

# Inside Out

#InsideOut19

MAY 23 – June 2, 2019

## VOLUNTEERING WITH THE TORONTO LGBT FILM FESTIVAL

Inside Out LGBT Film Festival exists to **challenge attitudes** and **change lives** through the production, promotion and exhibition of **film and video** made by and about **lesbian, gay, bisexual and trans** people of all ages, races and abilities.

**We LOVE our volunteers!** Without volunteers, our festival would not be possible.

When you volunteer with Inside Out you not only get to **feel great**, you'll also receive a **one-of-a-kind festival t-shirt**, you'll get vouchers to see some of the **world's best independent films**, you'll get to **meet and mingle with really great people**, and we throw you a **fabulous appreciation party** when it's all done.

The Inside Out Festival takes place at the TIFF Bell Lightbox, 350 King Street W, and at various events venues in the downtown area.

## VOLUNTEER ROLES & RESPONSIBILITIES

### ▪ Office Volunteers

Office volunteers assist with tasks in the office in the months and weeks leading up to our festival dates in May. These tasks may include data inputting, mail-outs, filing, office organizing, or on-site promotion and poster for upcoming events. Office volunteers check in with our Festival Assistant, Jayne Schneider ([festival@insideout.ca](mailto:festival@insideout.ca)).

### ▪ Front of House Volunteers

FOH volunteers assist with ushering, ticket taking, line management, giving out audience award ballots and collecting them after the film. Front of House Volunteers are essential to the good image and reputation of the Festival. They deal directly with the public and are often the only people many festival goers come into direct contact with. FOH Volunteers may be asked to work outside and should come prepared for the weather. FOH Volunteers report to the festival's Front of House Representatives, and at the beginning of each shift, FOH volunteers check in with the Volunteer Captain on duty at the 4<sup>th</sup> floor volunteer lounge at TIFF.

### ▪ Guest Experience and/or Membership Desk Volunteers

Guest Experience or Membership Volunteers represent the festival to all festival members and industry guests. Guest Experience Volunteers work at the Guest Desk at Inside Out's Festival Lounge in Artscape Sandbox. Membership Volunteers work at the Membership Desk located in the theatre. Volunteers greet members, directors and other festival guests, hand out guest benefit envelopes and guest bags, answer questions and provide directions to those visiting from out of town. Membership Volunteers also distribute festival T-shirts to members and volunteers. Guest Experience Volunteers

report to the Guest Experience Manager ([guest@insideout.ca](mailto:guest@insideout.ca)) and Membership Volunteers report to the Director of Development ([deanna@insideout.ca](mailto:deanna@insideout.ca)), and/or Front of House Representatives at TIFF. At the beginning of each shift Volunteers check in with the Volunteer Captain on duty; for Guest Experience at the Festival Lounge and for Membership Volunteers in the 4<sup>th</sup> floor volunteer lounge at TIFF.

- **Information Desk Volunteers**

Information Desk Volunteers are ambassadors for the Inside Out Festival and Festival membership. These Volunteers are outgoing and are comfortable answering questions about the Festival, and talking to festival guests. They may be asked to carry out surveys with audience members waiting in line, or they may be asked general information questions from people entering the venue. Information Desk Volunteers check in with the Volunteer Captain at the beginning of each shift. General questions or concerns can be directed to Front of House Staff present during their shifts and/or to the Festival Volunteer Coordinator ([volunteers@insideout.ca](mailto:volunteers@insideout.ca)). Questions or problems related to Membership can be directed to our Director of Development, Deanna Bickford, at [deanna@insideout.ca](mailto:deanna@insideout.ca).

- **Party/Event Volunteers**

Party Volunteers help set up, take down and maintain festival parties in good order. They help with venue set up, door admission, coat check, serving food or alcohol, bussing decorations, venue tear-down and other party needs as determined by the Director of Operations and Events. Volunteers selling drink tickets or serving drinks must have SmartServe certification and have their ID with them on-shift. Party volunteers report to the Party Captain or Volunteer Coordinator at the event, and/or to the Events and Engagement Coordinator ([Kelsey@insideout.ca](mailto:Kelsey@insideout.ca)).

- **Festival Lounge Volunteers**

2019 is the 2<sup>nd</sup> year for Inside Out's Festival Lounge at Artscape Sandbox. Volunteer roles at this venue include helping to set it up for various activities, take down after activities or work as a Greeter or Door Monitor. Set Up and Take Down shifts will involve lifting and carrying and moving furniture. Greeters / Door Monitors should be friendly and be prepared to work outside.

- **Airport Greeters / Guest Event Volunteers**

These volunteers are part of the Guest Experience Department and work closely with Festival Guests. Airport Greeters greet Guests at Pearson Airport and help direct them into the city via UPX or a waiting driver. Guest Event volunteers may also help out on extra events organized for out-of-town guests.

- **Billet Volunteers**

Billet Volunteers provide a place in their home for out-of-town festival guests to stay. All Billet volunteers are interviewed by the Guest Experience Coordinator ([guest@insideout.ca](mailto:guest@insideout.ca)) to determine suitability of their homestay and to match industry guests with billetters.

To volunteer, visit [www.insideout.ca/get-involved](http://www.insideout.ca/get-involved) or write to [volunteers@insideout.ca](mailto:volunteers@insideout.ca).