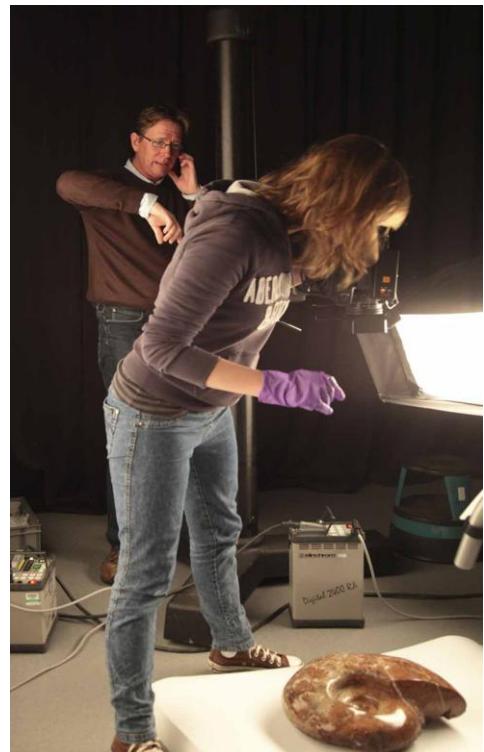


Heritage Volunteer Organisers Scotland (HVOS)

Volunteer Organisers Toolkit



Crafts volunteers at Culross



photographing in the Collections
Management department at National
Museums Scotland

Contents

Part 1 Planning and Day to Day Organising	Page
Introduction	1
A word about action plans	2
Action Planning: a way to organise volunteering	3
Where are you now? (For new groups)	4
(For established groups)	5
Where do you want to be?	6
How are you going to get there?	7
How will you know you've arrived?	8
Organisation SWOT	9
Individual SWOT for volunteer organisers	10
Setting a vision for the future	11
Setting SMART objectives – a quick guide	12
Setting volunteering objectives template	13
Action Plan: focusing on barrier to organising volunteering template	14
Organising volunteering checklist:	
• small organisations	15
• large organisations	16
• developing a policy	19
Recruitment and selection of volunteers	20
Helping volunteers make a good start	21
Retaining, recognising and supporting volunteers	22
Reviewing, monitoring and evaluating	22
Ending a volunteering placement	22
Legislation and good practice	23

Case studies	25
Solutions for the Case studies	28
Part 2 Sample Forms and Templates	Page
Volunteering Policy and Practice Checklist	33
Volunteer Policy	36
Volunteer Recruitment and Induction Policy	38
Health and Safety Policy	40
Volunteer Role Description Template	41
Write Your Own Volunteer Interview	42
Volunteer Interview Record Form	44
Volunteer Application / Registration form	45
Volunteer Reference Request Form	47
Volunteer Reference Request Letter	48
Reference Form for Referees	49
Equality and Diversity Monitoring Form	50
Risk Assessment Form	52
Volunteer Agreement Sample 1	53
Volunteer Agreement Sample 2	54
Inducting a New Volunteer: Set up Checklist:	56
Volunteers Induction Checklist	58
Volunteer Support / Supervision Policy	59
Volunteer Support / Supervision Questions	60
Volunteer Support and Supervision Record	61
Volunteer Training Record	62
Volunteer Review Form	63
Monitoring and Evaluation: Questionnaire for Volunteers	64
Monitoring and Evaluation: Questionnaire for Staff	66
Equality and Diversity Statement	70
Data Protection Statement	70
Volunteer Code of Conduct	71
Volunteer Travel and Subsistence Expense Claim Form	72
Recognition of Volunteers Policy	73

Part 3 Additional Information	Page no.
Sources of Additional Help	75
Volunteer Management Standards	
• Investing in Volunteers (liv)	73
• National Occupation Standards self Assessment Checklist	77
Contributions and Photographs	78
	81

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Part 1



Reception volunteer at Culloden Battlefield Visitors Centre

Planning and Day to Day Organising



Visitor Services volunteers from Clydebank

Introduction

Welcome

Welcome to this toolkit. Heritage Volunteer Organisers Scotland (HVOS) hopes that you will find it useful in your work with volunteers. Museums Galleries Scotland has supported the production of the kit as part of its commitment to developing the paid and voluntary workforce in the sector.

Why have a toolkit?

In 2009 Museums Galleries Scotland carried out research into volunteering in the museums and galleries sector in Scotland (ref. p69). Many of you may have taken part. Amongst other things, this research identified a need for tools and resources to be widely available for people working with volunteers in the sector, whether paid or voluntary. This toolkit has been developed to meet that need.

Who is the toolkit for?

The toolkit has been developed for use by anyone organising, managing, co-ordinating and developing volunteers in the museums and galleries sector whether paid or voluntary, or planning to.

The approach taken

The toolkit takes an action planning approach to involving volunteers. **Part 1** gives examples of planning and action methods that can be used to set up or enhance your volunteering programme. **Part 2** contains sample templates and forms for you to use in your role as an organiser of volunteers. These resources are intended to be guides and can be adapted to suit your specific needs. Some of them are simple, others are more complex, again designed to meet your needs. The whole of the toolkit links to National Occupational Standards for the Creative Cultural Skills Sector. **Part 3** contains some additional information about these. The toolkit is not intended to be a comprehensive guide to organising volunteers but a resource to dip into when required.

A word about language

This toolkit uses the word 'volunteer' throughout. For many of you working with Friends groups and associations the materials can be adapted to suit your purpose. The term 'volunteer management' is sometimes used as a short hand in the toolkit and is intended to cover anyone working with volunteers in the sector regardless of whether they are voluntary or paid.

A word about action plans

Why plan for volunteering?

Planning well from the start can ensure:

- you have assessed whether you need volunteers
- you have assessed your organisation's volunteering needs correctly
- you have a clear idea of where volunteering needs to go
- your organisation has enough volunteers, and matches people to the right positions
- there is people capacity, voluntary or paid, and sufficient resources to cope with the right number of volunteers
- the smooth integration of volunteers with any paid staff
- your volunteers are equipped with the knowledge and skills to carry out their role
- you review and adapt your volunteering programme with changing times.

Action plans can achieve all sorts of things including:

- working out the value of volunteers to your organisation
- identifying what roles volunteers can undertake and how support needs can be met
- setting out what your organisation expects of volunteers and what they can expect in return
- raising the profile of volunteers and their contribution throughout the organisation
- reinforcing the value and contribution of volunteers to paid staff, management groups and people using your service.

Action plans can be adapted to suit your organisation and can be as detailed or as minimal as you prefer as long as they reach a minimum standard for organising volunteering.

Key point

Remember to take into account any other plans and strategies your organisation may have. Work out where volunteering should be integrated into these plans, if it is not already, and where it needs a separate approach. No initiative can be delivered in isolation and volunteering plans should underpin all other plans in your organisation.

Action Planning: a way to organise volunteering

First things first

This toolkit adopts an action planning approach to organising volunteering and volunteers.

The approach is based on 4 simple questions:

- Where are you now?
- Where do you want to be?
- How are you going to get there?
- How will you know you've got there?



Each section on action planning follows a similar format by giving you checklists and tools to assess yourself and your organisation. These tools should provide you with a route map for what to do next. All of the tools can be adapted to suit your organisation's needs. You can start anywhere in the cycle depending on your requirements.

Where are you now? (For new groups)



Questions to get you started:

1. Is there support in your group for involving volunteers? Describe it.

2. What sorts of tasks will volunteers undertake, e.g. guiding, administration etc?

3. How many volunteers do you think you will need to deliver new activities?

4. What resources are available to organise volunteers e.g. money to cover out of pocket expenses, people to organise and support volunteers?

5. Will volunteers be offered training and development opportunities? What kind?

Checklists, exercises and tools. Try:

- **SWOT (strengths, weakness, opportunities . threats) Analysis**
- organisational and individual
- **Organisation volunteering check: for small organisations or larger organisations**
- **The policy and practice checklist**

The Volunteering SWOT

Ideally you should do this with several people in your organisation to get as full a picture as possible. Either way, encourage people to be as honest and constructive as possible. You may find some points appear in more than one section of the grid. Think as widely as possible.

Where are you now? (For established groups)



Questions to get you started:

1. How many people currently volunteer with you? Who are they?

2. What sort of tasks do they undertake e.g. guiding, administration etc?

3. What systems and processes, if any, do you have in place for e.g. recruiting new volunteers, training volunteers?

4. Do you have too few or too many volunteers?

5. How are volunteers supported, trained, and developed?

6. What opportunities can you see for development using volunteers?

Checklists, exercises and tools. Try:

- SWOTs - organisational and individual
- Organisation volunteering check: for small organisations or larger organisations
- Organising volunteering checklist
- Volunteer and / or staff questionnaires

Where do you want to be?



