



Centre for Young Refugees and Migrants

Volunteer Handbook

2026

Welcome to Dost Centre!

Thank you for applying to volunteer at Dost Centre for Refugees and Migrants.

Welcome to the Team!

Volunteers are essential in supporting our work and your help, time and experience is very much appreciated and valued.

This Volunteer Handbook contains useful information and policies to read before starting your volunteering journey with us and to become aware of aspects of our work, but please feel free to contact us directly about anything you need advice or support/clarification with.

How to Contact Us:

Marian Spiers, MBE

Director

Dost Centre for Young Refugees and Migrants

Newham Leisure Centre

281 Prince Regent Lane

London, E13 8SD

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www.dostcentre.co.uk Insta: dost_centre

About Us

Dost Centre has been running since 2000 and in 2017 became an independent charity. We provide activities so that young people, aged 13-19 years old, from a refugee/ asylum-seeking and migrant background can make new friendships, improve their English, stay active and healthy, go on trips and residential, see different places in the UK and meet and mix with young people and adults from diverse backgrounds and cultures, receive support with issues which may be affecting them or be referred on to other programmes or organisations that can support them in other areas.

The young people we work with may have experienced many challenges and often arrive in the UK feeling alone, vulnerable, isolated and lost. They often don't have the support of their families or speak the language or understand the local culture; therefore, they need somewhere where they feel safe, accepted and supported in order to be able to grow and develop.

Dost aims to provide this space to them and to equip them for their journey ahead and with your help they will be able to receive this much-needed support.

Our Current Projects and Activities:

- Mondays
 - ENGLISH CLASS**
3.30pm - 5.45pm, Shipman Youth Zone, E16 3JH (term time only)
 - YOUTH CLUB**
6pm - 8pm, Shipman Youth Zone, E16 3JH
- Thursdays
 - READING CLASS**
3.30pm - 5.30pm, Custom House Library, E16 3JJ (term time only)
 - YOUTH CLUB**
6pm - 8pm at Newham Leisure Centre, E13 8SD
- Dost runs regular trips, activities and residential across London and the UK throughout the year.

If you volunteer at the Youth Club or ESOL Classes, you can then volunteer at other sessions, so that you already know some of the young people and feel more confident about your role.

We expect volunteers to commit to at least 6 months in order for this to be beneficial to the young people and Dost, so please ensure you are able to make this time available before applying.

VOLUNTEER ROLE DESCRIPTION

DOST CENTRE FOR YOUNG REFUGEES AND MIGRANTS

Role title: Youth Club Volunteer
Accountable to: Director - Marian Spiers
Days/times: To be arranged/agreed between volunteer and Director

Role Purpose: To provide support/assistance in the day to day operation of Dost Youth Programme. To undertake face to face work with young people in delivering a programme of activities.

Key accountabilities:

1. To establish positive relationships with young people in an environment where they can form supportive peer friendships and increase their self-confidence and their ability to enjoy and achieve.
2. Assist in leading groups of young people in specific sports, games, educational or art activities and to ensure young people have the opportunity to practice and improve their language, sporting or interpersonal skills.
3. Assist in set up and clear up of Youth Club/ ESOL activities - putting out equipment and making/ putting out refreshments/ doing the dishes.
4. Be able to adapt an activity to meet the needs of the group or individuals, to ensure everyone has equal opportunity.
5. Supervise young people to ensure safe use of equipment without endangering themselves or other users and report accidents immediately to Director.
6. To assist with administrative tasks (registration, session reflections, incidents, accidents), if required, to facilitate the smooth and safe running of each session.
7. To ensure that the space is secure and all equipment is well maintained, clean and in safe condition and that major defects are reported immediately to Director.
8. Ensure that Dost's Equal Opportunity, Diversity and Inclusion Policy and Procedures are integrated into all aspects of the service.
9. To have due regard for safeguarding and follow the Dost Safeguarding and Child Protection Policy and promote the welfare of children/young people and report any areas of concern to the Director or other Safeguarding Lead immediately. You will be required to attend safeguarding training.
10. To follow and sign the Dost Code of Conduct and act as an appropriate role model at all times.

Dost is only able, at present, to pay a maximum of £5 travel expenses for volunteer sessions, but if you volunteer for a trip or residential, your travel, admission (if applicable) and food will be covered. We will strive to reimburse you whenever possible.

We will also ensure that you are offered appropriate training in order to enhance your own personal development and to ensure that you are able to fulfil your role safely and to the highest standard and you can then use those skills in future roles.

