

**DANCE
CORK
FIRKIN
CRANE**

Volunteer Policy

September 2026

1. Introduction (to DCFC and why volunteers are involved)

Located in a heritage building in Shandon, Cork's north city centre, DANCE CORK FIRKIN CRANE specialises in supporting dance artists, presenting dance performances and encouraging people in Cork to engage with dance of all kinds.

We provide an inclusive and welcoming space for dance work to be developed and viewed through a year-round programme of residencies, workshops, studio rentals, community programmes, dance performances and special events.

DANCE CORK FIRKIN CRANE is dedicated to maintaining a quality programme where volunteers in collaboration with our staff can unlock their potential and learn from each other in a supportive environment. DCFC presents dance performances and showings of work to the general public, and we would not be able to provide the highest standard of customer service and hospitality without the time, energy and commitment of volunteers.

DCFC offers exciting volunteer opportunities for potential volunteers from all walks of life. We strive to maintain best practice in all areas of our work from recruitment to onsite support to ensure our volunteers have the best possible experience and the opportunity to gain a thorough understanding of and contribution to the work of DCFC. Additionally, volunteers get the opportunity to watch quality dance performances, and to learn more about our work and the artists with whom we work.

2. Vision and mission for volunteering

We aim:

- To enable volunteers to develop and contribute to the important work of DCFC and our Artistic Programme.
- To offer a holistic and varied experience to volunteers, allowing them to both give of their time and benefit from seeing great dance performances.
- To work to ascertain volunteer requirements and roles with a view to better supporting our audiences.
- To offer a variety of quality volunteer opportunities to encourage members of local and other communities to volunteer at DCFC and thus gain an understanding of our work.

We achieve this through:

- Working closely with volunteers to assess requirements and role development.
- Providing thorough induction, selection and training for all volunteers.
- Striving to maintain best practice in our work with volunteers.

3. The role of staff

DCFC is made up of a wide range of roles, from full-time executive staff to part-time staff, associates and casual staff, along with participants in Community Employment (CE) schemes.

Our team includes:

- Executive Artistic Director **Laurie Uprichard**
- Operations Manager **Mariana Fuentes Olivarría**
- Technical Manager **Laura Murphy**
- Building Manager **Theodore Strack-Grose**
- Front of House Manager **Ann Rea**
- Dance Administrator / Box Office Manager and Volunteer Coordinator **Andrea Stapleton**
- Communications Associate **Emer Casey**

Ushers work with members of our team, primarily with the Volunteer Coordinator and Front of House Manager.

4. Volunteer Roles and induction

Volunteer roles are decided by the executive at Dance Cork Firkin Crane to assist staff in ushering roles and to support DCFC during our artistic programme.

Our regular/ongoing volunteer role at DCFC is as an usher, which includes scanning tickets and handing out programmes before our Dance Cork Presents performances and other special events.

Other volunteer roles on an occasional basis are for cleaning and maintenance work during our summer refurb and on other needed occasions.

On an annual basis we look for volunteers via our website, newsletter and social media, and through Cork Volunteer Centre. We also accept volunteers who contact us directly via email or in person.

Prior to an artistic programme performance, the Volunteer Coordinator emails our list of current volunteers to ascertain their availability for the upcoming performances, listing the dates and times volunteers are needed. Assignments are then made according to volunteers' availability.

Prior to the first volunteering session our Volunteer Coordinator explains via email what the volunteering will entail, and what is required, including the dress code (black pants/skirt and a DCFC T-shirt provided whilst volunteering). We will be available to meet with the volunteer on first arrival to answer any questions. This will also be an opportunity to show the volunteer how to scan tickets and explain how the volunteering works.

At the first volunteering session with us we pair our new volunteer up with a more experienced volunteer. As we get to know our volunteers better, we are better able to match them up to a particular ushering role, depending on preference or abilities.

Each volunteering session begins with a short induction meeting with the Front of House Manager and Box Office manager to introduce everyone and provide specific information about the evening's performance including running time, latecomer policy, etc.

In most cases, as long as seats are available, you will be able to watch the performance. You are also welcome to stay for post-show events, including receptions and Q&A's. However, please continue to be aware of your role as a representative of DCFC.

On rare occasions, we may request your assistance following a performance, but understand if you need to leave directly after the show.

The Volunteer Coordinator is always available for any queries or questions that may arise during the volunteering session.

5. Equality, diversity and inclusion

Dance Cork Firkin Crane is committed to embracing diversity and promoting equality and inclusion, this applies to all aspects of DCFC including employment and professional opportunities, as well as our volunteers.

Our EDI Policy can be found on the Governance page on our website.

6. Health, Safety and Insurance

Volunteers are covered under DCFC's insurance

A copy of our Health and Safety Policy can be found on the Governance page of our website.

7. Support

We value our volunteers and endeavour to support our volunteers whilst they volunteer with us. We do this by checking in with our volunteers, and making sure everyone feels comfortable with what they are doing.

8. Saying thank you

Dance Cork Firkin Crane acknowledges the vital work our volunteers contribute to our organisation and to our Artistic Programme. We do this in a number of ways:

- Verbally thanking volunteers.
- Acknowledging the contributions of the volunteers during any discussions / Q&As following a performance.
- Adding an acknowledgement of volunteers in our printed programme.

9. Managing challenging situations

We appreciate that a challenging situation may arise on occasion for one of our volunteers. If a volunteer needs to raise a matter they can do this with the Volunteer Coordinator, who will try to resolve the situation. Any further concerns will be discussed with the DCFC executive, and, if necessary, measures will be implemented to improve the situation in the future, or

prevent it from recurring. Dance Cork Firkin Crane has signed on to the Safe to Create policy and can provide you with their resources if needed.

10. Confidentiality

As ushers our volunteers do not work with sensitive information, however we do encourage their discretion at all times.

11. Endings

We appreciate that volunteering is often a commitment for a specific time that will be dependent on the volunteers' schedule and availability. We do not have a specific time that we ask our volunteers to sign up for, and we fully appreciate that this may be for as little as one session or may continue for a number of years depending on the volunteer's availability.

12. Policy Review

This policy will be reviewed after a 3-year period by the Executive of Dance Cork Firkin Crane and will be approved by our Board of Directors.

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