Questions to get you started:

1. What information do you need to collect to help you decide on future actions?

2. Who needs to be involved in deciding on the way forward?

3. How much time can you allow for this?

4. How will you get people to buy in to the vision for the future?

5. What are your timescales? Are there any other organisation plans or timescales you need to fit in with?

Checklists, exercises and tools. Try:

- **Setting a vision for the future**
- **Setting SMART* volunteering objectives**
- **Organising volunteering checklist**
- **Volunteer and / or staff questionnaires**

* (SMART = Specific, Measurable, Attainable, Relevant, Timely)

How are you going to get there?



Questions to get you started.

1. Which people can help you move forward?

2. What sort of tasks do they need to undertake?

3. What systems and processes, if any, will you need to move forward?

4. What additional resources, if any, do you need to move forward?

5. Are there new training, development and support needs to be met?

Checklists, exercises and tools. Try:

- Setting SMART volunteering objectives
- Organising volunteering checklist
- Volunteer role description template



Putting the House to bed: Conservation volunteer at Newhailes

How will you know you've arrived?



Questions to get you started.

1. What kind of information do you need to collect to show progress?

2. What kind of things will you measure to show success e.g. visitor numbers, volunteers satisfaction?

3. What kind of tools will you use to measure success?

4. What will success look like?

5. Who can help?

Checklists, exercises and tools. Try:

- **Volunteer questionnaire**
- **Staff questionnaire**
- **Volunteer support / supervision form**

Organisation SWOT – a good way to assess your organisation's strengths, weaknesses, opportunities and threats in volunteering

S - strengths: Note down your organisation's strengths in volunteering	W - weaknesses: Note down any weaknesses in your organisation's volunteering
O - opportunities: note down any opportunities you can see coming up for volunteering	T - threats: note down any potential threats to volunteering that you see up ahead

Individual SWOT for volunteer organisers

S - strengths: Note down <u>your own strengths</u> in organising volunteering	W - weaknesses: Note down any weaknesses in <u>your own</u> organising of volunteering
O - opportunities: note down any opportunities you can see coming up for you in organising volunteering	T - threats: note down any potential threats you can see up ahead for you organising volunteering

Setting a vision for the future



A shop volunteer serving a customer at Falkland Palace

People often talk about organisations having long terms visions. This tool is best used in pairs or groups by a minimum of 8 people.

Step 1

Pick a date some way into the future e.g. 2, 3, 5 or even 10 or 15 years.

Step 2

Prepare flip chart sheets with one of the questions below on each.

Step 3

Split the total number of people into 4 pairs or groups.

Step 4

Give each group 5 – 10 minutes to come up with as many ideas as possible to answer their question.

Step 5

Ask the groups to pass their sheet clockwise to the next group who can then add their ideas.

Note:

Make sure every group has the chance to respond to each question. You should end up with lots of ideas and pointers on how to take things forward.

Use the questions below or some you have developed yourself

1) What would we like volunteering in our organisation to look like?

2) What would we like volunteers to be saying about our organisation?

3) How would we like visitors / customers to describe our organisation?

4) What successes might we have had along the way?

Q1

Q2

Q3

Q4

Setting SMART objectives – a quick guide

SMART

SMART is a useful acronym which describes the different elements that are required in useful objectives.

SMART	A potted guide
Specific	The more specific you can be the more likely that you will find ways to meet the objectives e.g. if you want to increase your volunteering numbers: by how many and over what time period.
Measurable	Make sure the objective can be measured in some way. This could be by e.g. checking volunteer satisfaction with their volunteering, or counting the numbers of volunteers retained or recruited in an agreed period of time.
Achievable	Although having a vision is important when it comes to planning ahead it's important to keep objectives manageable. Large objectives can be broken down into smaller ones. Achieving objectives needs to take into account things like the capacity of people to work on a project and the time they have to allocate to it.
Relevant	Check that the objectives you come up with reflect what is needed by your organisation and that they match the expectations of the people who will be carrying them out.
Time framed	Is there a time frame in place? This should include, for example, the date by which work should have been done and when it will be reviewed.

Tools Try:

- **Setting volunteering objectives**
- **Action Plan: Focusing on Barriers to organising volunteering**

Setting volunteering objectives template



Objective	How? (ways to achieve this)	Who? (people to be involved)	Target (measure)	By Date	Resources needed	Progress / Notes / Evidence of Success

Action Plan: focusing on barriers to organising volunteering template

Barrier	Immediate Solutions?	Future Solutions	Can I make these changes on my own?	People who need to be involved
1.				
2.				
3.				
4.				
5.				

Organising volunteering checklist: for small organisations

Minimum requirements you should have in place:	In place	Under development	Required
Widespread support for volunteering in your organisation at all levels.			
A plan that covers how volunteers will be recruited, supported, trained, and developed in your organisation.			
Insurance that covers volunteers whilst carrying out their voluntary roles.			
Defined roles / tasks with likely time commitments.			
A commitment to / actions in place to ensure equality of opportunity and diversity in your volunteering programme.			
Reimbursement of out of pocket expenses for volunteers.			
A commitment to / actions in place to support data protection and confidentiality for volunteers and the organisation.			
A commitment to / actions in place to provide health and safety to volunteers in your organisation.			
A commitment to / actions in place to support the protection of children and vulnerable adults (where appropriate).			
A plan outlining how issues and problems will be resolved e.g. if a volunteer or a customer is dissatisfied with their treatment.			

Organising volunteering checklist: for large organisations

Organisation / Group Structure	No	Under way	Yes
<ul style="list-style-type: none"> • There is full support for volunteering in your organisation e.g. strategic and operational. • Clear lines of communication about volunteers and volunteering exist. • People at all levels are aware of the make-up of the organisation and where volunteers fit into it. 			
Planning and Resources	No	Under way	Yes
<ul style="list-style-type: none"> • The organisation / volunteering plans cover recruitment, retention and recognition. • There is forward planning for volunteering positions e.g. succession plans. • Sufficient resources are allocated to volunteering e.g. equipment, money, people. • Volunteers' roles, tasks and responsibilities are reviewed regularly. • Volunteers are involved in planning and decision making where appropriate. 			
Equality and Diversity	No	Under way	Yes
<ul style="list-style-type: none"> • There is a statement or policy for equal opportunities and diversity in volunteering that it is worked to by all. • Application forms and recruitment material profile your organisation's commitment to equality and diversity. • Equal opportunities and diversity information is collected, analysed and acted upon. 			

Safety and Risk	No	Under way	Yes
<ul style="list-style-type: none"> • Risk assessments for volunteer roles have been carried out and any actual or potential risks have been minimised or removed. • Any need for PVG / Disclosure checks is identified and action taken. 			
Recruiting of Volunteers	No	Under way	Yes
<ul style="list-style-type: none"> • There are role / task descriptions for volunteers. • Role / task descriptions are reviewed and updated. • There are records held within data protection guidelines on current, past and potential volunteers. • A variety of volunteer recruitment methods are used. • Equality and Diversity information on potential volunteers is monitored, evaluated and acted upon. • Recruitment paperwork /information is clear, easy to read and available in alternative formats on request. • Protection of Vulnerable Groups / Disclosure checks are carried out as appropriate. 			
Communication with Volunteers	No	Under way	Yes
<ul style="list-style-type: none"> • Volunteers and staff can participate in making decisions that affect them. • There are codes of conduct for volunteers and any staff supporting them. • Team work and taking responsibility is encouraged where appropriate. 			

Induction and Training	No	Under way	Yes
<ul style="list-style-type: none"> Varied training, induction and support methods are used for volunteers e.g. onsite training and demonstration, buddyng, mentoring, induction checklists. 			
Support and Development	No	Under way	Yes
<ul style="list-style-type: none"> Volunteers are supported e.g. through one to one or group meetings on a regular basis. Volunteers are clear about who to contact if they need help. Volunteer feedback is taken into account when planning new activities. There are development opportunities available for volunteers. 			
Recognising Volunteers	No	Under way	Yes
<ul style="list-style-type: none"> Out of pocket expenses are reimbursed. Volunteering successes are celebrated and promoted internally and externally. There are annual recognition events. The impact of volunteering is measured and the results shared internally and externally. Volunteers are regularly thanked for their contribution. Volunteers moving on are offered references. 			
Monitoring and Evaluation	No	Under way	Yes
<ul style="list-style-type: none"> Volunteers are asked to feedback regularly on their experience. Any findings are used to plan future volunteering in the organisation. 			

Organising volunteering: developing a policy

Volunteering policies should be developed by involving as many key people as possible. They are a good way to document the aims and values of your organisation and to emphasise the role of volunteers. Policies can vary in length depending on your organisation's needs. You can use a policy to cover everything relating to volunteering or have a short introductory document and refer within it to any policies, procedures and guidelines your organisation has that affect volunteering.

