Volunteer Information Pack

Thank you for your interest in volunteering with Crossroads Charity Shops. This information pack has been produced to provide you with some information about Crossroads.

What does Crossroads do?

Crossroads is the leading provider of practical and emotional support for carers living on the Isle of Man. Our service is about giving time, improving the lives of carers by giving them time to be themselves and have a break from caring.

As an organisation we provide care to carers and individual with care needs, no matter what their disability or illness, or age.

How do we involve volunteers?

Volunteers are integral to the running of our Charity Shops and are an important asset to the organisation. Crossroads values everything its volunteers do and aims to make volunteering a worthwhile experience. We appreciate that most people volunteer because they want to make a difference. We feel that volunteering is a two-way experience and that there should be benefits in return for your time.

Here are some of the benefits of volunteering:

1. Volunteering connects you to others
2. Volunteering is good for your mind and body
3. Volunteering can advance your career
4. Volunteering brings fun and fulfilment to your life

It's official! – Volunteering makes you happy!

Being a volunteer need not interfere with your other commitments

Our responsibilities and expectations:

You may be asked to sort donations, price goods, work on the till, and create window displays. Specific skills are not often required as training is provided. If you have experience in other areas, tell us as it can often be used. Don't worry if there is an area that doesn't appeal to you such as working on the till – we gladly accommodate everyone's preferences.

We have three charity shops offering a different experience:

Crossroads Home Interiors Store at Millmount, New Castletown Road, Douglas, sells furniture, and all things for the home including soft furnishings, bookcases, beds, wardrobes, wine racks and tables. This shop sells some items on commission.

Our **Strand Street Store** at 59 Strand Street, Douglas (opposite the Post Office) sells high street and high-end fashion for adults and children, vintage finds and much more.

Our **Tynwald Street Shop** is a generic charity shop which sells everything for the family with the addition of an upstairs warm and welcoming community space.

The aim of our charity shops is to raise funds to enable Crossroads to provide more support in the community to carers and people with care needs. A carer is someone of any age who provides unpaid care and support to a family member, friend, partner, or neighbour whose health and well-being would suffer without their help.

Crossroads is committed to equality of opportunity and embraces diversity in all that it does. The opportunity to volunteer applies equally to everyone regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation and Crossroads recognises, respects, and values the positive aspects each individual can bring through volunteering.

Insurance

Crossroads will provide appropriate insurance cover for its volunteers regarding Public Liability and Professional Indemnity insurance cover.

Contact Information

If you have any questions, please contact us by emailing info@crossroadsiom.org or telephone 01624 673103 or simply call into one of our shops which are located: Tynwald Street; Millmount, New Castletown Road & Strand Street, Douglas.

Our Shops Coordinator can also assist you with any enquiries you may have. She can be contacted on shopadmin@crossroadsiom.org or 07624 313841.