

# Assemble Message Centre Guidance for Volunteers

## What is the Assemble Message Centre?

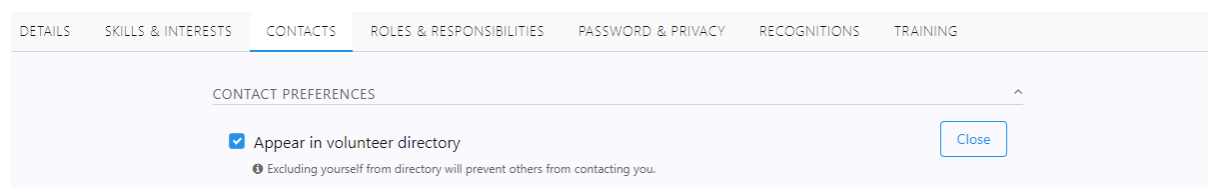
The Assemble Message Centre gives you the opportunity to connect with other CHSS volunteers, colleagues and your line manager. The message centre in Assemble does not share your email address, phone number or any other personal data.

## What is the Assemble Volunteer Directory?

Access to the Assemble Volunteer Directory is dependent on your volunteer role.

If you do have access, the Assemble Volunteer Directory gives you the opportunity to message other volunteers who are in your team. The directory lists other volunteers in your team as well as CHSS colleagues and gives you the option to send them a message.

There is the option to remove yourself from the volunteer directory. You can do this via your Assemble profile and navigating to the contacts tab. Here you can edit your contact preferences and remove yourself from the volunteer directory. By removing yourself from the directory, other volunteers will not be able to message you via the directory.



The screenshot shows the 'CONTACTS' tab selected in the Assemble profile navigation bar. Below the navigation bar, the 'CONTACT PREFERENCES' section is visible. It contains a checkbox labeled 'Appear in volunteer directory' which is currently checked. To the right of the checkbox is a 'Close' button. Below the checkbox, there is a small information icon and text: 'Excluding yourself from directory will prevent others from contacting you.'

## Assemble Video Guides

Our 'Assemble – Your Profile' video, guides you through how to access and connect with other volunteers and CHSS colleagues via the message centre, as well as how to update your contact preferences: [Support for You - About Assemble - Chest Heart & Stroke Scotland \(chss.org.uk\)](https://chss.org.uk/Support-for-You-About-Assemble)

## Using the Assemble Message Centre

Do:	Do not:
Use the Assemble message centre to connect with CHSS volunteers within your team, CHSS colleagues and your volunteer line manager about your volunteer role.	Do not share your phone number. By messaging via Assemble, all communications are kept safely within the system, and your contact details will not be shared.
Communicate with your volunteer line manager via the Assemble message centre to share information relating to your volunteer role. For example, letting your volunteer line manager know you are available to volunteer or if there are any changes to when you can volunteer.	Do not send abusive or harmful messages.  Do not share service user information.
Report any concerns to your volunteer line manager, the CHSS Safeguarding Team or the CHSS Volunteering Team.	Do not share inappropriate or confidential information, 'memes' or anything which could be considered offensive or political.  If you wish to discuss personal information, please speak with your volunteer line manager.
Please contact your volunteer line manager or the Volunteering Team immediately if you receive an inappropriate message.	Do not ignore signs of bullying, grooming or any other inappropriate behaviour.

## Digital Safeguarding Policy

For further information on Chest, Heart & Stroke Scotland's approach to digital safeguarding, please have a read of CHSS Digital Safeguarding Policy which is located on Assemble's Document Hub.