As a minimum your volunteering policy should mention:	yes	no	under way
<ul style="list-style-type: none">the role and benefits of volunteers to your organisationrecruitment and selectioninduction, support and training and developmentout-of-pocket expensesinsurancehow information is stored / data protectionrights and responsibilities / codes of conduct for volunteersany time commitmentswhat your organisation expects of volunteerswhat volunteers can expect from your organisationworking relationships between volunteers, and with any paid staffhow any decisions affecting volunteers are madehow complaints and problems are solvedequality and diversityhealth and safety including the protection of children and vulnerable adults where appropriatemonitoring and evaluation / review of your programmewho has responsibility for volunteering policies, procedures and guidance and how often they will be reviewed.			

Recruitment and selection of volunteers

Recruitment

Effective recruitment is about attracting the right number of volunteers with the skills and qualities you need in ways that match up with volunteers' motivations and interests. This approach applies to bringing in volunteers for new roles as well as to succession planning in the event of current volunteers moving on.

Have a plan and promote your volunteering opportunities

People volunteer for all sorts of different reasons so it's important to think about the voluntary roles you are offering and who they are likely to appeal to. Having simple introductory information helps people work out whether they want to offer their services as a volunteer for you. All your information should be understandable produced in plain language, a readable font, and easy to download if you place it on a website. It's good practice to have items available in accessible formats, for example, large print and audio. You can advertise in lots of ways including on posters and in leaflets in your own museum and gallery as well as in other places where potential volunteers are likely to be. Spreading the word through your existing volunteers is a good way to attract new people too.

Selecting volunteers

Selection means ensuring you get the right people in the right voluntary roles. Any or all of the following are productive ways to achieve this:

- volunteer position / role / task descriptions
- application / registration forms
- providing simple introductory information on your organisation and volunteering
- initial meetings / interviews – having an informal or formal chat to provide information and to discuss potential volunteers' areas of interest, expectations, anxieties, and needs
- taking up references and checking criminal records if required.

Matching and placing volunteers

It's important to match new volunteers up with the opportunities that most appeal to them and for which they have the skills and qualities you are looking for. Assessing their motivations and abilities in the selection process will help with this.

Accepting or rejecting offers of voluntary help

Not everyone who comes forward to volunteer will be suitable for your organisation. It is good practice if a potential volunteer is unsuitable, or decides against volunteering, to thank them for their interest and to suggest other volunteering options. Some people may ask for feedback and it's good practice to offer some constructive advice where possible.

Helping volunteers make a good start

Induction

The sort of volunteer induction you offer depends on your organisation. As a general rule induction should include, for example, essential information about your organisation, how it operates, any key policies and procedures that volunteers should be aware of, and how volunteers will be trained, supported and developed. You could take a 'must know', 'could know' and 'nice to know' approach to this.

Risk assessment

Every organisation has a responsibility to ensure that volunteers are kept safe whilst undertaking their voluntary role. Risk assessment means taking a systematic approach to looking at what could cause harm to people and minimising all possible risks.

The Health and Safety Executive Scotland recommends the following 5 steps:

Step 1.

Look for the hazards (things that could be dangerous)

Step 2.

Decide who might be harmed, and in what ways

Step 3.

For each hazard identified, assess the chance of harm actually being done and decide whether existing measures are adequate or whether more should be done.

Step 4.

Record all risk assessment findings e.g. the main risks and the steps you have taken to deal with them.

Step 5.

Remember to review your risk assessments from time to time, and revise them necessary.

Training

Training can be formal or informal, on or off site and before and during the start of volunteering. Key areas for training are role specific – what do volunteers need to know and do to carry out their role well? In addition there may be core training that everyone involved in your organisation needs to undergo, for example, health and safety, child and vulnerable adult protection, and using equipment.

Retaining, recognising and supporting volunteers

Once volunteers are settled in there are lots of ways to keep them motivated and involved. People have different reasons for volunteering and retention should be varied to suit people's motivations. It is good practice to offer ongoing support to volunteers and to encourage them to develop to their full potential. This also maximises the benefits of involving volunteers for your organisation as a whole. Ongoing training and regular support meetings are good ways of retaining volunteers. Some volunteers enjoy being given development responsibilities or being recognised for their impact on the organisation's work i.e. for their achievements.

Reviewing, monitoring and evaluating

Using the action planning approach (page 3) you can review your volunteering programme regularly. Monitoring by collecting essential information is an important part of this process. You can collect quantitative or qualitative data through training evaluations, volunteer review forms and volunteer and staff questionnaires. Bringing people together for group discussions and the chance to feedback informally also works well. Monitoring and evaluation on an ongoing basis can ensure that you check the quality of volunteers' experiences within your organisation. It can also help to assess the value volunteers bring to your organisation and to engender ideas for improvement.

Ending a volunteering placement

Sometimes there are situations where it becomes clear that a volunteer placement should not continue. This can be challenging for everyone involved and usually will be when all other options have been tried e.g. a change of role, the provision of additional support or training. Often ending volunteering placements are to do with a volunteer is no longer capable of carrying out their role or due to gross misconduct. In these cases its important to take a planned and caring approach.

When deciding to end a placement it's important to be able to describe what the issues are clearly. Communicating clearly and being able to refer to pertinent s crucial. Refer back to written records, any existing guidelines and information, e.g. a code of conduct, to allow you to be clear and specific about what the problem is.

Legislation and good practice

Equality and diversity

Working with volunteers from diverse backgrounds enhances your volunteering programme and your organisation. You should aim to treat all volunteers fairly regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background. It is important to ensure that your volunteers reflect all sections of society where possible as well as your local community. Although equality legislation does not always mention volunteers it is good practice to follow its principles and practice. The Equality Act 2010 came into force in October 2010. This Act builds on previous legislation by taking a proactive approach to tackling discrimination and to promoting equality and good relations positively. As a starting point, encouraging people from any of the following groups may improve diversity in your volunteering programme and demonstrate good practice in your organisation.

Groups to target

- Black and minority ethnic community groups
- young people
- retired people
- students
- Lesbian, Gay, Bisexual and Transgender people
- Refugees, asylum seekers and migrants
- People with Disabilities
- Ex offenders, offenders and prisoners
- people from a range of faith communities
- unemployed people, particularly long term unemployed.

One way to monitor diversity is to ask volunteers to complete an Equality and Diversity form noting e.g. their gender, race, ethnic origin, age and any disabilities/conditions that they have as part of the recruitment process.

Disclosure: Protection of Vulnerable Groups (PVG)

From February 2011, the Scottish Government introduced a new membership scheme to replace and improve upon existing disclosure arrangements for people who work with vulnerable groups (children and adults). As with previous legislation, the scheme applies to volunteers and paid staff. In brief, the Protecting Vulnerable Groups Scheme (PVG Scheme) will help to ensure that those who have regular contact with children and protected adults through paid and unpaid work do not have a known history of harmful behaviour. It is intended to be quick and easy to use, reducing the need for PVG Scheme members to complete a detailed application form every time a disclosure check is required. (ref. p68)

Data protection

Policies and actions for data protection with regards to volunteers are important when you are dealing with personal information about individual volunteers. As a result you have a number of legal obligations to protect that information. The main law governing data protection is the Data Protection Act 1998 which came into force in March 2000. All organisations in the UK must comply with the Data Protection Act. The Act refers to the processing of personal data by data controllers and outlines data protection principles which must be followed including those below. Individuals are entitled to compensation for damage and distress caused by the failure of a data controller to comply with the Act.

Some data protection principles

- Personal data should be processed fairly and lawfully
- Personal data should be adequate, relevant and not excessive
- Personal data should be accurate and, where necessary, kept up to date
- Personal data should not be kept for longer than is necessary.

Case Studies

The case studies below focus on the kind of situations likely to face volunteer organisers in museums and galleries. You can use them for your own individual learning or for use in team planning or training events. The suggested approaches in the following section are not definitive and you may wish to add to them.

Case Study 1 Too few volunteers in a newly opened museum / gallery

The museum / gallery has been open for just under a year. Currently members of the public can visit on three weekdays. Potential visitors have been turning up at weekends. Feedback from existing and prospective visitors is that they would like the museum / gallery to be open every day. There are currently 6 volunteers helping to run the museum / gallery on opening days. Current volunteers do not want to do any extra hours. To open every day you estimate that another 8 people are required. You are situated in a small town with a lot of different community organisations competing for volunteers. There is a historical society. Current volunteers carry out lots of different roles including: reception duties, guiding, setting up exhibitions, and handling money.

Case Study 2 Too many volunteers in a well established museum / gallery

This museum / gallery has been running for forty years. Located in a university town means lots of students apply through the website to volunteer. Currently there are 65 volunteers. Following some re-organisation and the closure of two departments there are fewer roles for existing volunteers to carry out. For the last 3 years there has been a rolling volunteer recruitment programme every year with an intake of 10 new volunteers each time regardless of need. One person is tasked with organising the whole of the volunteer workforce.

