
- I agree that any information contained in this form may be confirmed in whatever manner is considered necessary, including a DBS check, if I am accepted as a Volunteer for When You Wish Upon a Star.
- I understand that no contract exists between myself and When You Wish Upon a Star.

Signature: _____ **Date:** _____

Note: Any personal data entered on this form may be held on a computer in confidence.