Training

Volunteers can attend any training courses, workshops and conferences run by other organisations and offered by Dost. We would expect you to either have done safeguarding training recently or be prepared to attend a safeguarding training course. This will be of no cost to you.

Please contact Marian if you feel there is any training that you may benefit from and we will do our best to accommodate this.

Dost Policies

Please read through our Policies and Procedures and particularly the Safeguarding and Child Protection Policy, which is on our website <https://www.dostcentre.co.uk/our-policies>

If you require our other policies, please ask us.

Volunteering Code of Conduct

Please read through and fill out our volunteer code of conduct form.

Complete the top section and bottom section for Volunteers.

It is important you do this before starting your volunteering role, to keep yourself and the young people safe.

<https://form.jotform.com/210832432857355>

Reporting a Safeguarding Concern

If you feel there is a safeguarding concern (no matter how small), please report it to Marian immediately.

You must record the safeguarding concern in as much detail as possible and keep these records.

Please speak to us directly and you may be asked to complete the safeguarding concern form.

As a volunteer you will not be expected to deal with the safeguarding concern directly, as the Designated Safeguarding Lead staff (Marian Spiers, Carl Reyes), will follow up any safeguarding concerns, although your input may be required if you have been involved in the concern.

Accidents and Emergencies

Marian Spiers is the First Aider at Work and all accidents should be dealt with by Marian Spiers or Carl Reyes.

If you see an accident happen please complete this form as soon as possible after it happens.

<https://form.jotform.com/211866293735363>

Staff/Volunteer Whatsapp Group

You will be asked if you give permission to be added to the Dost Staff/Volunteer Whatsapp group and if you can send a photo of yourself to add to the Staff/Volunteer flyer for young people.

https://www.canva.com/design/DAF9zpu8aJs/nrB_fGqQfkPLQkz6mJu9ug/view?utm_content=DAF9zpu8aJs&utm_campaign=designshare&utm_medium=link&utm_source=editor

Annual Report

Please read our Annual Report to get a better idea of our activities and aims.

https://www.dostcentre.co.uk/files/ugd/619273_43a39f9a7bc142de937b8e58c93cc860.pdf

Insurance

All volunteers are covered by the organisation's insurance whilst volunteering for Dost Centre.

DBS

Volunteers will be expected to provide a current enhanced DBS (police check record), if you have one, the number and date only (if completed within the last year), or you will be expected to complete a DBS online form and bring documents to be verified by Marian.

If you are aware of any convictions/ cautions/ reprimands/ final warnings/ investigations by Children's Services, you are obliged to disclose these beforehand and depending on the nature of these, we will assess if you are able to undertake the role of volunteer, but please be aware that these may not necessarily affect your ability to volunteer at Dost.

Dost will cover the cost of the DBS Certificate.

Confidentiality

Volunteers should regard all information you have access to, are given or come to know as a result of your volunteering, as being confidential unless advised otherwise, or you feel there is a safeguarding concern. This applies to young people, staff, other volunteers and sharing of personal information or situations.

Please see our Data Protection/GDPR Policy for more information.

References

We will check your references before volunteering at Dost.

Dost can provide a reference to volunteers for future employers after you have successfully volunteered for more than 6 months (i.e. long enough to be able to give a fair reference).

Please ask before you put Dost down as a referee.

Volunteer Expenses

We are a small charity that relies on set budgets from grants or donors and whilst we will endeavour to support our volunteers, we can only reimburse travel expenses for volunteering at Youth Club and English class sessions.

Travel/Food/Admission/Trips

We will cover the expense of refreshments, travel and entrance to activities whilst volunteering on trips and residentials.

We encourage you to register your Oyster card to protect against loss or theft. You can obtain a printout of your journey, if you need evidence of your journey cost. Where rail or bus fares are claimed these should be the lowest standard fare available - we encourage volunteers to travel at off peak times to take advantage of off-peak fares.

If you need to claim any expenses not covered whilst on trip/residential, please speak to Marian first before making the expense.

Thank You

Once again, thank you for wanting to volunteer at Dost Centre and we want your experience with us to be a positive one.

If you feel you need help with anything or would like to raise any concerns or make a complaint, please do get in touch with a member of staff or a Trustee directly and we will do our best to support you in whatever way we can.

We aim to be as approachable, supportive and flexible as possible and we hope that your volunteer journey with us is beneficial to both you and to Dost.