Case Study 3 Introducing new policies and procedures into a museum / gallery with insufficient policies and procedures

Following a review in your museum / gallery you have been tasked with introducing some new policies and procedures for volunteers as well as for paid staff working alongside them. You have an established volunteer team many of whom are used to working in an informal way. The new policies and procedures include a volunteering policy, risk assessment forms and a recruitment, selection and formal support process for all volunteers. You have six months in which to introduce the new systems.

Case Study 4 Working relationships between staff and volunteers – new curator introduces change

People have been volunteering in your organisation for 10 years. Up until a year ago there were three paid staff. There are now 10 including a new curator. Recently appointed staff are keen to introduce new ways of working and have begun devising strategic and operational plans. These plans include changes in the organisation's direction and working practices. Existing volunteers have been allocated roles and responsibilities under these new plans. The new curator has not previously worked with volunteers. He assumes that they can be told what to do and that they will get on and do it. If they do not perform effectively he has suggested that they should be disciplined or asked to leave. You are the volunteer organiser, a role you carry out on a voluntary basis.

Case Study 5 Working with volunteers with additional support needs - people from a local day centre have expressed an interest in volunteering

Your museum / gallery takes pride in providing an inclusive, accessible environment for visitors. Adults with mental health issues from a nearby day centre have expressed an interest in volunteering with you. Currently you have 20 volunteers but could do with another 5 or 6. You have let existing volunteers know that there may be some new volunteers coming and explained where they may come from. Some volunteers are a bit unsure about working alongside people with mental health issues. Others would like to encourage the potential new volunteers. You have heard from a colleague in another museum / gallery that bringing in volunteers who may require additional support to undertake volunteering can be time consuming and challenging.

Case Study 6 Being taken seriously as a volunteer organiser - newly appointed

You are newly appointed to the role of volunteer co-ordinator in a flourishing museum / gallery. This is a new position and until now the organisation has not paid anyone to organise volunteering. This is your first full time job on leaving college where you studied community development. Your museum / gallery has a well established team of volunteers all of whom have retired from paid employment. Prior to retirement, most of the team worked as high powered executives and professionals. They have strong views on how things should be run and to date have been consulted on every aspect of the work of the museum / gallery. You have been tasked with supporting and organising this group to maximise the effectiveness of the museum / gallery.

Case Study 7 Involving young volunteers

You run a small museum with an ageing volunteering population. Several volunteers have said they will resign within the next year as the role has become onerous for them. Some of your other volunteers are cynical about whether young people will be fully committed to volunteering. Others are keen to volunteer alongside younger people. The museum exhibits are of interest to families and young people in particular. You would like to involve younger volunteers to offer peer learning and hands on try outs of the exhibits. There is a college and schools nearby plus lots of local community groups. **How would you approach this situation?**

Case Study 8 Ending a volunteering placement

Several volunteers have expressed concern about a particular volunteer. The volunteer in question has become confused when dealing with customers when the museum is busy. In addition they have made a lot of mistakes when cashing up at the end of the day. To date one customer has complained. When you speak informally to the volunteer concerned it becomes clear that they don't think there is a problem. In fact they say that everyone else doesn't know how to carry out their role properly. With regret you decide that you must end this persons volunteering with your organisation. There is a code of conduct which all volunteers and staff are expected to work to. **How would you approach this situation?**

Possible solutions to the case studies

Case Study 1: Too few volunteers in a newly opened museum / gallery

Possible solutions:

- plan and run regular recruitment drives
- revisit the tasks / roles to be carried out, identifying the skills, knowledge and approach required.
- use this information to identify what kind of people may be interested and target recruitment
- ask existing volunteers for their suggestions
- target school pupils and students identifying the CV / job prospect benefits of volunteering
- advertise widely including on websites, posters, radio
- approach other organisations for assistance
- if current volunteers say the time commitment is too onerous, split roles into smaller less time consuming tasks
- enlist the help of the local volunteer centre – it can provide advice and advertising opportunities.

Case Study 2: Too many volunteers in a well established museum / gallery

Possible solutions:

- assess the reasons for there being too many volunteers e.g. constant or rolling recruitment drives or is the volunteer role a very popular one?
- review and alter the recruitment programme
- stop recruitment for the time being and / or run a waiting list – there is nothing worse than being recruited then being given nothing to do
- distribute the workload more evenly amongst volunteers if some are busier than others
- time limit the volunteer opportunities to accommodate turnover
- review the needs of volunteers – target specific volunteers who might gain most benefit
- move from one person organising volunteering to sharing this role across a team of volunteers – this will give some volunteers a development opportunity
- refer volunteers to other organisations which are looking to increase their volunteer numbers.

Case Study 3: Introducing new policies and procedures into a museum /gallery with insufficient policies and procedures

Possible solutions:

- identify the benefits of the new policies and procedures prior to communicating with volunteers and staff
- use ‘what if’ scenarios and discussions to draw out the need for new policies and procedures
- develop and implement a communication plan
- keep paperwork to an absolute minimum
- bring the volunteer group together, explain need for changes, and ask for their feedback on existing systems and for their input on best ways to implement new ways of working them as well as user friendly versions of the paperwork
- offer training and support to all on using the new policies and procedures
- review the impact of the new policies and procedures to demonstrate they have been effective.

Case Study 4

Working relationships between staff and volunteers – new curator introduces change

Possible solutions:

- educate the curator and other new staff on some of the key points of working with volunteers using, if available ,the organisation’s current policy and procedures for involving volunteers
- stress to the curator that imposed changes are unlikely to work and propose alternative approaches
- highlight that you too are a volunteer and as such should be consulted on and supported to carry out your role
- explain that it is customary to involve volunteers in any decision-making about their roles and responsibilities, and highlight that volunteers may leave if told rather than asked to work to new guidelines
- hold volunteer meetings to discuss proposed changes with volunteers including asking whether they are happy to remain involved with the organisation or if they would remain involved if the proposed changes are amended
- you may wish to argue that additional responsibilities for the volunteer organiser should receive payment going forward i.e. this should alter to be a paid position.

Case Study 5: Working with volunteers with additional support needs - people from a local day centre have expressed an interest in volunteering

Possible solutions:

- gain as full a picture as possible about what might be involved when including volunteers with mental health issues in
- your organisation – take expert advice e.g. from your local volunteer centre
- offer support and training to existing volunteers in working with the new volunteers
- pilot the involvement of a couple of the new volunteers with buddies from the existing volunteer group
- recruit ‘support volunteers’ to work alongside the new volunteers.

Case Study 6: Being taken seriously as a volunteer organiser - newly appointed

Possible solutions:

- ensure that you have a thorough induction into the organisation
- introduce yourself as quickly as possible to all the existing volunteers
- find key influencers in the volunteer group and enlist their support
- promote your role as one that aims to build on an already successful history of volunteering to maximise the work of the museum / gallery
- ask for volunteers’ input on areas for improvement in the museum
- in addition, ask current volunteers how they see your role working in practice
- identify some areas for development and invite volunteers to participate i.e. aim for some ‘quick wins’.

Case Study 7: Involving young volunteers

Possible solutions:

- do some preparatory work with the existing volunteers to identify the benefits of involving younger volunteers
- carry out risk assessments
- create volunteer roles that will appeal to young people, building in, for example, variety, flexibility and fun
- carry out processes to ensure that any child protection issues are addressed
- enlist interested volunteers in a pilot project involving young volunteers.

Case Study 8: Ending a volunteering placement

Possible solutions:

- gather as much information as possible on the situation – have examples of unacceptable behaviour ready to discuss with the volunteer
- arrange a meeting with the volunteer, giving the option for them to bring a friend / supporter along and communicate that the meeting is about how volunteering is going and that you wish to discuss their performance
- highlight the code of conduct at the start of the meeting and raise all the concerns to give the opportunity for the volunteer to respond fully
- if no new information emerges in this meeting that changes the decision to end the placement, thank the volunteer for their involvement and say that their input is no longer required – give the reasons clearly and again refer to the code of conduct.

Part 2



Curatorial volunteer at the National Museum of Rural Life

Sample Forms and Templates



Volunteer guide entertaining visitors on a 'highlights' tour at the National Museum of Scotland

Volunteering Policy and Practice Checklist

	Do you have?	Do you need?	Actions
Planning / getting ready			
	a strategy /action plan for volunteering		
	a policy on volunteering		
	volunteer role descriptions		
	risk assessments for volunteering activities		
	resources to work with volunteers e.g. funding, time		
	guidelines / information for staff on working with volunteers		
	management / Board support		
Recruitment			
	a plan detailing how volunteers will be recruited		
	marketing materials		
	internet page(s) with e.g. on-line application forms		
	advert(s)		
	information for potential volunteers		
	open days / events involving current volunteers sharing their experiences		

Selecting and placing volunteers				
		Do you have?	Do you need?	Actions
	a selection process			
	application / registration forms			
	task or role description			
	person specification / skills and qualities required			
	interview process / questions			
	reference requests			
	Disclosure or PVG checks			
	volunteer agreements			
Settling volunteers in: induction				
	guidelines for any paid staff /existing volunteers			
	an introductory period			
	start up training and resources			
	induction pack			
	codes of conduct			
	volunteer handbook / guidelines			
	checklists covering everything			
	out of pocket expenses			

Retaining volunteers – supporting, motivating and developing

		Do you have?	Do you need?	Actions
	informal / formal support systems			
	up to date record keeping			
	recognition systems /events			

Training volunteers

	a planned bespoke programme			
	training material			
	guidance notes on how to carry out their role			

Communication

	a plan			
	diverse approaches to meet everyone's needs			

Reviewing and improving your volunteering programme – monitoring and evaluation

	a plan for collecting feedback			
	volunteer surveys			
	staff surveys			

Dealing with problems

	a complaints or problem solving procedure			
	records of how things were resolved			

Other areas identified by you

Volunteer Policy

1. Introduction

We (**Organisation Name**) aim to: for example: provide opportunities for our community to enjoy artefacts and learn about the past _____ We recognise the additional value that volunteers bring to our museum / gallery and to our customers / visitors.

Within (**Organisation Name**) volunteers are involved in the following roles:

- _____
- _____
- _____

When involving volunteers we aim to work within the following principles of good practice:

- All voluntary roles will be well thought out and clearly described so that everyone is sure about their respective roles and responsibilities;
- we will comply with current Data Protection legislation and guidance in the handling of all information we hold on all volunteers;
- our volunteering opportunities will complement the work of paid staff and enhance the work of our organisation;
- volunteers will have regular opportunities to share their thoughts/ideas/concerns with an allocated person in line with our policies and procedures;
- all of our existing and future policies and procedures will take into account how they affect volunteers.

2. The Purpose of this Policy

By adhering to this policy we aim to:

- recognise the value of the contribution volunteers make to our organisation ;
- be true to the purpose, values, and intentions of the organisation in our approach to involving volunteers;
- recognise the roles, rights and responsibilities of volunteers;
- reiterate our commitment to involving volunteers in our organisation;
- create and work to agreed principles for the involvement of volunteers; and
- ensure that we offer satisfying volunteering opportunities as well as support volunteers appropriately to carry out their role to the high standards possible.

This policy should be read and considered alongside any other relevant policies, procedures and guidance etc that we use to support the volunteering in our organisation.

3. Recruitment and selection

We will work to our equalities and diversity policy when recruiting and selecting volunteers. In addition we will abide by any relevant legislation e.g. on Data Protection and the Protection of Children and Vulnerable Adults. All potential volunteers will be asked to complete an application/registration form. Written role descriptions will describe the time, commitment, skills and qualities required as well as the types of activities volunteers will carry out. All volunteers will be asked to provide 2 references where possible. Where individuals are not successful in gaining a voluntary role in our organisation we undertake to refer them to other suitable organisations and opportunities where possible. All volunteers will receive appropriate training and development opportunities to help them carry out their volunteering role.

4. Support

Once their volunteering has started we expect volunteers to adhere to our existing policies and procedures. All volunteers are covered under **(Organisation Name)** Public Liability Insurance. All volunteers will receive appropriate induction into their volunteering. This includes the provision of user friendly information on any policies and procedures connected to their role.

Following Induction, volunteers will have regular support meetings, either one to one or in groups, to discuss progress, identify areas for development, or to address any issues. Written notes of these discussions may be held within the individual volunteer's records in accordance with data protection requirements. These records can be shared with volunteers at any time at their request. Ongoing training and development needs will be met as required. All volunteers will be able to claim out of pocket expenses for their volunteering in line with our systems and guidelines.

5. Problem solving

Where a problem is raised, for example, by a volunteer or about a volunteer, we will endeavour to resolve this using a range of options including our complaints process, codes of conduct and support mechanisms.

6. Responsibilities

Overall responsibility for the carrying out, monitoring and review of the effectiveness of this policy and associated procedures rests with the volunteer organiser (**named contact**). Implementation and adherence to this policy is the shared responsibility of all staff and volunteers within the organisation.

(Date of document and review date)

Volunteer Recruitment and Induction Policy

(Organisation Name) would like all volunteers to enjoy volunteering with us and the first step in this process is recruitment. We aim to ensure that all potential volunteers are treated fairly during recruitment and that they receive an appropriate induction into their role and our organisation. Recruitment and induction should be mutually beneficial enabling potential volunteers to find out more about their chosen role as well as for the volunteer organiser to determine more about the volunteer. All volunteers, whose role will involve contact with children and young people or vulnerable adults, will be required to undertake a Disclosure check where appropriate in line with Protection of Vulnerable Groups legislation.

Applications

Once potential volunteers have completed an application form, they will be invited to an informal chat to discuss their skills, interests, time commitment as well as the voluntary roles that interested them.

Following this informal chat, (Organisation Name) may decide not to offer a voluntary position at this time. In line with accepted best practice we will refer unselected volunteers to other interested organisations, for example, a local volunteer centre, for assistance in finding a suitable volunteering opportunity.

Acceptance, appointment and timescales

Volunteers will not begin volunteering with us until all essential paperwork and relevant checks are complete. The volunteer organiser should give the new volunteer a Volunteer Agreement and a copy of their role description plus a letter confirming their appointment. Any minimum time commitment for the voluntary role will be confirmed during the recruitment process.

Volunteer agreements and role descriptions

All volunteers will be given a volunteer agreement which describes the expectations of the volunteer within (Organisation Name). This agreement, together with the voluntary role description, gives both the volunteer and (Organisation Name) confirmation of what is acceptable for both parties. The agreement is not a legally binding contract, and the volunteer organiser should explain the agreement fully to the volunteer to underline that this is a positive commitment by (Organisation Name) to ensure fair and appropriate support and approaches to its volunteers.

Induction

Induction helps volunteers to understand the organisation and their role within it and assists volunteer organisers get to know new volunteers and to note the type and level of support they will require, as well as what motivates them and what they are hoping to gain from volunteering.

Volunteer organisers should ensure that all new volunteers are familiar with **(Organisation Name)**'s relevant policies and procedures. A thorough induction checklist should be provided for volunteers to fill in. The completed checklist should be stored with the volunteer's records in line with Data Protection requirements.

Health and Safety Policy

This policy has been written to support volunteer organisers and our volunteers to make sure that everyone stays as safe as practicably possible. All volunteers should be familiar with this policy.

The Health and Safety at Work etc Act 1974 is written to cover paid employees but as an organisation we have an ethical responsibility to ensure that, as far as possible, volunteers (as well as others) are protected from physical, financial and emotional harm arising from volunteering. The concept of duty of care is regarded as common law across the UK, and requires **(Organisation Name)** to take reasonable care to minimise the risk of harm to volunteers.

To maintain appropriate levels of health and safety, staff and volunteers should be an integral part of procedures for raising and addressing health and safety issues. Volunteers should flag up any health and safety issues and any possible solutions at the earliest opportunity with the volunteer organiser.

As an organisation we take the safety of our volunteers very seriously and volunteer organisers work to these guidelines to ensure all aspects of the safety of volunteers.

In the event of a health and safety issue being identified, volunteers should communicate this as soon as possible to the volunteer organiser to ensure that we address the issue and amend policies or procedures as necessary.

(Organisation Name) should:

- ensure that volunteers understand the health and safety policy and how it applies to their role
- review practices regularly to ensure that when new risks are identified appropriate steps are taken to address them
- ensure that volunteers are working in as safe an environment as possible
- consult with volunteers where necessary on health and safety issues that they raise
- ensure that all volunteers are aware of the procedures for reporting any incidents.

Volunteers should:

- ensure that they have read and understood any risk assessments undertaken that affect them in their role
- take reasonable steps to assure their own safety and that of others
- report any hazards as and when they identify them
- inform the volunteer organiser of any incidents or concerns
- report any incidents or concerns using the appropriate procedures / forms.

Volunteer Role Description Template

Title:

Organisation:

Purpose: key tasks

1. _____
2. _____
3. _____

Key knowledge / skills / qualities / experiences required

1. _____
2. _____
3. _____

Time and level of commitment required

Place of volunteering

Key working relationships

Support and responsibility

Recognition

Additional information

Write Your Own Volunteer Interview

Volunteer name / interviewer(s) name	Date	
Interview topic	Covered	Notes
Introduction and welcome		
Information about your organisation e.g. <ul style="list-style-type: none">• aims / values / objectives• structure e.g. Board, Friends, staff and volunteers• property• collections• visitor numbers• volunteer recruitment and selection process		
Questions for the potential volunteer e.g. <ul style="list-style-type: none">• why they want to volunteer• areas of interest / aspiration• experience, skills, knowledge• time commitment		
Your organisations requirements e.g. <ul style="list-style-type: none">• commitment to aims, values and objectives• time commitment including for the		

<p>volunteer role and e.g. volunteer meetings</p> <ul style="list-style-type: none"> • Disclosure check if applicable • effectiveness in volunteer role • willingness to undergo induction and training • adherence to essential policies and procedures e.g. Health and Safety, Equality and Diversity 		
<p>What your organisation provides for volunteers e.g.</p> <ul style="list-style-type: none"> • start up and ongoing support and training • essential equipment / clothing • out of pocket expenses • references 		
<p>Application and selection process</p> <ul style="list-style-type: none"> • timescales / responsibility • process if person is not selected 		
<p>Invite questions from volunteer</p> <ul style="list-style-type: none"> • is there anything you would like to ask? 		
<p>Next steps</p> <ul style="list-style-type: none"> • clear explanation of immediate and more long term timescales 		

Volunteer Interview Record Form

After welcome and introductions: e.g. using warm up questions such as how was your journey here? etc

General Questions

1) Check initial application form if necessary

2) What attracted you to volunteering with us?

3) What would you like to gain from volunteering with us? And / or what would successful volunteering look like for you?

4) Have you volunteered elsewhere and if yes what did you find most satisfying?

5) How would you like to be supported / supervised in a volunteering role?

6) Do you think you would prefer volunteering on your own or in a pair or group?

7) What kind of skills and / or qualities do you think you can bring to volunteering with us?

8) Is there anything you would particularly like to know about our organisation?

Role Specific Questions

9) What is it about this role / these roles that particularly interests you?

10) Is there anything else you would like to ask / know about?

11) Explain next steps

Volunteer Application / Registration Form

Personal details

Name _____ Phone _____ Mobile _____

Address _____ Email _____

Emergency Contact: Name _____ Phone _____

Skills and experience

Please give brief details of your skills and experience that might be useful in this role. This can include your employment background, previous volunteering, relevant training etc.

Background and interests

Please give brief details. This can include hobbies, interests:

Any previous voluntary experience you would like to tell us about (if not mentioned above)

Please tick the kind of voluntary work you are interested in:

- Any Group Volunteering alone
 Collections Fundraising Front of house/reception
 Assisting staff members Administration Other (please use the line below)
-

Time availability

When can you volunteer: tick the times below that apply:

- Daytime Evening Any time
 Weekdays Weekends Other

Any other information you'd like to give us about your availability

References / additional information

How did you find out about our volunteering opportunities?

- Advert Our Website Another Website From a current volunteer
 From a visitor Local Volunteer Centre Other _____
-

Please give us details for two people we may contact for references:

Name / Address _____

Phone number _____

Name / Address _____

Phone number _____

Data Protection Act 1998

(Name of Organisation name) will only use the information provided by you to assess your suitability to volunteer with us. We reserve the right to gather information from other sources too, for example, by using your references. We will not contact other parties without asking you first. In addition, we request information on a separate sheet which will be used for equal opportunities monitoring purposes. This information is always kept separate from personal details and remains confidential. It enables us to check whether we are attracting volunteers from diverse backgrounds and to make changes if we are not.

Thank you for completing this form

Volunteer Reference Request Form

Please give us the name of two people who can provide us with references. If possible one person should be someone who knows you from a formal role e.g. a current or previous employer or another someone from another group you have volunteered for.

Name of Referee 1

Address

Tel no. ----- **Fax no** -----

Email -----

How this person is known to you

Name of Referee 2

Address

Tel no. ----- **Fax no** -----

Email -----

How this person is known to you.

Volunteer Reference Request Letter

Date

Your Address

To

Dear

(Name of potential volunteer)

_____ has applied to volunteer with our organisation and has given your name as a referee.

Please find enclosed a copy of the role description for this voluntary position plus some additional information about our organisation and the value we place on volunteers. We provide a stamped addressed envelope for your reply. If you require any further information to assist you before replying to us please let me know.

Your comments on the skills and qualities of _____ for the voluntary position identified will help us to decide on his / her suitability. Anything you tell us will be kept in the strictest confidence but will help us towards making a decision.

Ideally please comment on e.g. how long you have known this person and in what capacity adding any other relevant information about their suitability for the post. Many thanks for your assistance in this matter.

Yours sincerely,

Name and Title

Reference Form for Referees

Reference for: _____

Address: _____

For the position of: _____

Name of referee _____

Address _____

Please tell us how long you have known this person -

In what capacity?

Please give us some constructive comments on this person's suitability to volunteer for us.

Please tell us if there are any reasons why this person should not volunteer in this role.
Please phone to discuss this if you prefer. We treat information received in line with Data Protection guidelines and processes.

Any other comments

Your signature _____ Date _____

Many thanks for completing this form

Equality and Diversity Monitoring Form

Our organisation aims to provide equal opportunities and fair treatment for all our volunteers and staff. It would help us if you could complete the form and email or post to the address at the end. The information you give us is anonymous and will not be stored alongside any identifying information about you. We hold equality and diversity information in line with the Data Protection Act 1998. By completing this form you help us understand who we are attracting to volunteer with us and to put actions in place to ensure we continue to reflect the makeup and meet the needs of our local community. If you would like the form in an alternative format or would like some help in completing the form, please let us know.

Ethnicity

Please state what you consider your ethnic origin to be by ticking a box.

Asian <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Any other Asian background (please write in)	Black <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black background (please write in)	Chinese or other ethnic group <input type="checkbox"/> Chinese <input type="checkbox"/> Any other ethnic group
Mixed <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed background (please write in)	White <input type="checkbox"/> English <input type="checkbox"/> Irish <input type="checkbox"/> Scottish <input type="checkbox"/> Welsh <input type="checkbox"/> Any other White background (please write in)	<input type="checkbox"/> Rather not say

Age: _____

Rather not say

Do you consider yourself to have a disability?

Yes

No

Rather not say

Gender

<input type="checkbox"/> Male	<input type="checkbox"/> Rather not say	Transgender
<input type="checkbox"/> Female		<input type="checkbox"/> F to M <input type="checkbox"/> M to F

Faith : Which group below do you most identify with?

<input type="checkbox"/> No religion	<input type="checkbox"/> Baha'i	<input type="checkbox"/> Buddhist
<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Jain
<input type="checkbox"/> Jewish	<input type="checkbox"/> Muslim	<input type="checkbox"/> Sikh
<input type="checkbox"/> Other (please write in)	<input type="checkbox"/> Rather not say	

Sexual orientation

How would you describe your sexual orientation?

<input type="checkbox"/> Bisexual	<input type="checkbox"/> Gay man	<input type="checkbox"/> Heterosexual or 'straight'
<input type="checkbox"/> Lesbian	<input type="checkbox"/> Transgender	<input type="checkbox"/> Rather not say

Today's date:

Thank you for completing this form. Please send the completed form: by email:

(Add contact details)

by post: (Add contact details)

Risk Assessment Form

Date:

Activity:

People possibly affected by the activity:

Task	Hazards	How likely is it to happen?	How serious could it be?	Level of risk	What action(s) will be taken?

Volunteer Agreement Sample 1

Volunteers are an important and much appreciated part of (**organisation name**). We hope that you will enjoy volunteering with us and contribute fully to our team and organisation.

This agreement sets out what kind of things you can expect from us, and what we expect from you.

Our aims are:

- to welcome you and to introduce you to how our organisation works and your role in it
- to provide any training you need and to effect regular meetings with a key person so that you let us know whether you are satisfied in your role and so that you can get feedback from us
- to reimburse your out of pocket expenses incurred whilst volunteering for us in line with our policy
- to consult with you and keep you informed of changes that may affect you
- to ensure your health and safety by providing a safe place for you to volunteer in (see the Health and Safety Policy)
- to uphold all policies and procedures affecting your voluntary role
- to adhere to our equal opportunities and diversity policy at all times
- to adhere to our complaints / problem solving procedure if there are any issues.

I, (Name of volunteer), agree to:

- to volunteer to the best of my ability
- to do my best to follow (**organisation name**)'s rules and procedures, including health and safety, equal opportunities and confidentiality.

Please note: this agreement does not constitute a legal employment contract of any kind.

Volunteer Agreement Sample 2

This Volunteer Agreement describes the arrangement between **(name of organisation)** and you. We aim to do our best to ensure your volunteering with us enjoyable and satisfying. We appreciate the time, commitment and energy you bring to our organisation.

Part 1: The organisation

Your voluntary role is e.g. guide _____ and starts on **(date)**. The role is supports our work by **(state how the volunteering role benefits the organisation)**.

What you can expect from our organisation:

1. Induction and training: we will

- provide an in depth induction about our organisation, your volunteering role and any set up induction and /or training you need to meet the responsibilities of this role.

2. Supervision and support: we will

- advise you of the standards / codes of conduct we expect for our organisation and encourage and support you to meet the requirements
- provide a regular opportunities for you to discuss your volunteering and any successes and challenges as well as development options.

3. Expenses: we will:

- reimburse expenses following the guidelines in our induction material. Generally receipts will be required.

4. Health and Safety: we will:

- provide suitable training and ongoing information on our health and safety policy as well as up to date risk assessments.

5. Insurance: we will:

- provide suitable insurance cover for all our volunteers whilst they are carrying out their agreed volunteering roles.

6. Equal opportunities: we will:

- ensure that all volunteers are treated fairly in line with our equal opportunities and diversity policy and current best practice.

7. Problems: we will

- try to resolve fairly any problems, complaints and issues during the time you volunteer with us.

Part 2: The volunteer

Our aim is that you:

- carry out your voluntary role to the best of your ability
- follow our organisation's policies, procedures and guidelines in relation to our organisation, staff, volunteers and customers / visitors
- meet any agreed time commitments and standards and inform us as soon as practicable if this is not possible
- identify referees who may be contacted, and agree to membership of the PVG / Disclosure scheme where necessary.

This agreement is not intended to be a legally binding contract between us and may be ended at any time at the discretion of either party. Neither of us intends any employment relationship to be created at any point.

Inducting a new volunteer: set up checklist

Before a new volunteer starts:

Induction action	Additional Information	date
Volunteer welcome prior to start		
Request references for volunteer		
Contact volunteer informally to say hello / welcome prior to their first day confirming e.g. what time they should come, directions etc		
Welcome to team		
Inform all key people of the induction day timetable and their role		
Prepare essential information e.g. policies, procedures, guidelines etc.		
Access to museum / gallery		
Arrange for any entry passes / ID as required		

Volunteers first day

Induction Item	Additional Information	date
Health and Safety information		
Fire exits and drill / procedures		
First Aid facilities / First Aiders		
Accident and emergency procedures		
Domestic / orientation information		
Toilets		
Refreshments		
Opening hours of museum / gallery		
Parking/travel details		
Dress code		

Induction Item	Additional Information	date
Place of volunteering		
Introduction to any colleagues		
Overview of organisation / section		
Introduction to role		
Any essential office procedures e.g. filing		
Agree induction timetable		

First 6 weeks of volunteering:

Induction item	Additional Information	date
Support and supervision		
Have regular support meetings scheduled		
Induction completed – use a checklist		
Organise and deliver essential start up training		
Plan future training and development activities		
Identify any additional support needs and potential solutions		
Record volunteer's successes, progress and any problems, actions		

Any other comments / additions:

Volunteer Induction Checklist

Name of Volunteer:		
Volunteer Organiser:		
Start date of volunteering:		
RESPONSIBLE	ACTION	SIGN/DATE AS COMPLETED
Volunteer Organiser:	Welcome to the organisation and the team	
	Tour of museum / gallery and location of: <ul style="list-style-type: none"> • toilets • kitchen / reception / communal areas • tea and coffee making facilities 	
	Introduce person to other volunteers / staff	
	Explain the structure of the organisation	
	Discuss organisation /section / personal objectives and the museum / gallery vision/mission	
	Explain dress code	
	Confirm hours of volunteering, breaks and other details requested by volunteer	
	Demonstrate phone system /	
	Demonstrate ICT e.g. computer log on / usage	
	Explain expenses procedures and claim process	
	Demonstrate any role specific equipment	
	Issue keys, ID, and car park passes as required	
	Explain building evacuation procedures and fire alarm / safety tests / muster points	
	Explain accident book, first aid boxes, first aiders and fire wardens, risk assessments and associated reporting	
	Explain health and safety responsibilities and commitments.	

Volunteer Support and Supervision Policy

(Organisation Name) aims to provide support and essential training, education, learning, and development opportunities for all our volunteers. **(Organisation Name)** will ensure that volunteers can discuss their progress and successes, and raise issues and ideas including their development requirements with the volunteer organiser.

Volunteer organisers are responsible for supporting volunteers, but can involve others as part of the support process. We encourage, for example, experienced volunteers mentoring new volunteers in their role, and all members of staff contributing to the ongoing support, training and development of our volunteers

The level and type of support we provide for volunteers is underpinned by. For example, our code of conduct, complaints and problem solving processes. Volunteer organisers and volunteers are encouraged to use support meetings to discuss any issues arising informally prior to any formal action being taken. If there is a concern/issue from either party which cannot be resolved in an informal way, the volunteer organiser may choose to approach the situation using more formal approaches. For this reason it is important, that any issues or concerns are raised and discussed as soon as possible to allow suitable support to be put in place to assist volunteers or to make changes to the way our organisation works.

Our support and supervision approach includes providing a named contact, access to relevant information and access to training, education, learning, and development opportunities to ensure volunteers and the organisation get the most from their respective contributions.

Volunteer Support / Supervision Questions

Name of volunteer:

Date:

What has been going well in your volunteering?

What, if anything, hasn't been going so well?

What, if anything, would improve your volunteering experience?

What training, support or practical things do you need / want?

Are there any other areas of volunteering that you'd like to try?

Any other comments?

Summing up

Volunteer Support and Supervision Record

Volunteer Name: _____

Volunteer Organiser Name: _____

Date:

Note of discussion / issues / suggestions	Feedback and Actions

Volunteer Training Record

Dates: from _____ to _____

Organisation Name _____ Volunteer Name _____

Date of training	Training activity brief description	Duration of course	Evidence of attendance e.g. certificate / award

Any notes

Volunteer Organiser signature

Date

Volunteer Review Form

Name: _____ Start date _____

It would help us enhance your voluntary experience and our organisation's approach to volunteers if you could answer the questions below.

Thinking about your voluntary work over the last 6 months / 1 year, please answer the following questions:

1. What has gone well? _____
2. What have you enjoyed the most? _____
3. What, if anything, has not gone so well? _____
4. What would have improved this situation? _____
5. What do you think you would like to achieve in your volunteering over the next period?

6. Would you like to continue with your current time commitment? Or make a change?

7. Are there any changes you would like to make to your voluntary role? If yes please note

8. Are there any new training and development opportunities that would help you carry out your role?

9. Are you happy with the level of support / information / training that you receive from us? If your answer is no, what would improve this experience:

10. Do you have any other comments you would like to make?

Thankyou for completing this form.

Monitoring and Evaluation Questionnaire for Volunteers

(for reviewing programmes)

1) a) Name (optional)

b) What is / are your volunteer role(s)?

2. Gender (please circle)

Female

Male

3. Do you carry out your voluntary work with us? (please circle)

- | | | |
|---|-----|----|
| a) as a member of our Management Committee / Board ? | Yes | No |
| b) in a Museum / Gallery? | Yes | No |
| c) in each of the above roles | Yes | No |

4. How long have you been volunteering with us? (please tick)

Under 1 year 1-2 years 2-5 years 5-10 years More than 10 years

5. Do you find your voluntary work: (please circle)

- a) Interesting b) Challenging c) Enjoyable d) Other – please describe**
-

6. On average, how many hours per month do you volunteer with us? Please tick

0-2 3-4 5-6 7-8 9-10 Above 10

7. What kind of activities / tasks do you carry out as a volunteer? Please list below:

8. Did you / do you receive training in how to carry out your voluntary role? (please circle)

Yes No Don't know

9. Do you receive regular support to help you carry out your voluntary work? (please circle)

Yes No Don't know

10. Does the current type and level of support meet your needs?

Yes No Don't know

If No, please suggest improvements:

11. Are out-of-pocket expenses on offer to you? (please circle) Yes No

If No, do you think this may deter people from becoming volunteers?

If yes, do you claim these expenses? Yes No

12. From your own experience, do you think that volunteers are valued by paid staff?

Yes No Somewhere in between

If you answered anything other than yes can you suggest ways to improve the situation?

13. From your own experience, do you think volunteers are accepted by visitors and / or customers in the museum / gallery?

Yes No Somewhere in between

If you answered anything other than yes can you suggest ways of changing this?

14. Overall, how would you rate your experience of volunteering with us?
(please circle: 1=very bad, 4=very good)

1 2 3 4

15. Can you think of any new areas in which volunteers might contribute to our work?

16. Please use the space below to make any other comments regarding our involvement of volunteers.

Thank you for taking the time to complete this form. Please return to:

Monitoring and Evaluation Questionnaire for Staff

(for reviewing programmes)

(Name of organisation) Questionnaire: Paid Staff

Job Title: _____ **Name (optional):** _____

1. Are there volunteers working alongside you? (please tick)

Yes No Don't know

2. How many volunteers volunteer alongside you? _____

3. (a) Would you like to see more volunteers involved in your area? Please circle

Yes No Don't know

(b) If Yes, what additional roles / activities would you like to see ?

4. If you can see any problems/challenges in implementing 3(b) what are they?

5. (a) Do you think that the specific tasks currently carried out by our volunteers are suitable?

Yes No Don't know

(b) If no, please give example of the tasks, which in your view are unsuitable

6. (a) Do you know how many hours on average volunteers with whom you work are involved each week?

Yes No Don't know

(b) If Yes, how many hours on average do most volunteers carry out their role each week?

0-2 3-4 5-6 7-8 9-10 Above 10

7. How have the volunteers in your area of work have been recruited and selected? Please tick all boxes that apply. If not known please state.

By our Volunteer Organisers By you/another member of staff

Through a local Volunteer Centre By another voluntary group

Other (please specify)

8. (a) In your experience, do most volunteers carry out the work that they are asked to do appropriately and to a high standard?

Yes No Don't know

(b) Please comment on your answer

9. Do you think most volunteers have been suitably trained to carry out their roles?

Yes No Don't know

10. Do volunteers receive travel and other out of pocket expenses?

Yes No Don't know

11. Do you think that volunteers are currently valued by:

(a) Paid Staff?

Yes No Don't know

(b) Museum / Gallery customers/visitors?

Yes No Don't know

12. (a) Do you know if volunteers you work alongside are given regular support and / or supervision?

Yes No Don't know

13. Are volunteers covered by any of the following :

(a) Public Liability Insurance? Yes No Don't know

(b) Professional Indemnity Insurance Yes No Don't know

(c) Personal Accident Insurance Yes No Don't know

14. Who currently has responsibility for the following areas:

(a) Recruiting and selecting volunteers?

Volunteer Organiser Other paid staff Don't know Other (please state)

(b) Training volunteers?

Volunteer Organiser Other paid staff Don't know Other (please state)

(c) Paying volunteers' out-of-pocket expenses?

Volunteer Organiser Other paid staff Don't know Other (please state)

(d) Insuring volunteers?

Volunteer Organiser Other paid staff Don't know Other (please state)

(e) Supporting / supervising volunteers?

Volunteer Organiser Other paid staff Don't know Other (please state)

(f) Monitoring, evaluating and reviewing work carried out by volunteers

Volunteer Organiser Other paid staff Don't know Other (please state)

15. Do you think that paid staff are adequately trained / supported in how to work with volunteers?

Yes No Don't know

16. What, if anything, could be done to help paid staff work better with volunteers?

17. How would you describe the response to volunteers by:

(a) Museum / Gallery visitors /customers?

Positive Mixed Negative Don't know

(b) Paid staff?

Positive Mixed Negative Don't know

18. What do you think volunteers gain from volunteering?

19. What benefits are gained by our deployment of volunteers by:

Customers/visitors? _____

Paid staff? _____

Our organisation? _____

Our local community? _____

20. (a) In your area of work, has volunteer involvement resulted in any problems?

Yes No Don't know

(b) If Yes, please give examples and indicate how you think these problems can be solved?

23. How has your own workload altered as a result of involving volunteers?

Lowered Remained the same Increased

21. Do you have suggestions as to how we might improve our systems for support and development of volunteering in our organisation?

22. Please use the space below to make any further comments related to our organisations involvement of volunteers.

Thank you for completing this form. It is much appreciated. Please return to:

Equality and Diversity Statement

Equality and Diversity

We (**Organisation name**) are committed to the fair treatment of our volunteers, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background (as long as this does not pose risk to children, young people, or vulnerable adults). We aim to encourage diversity amongst our volunteers to ensure that they are representative of all sections of society and our surrounding community. We endeavour to ensure that each volunteer feels respected and valued.

Data Protection Statement

In line with Data Protection requirements (**Organisation name**) request some personal information from its volunteers. This information is to ensure that we can get in touch with you and prioritise your health and safety. We take our responsibility for holding and storing this information very seriously.

We undertake to respect your privacy, and have notified the Information Commissioner, who is responsible for the Data Protection Act 1998.

We follow the Data Protection Act at all times when asking for or handling and storing your information.

We only ask for necessary information, and hold this information securely, restricting access to it as appropriate. We will not pass any of your details on without your consent unless we are legally obliged to do so.

Sometimes we may ask for data that the law considers especially sensitive, e.g. health information. On these occasions we will always ask for your explicit consent before asking for or using this information.

Volunteer Code of Conduct

All volunteers involved in the work of **(Organisation name)** should endeavour to follow this Code of Conduct and inform **(Organisation name)** in the event of becoming aware of or suspecting a breach of this Code of Conduct.

All volunteers should:

- treat everyone with respect regardless of gender, ethnicity, disability, sexuality
- or beliefs: this includes co-volunteers, staff, and customers and visitors to our museum / gallery
- remember that actions, words and gestures can sometimes be misinterpreted, regardless of their good intentions
- not have any inappropriate physical or verbal contact with others
- not exaggerate or trivialise harassment, victimisation or child and vulnerable adult abuse issues
- not carry out their role under the influence of alcohol or illegal drugs
- dress to an the required standard when carrying out their voluntary role
- endeavour to follow all **(Organisation name)** policies and procedures that apply to their role.

Volunteer Travel and Subsistence Expenses Claim Sample

Name: _____

Role: _____

From:

To:

Travel and Subsistence			Mileage or travel costs			For Organisation Use
Date	Description	Amount	Mileage / travel costs	Mileage Rate	Amount	
			Total		Total	Total

Claim year to date brought forward

Signature: _____ Date: _____

Add above claim

Total claim to date this year

Authorised: _____ Date: _____

Recognition of Volunteers Policy

We (**Organisation name**) greatly appreciate and value the work of all of our volunteers and aim to recognise their contribution both formally and informally in as many ways as possible.

Formal recognition of our volunteers - we may use any of the following methods:

- certificates outlining voluntary involvement, contribution to development, or length of service
- a volunteer celebration / thank you event or awards ceremony
- long service awards including service certificates and pins
- the provision of references for volunteers leaving us or changing voluntary position
- regular training and development opportunities
- involvement in our organisation's decision making and / or review process.

Informal recognition of volunteers – we may use any of the following methods:

- asking volunteers to represent us at events, for example recruitment fayres, conference and seminars
- featuring volunteers in a case study or press article to promote our work
- offering volunteers a new role, or additional responsibility, for example, supporting new volunteers
- informal celebratory and social events
- regular personal thank you.

Part 3

Additional Information



Documentation volunteer working on West Dunbartonshire Council's Singer Sewing Machine Archive



Documentation volunteers working in West Dunbartonshire Council's stores as part of the IndustryUS project.



Volunteer guide at Brodick Castle, Arran

Sources of Additional Help

Useful websites

i-volunteer is a social action network that connects people and organisations that want to make a difference in their community, across the UK. **HVOS** has its own page.

<http://www.i-volunteer.org.uk/groups/heritage-volunteer-organisers-scotland/>

Museums Galleries Scotland (or MGS) is a membership organisation offering support to museums and galleries throughout Scotland.

www.museumsgalleriesscotland.org.uk

The Central Registered Body in Scotland manages the essential service of providing free disclosure records, guidance, advice and support to voluntary sector organisations working with children, young people and protected adults.

www.crbs.org.uk

Disclosure Scotland is a service designed to enhance public safety. It provides potential employers and voluntary sector organisations with criminal history information on individuals applying for posts.

www.disclosurescotland.co.uk

Volunteer Development Scotland (VDS) is Scotland's Centre for Excellence in volunteering. It aims to leads the way in informing and modernising approaches to volunteering policy, enhancing practice and improving the quality of the volunteering experience for the people of Scotland.

www.vds.org.uk

Volunteering England is an independent charity and membership organisation, committed to supporting, enabling and celebrating volunteering in all its diversity. Their web site contains lots of useful information and resources including good practice guides for managing and involving volunteers

www.volunteering.org.uk

Volunteer Scotland is the main website in Scotland for promoting volunteering opportunities to potential volunteers. It is also a good way to find the details of your nearest Volunteer Centre.

www.volunteerscotland.org.uk

Research

Volunteering in Museums

Volunteering in Museums: A research study into volunteering within museums
Laura M Baird and Lesley Greenaway Published 29th May 2009

This research looks at the role and impacts of volunteers in museums, impacts on the wider workforce development and impacts on individuals and the wider community. It also provides a demographic profile of volunteers in museums in Scotland.

www.museumsgalleriesscotland.org.uk/publications/publication/168/volunteering-in-museums

Bibliography and References

The BAFM Volunteer Managers' and Administrators' Handbook Published by British Association of Friends of Museums. Available from www.bafm.org.uk

Get it Right from the Start: Volunteer Policies- the key to diverse volunteer involvement
Volunteering England Published 2002

Volunteer Development Scotland on line Information Resource

www.vds.org.uk/InformationResource/tabid/80/Default.aspx

Volunteer Management Standards

Investing in Volunteers (IiV)

Investing in Volunteers (IiV) is a UK quality standard for organisations which involve volunteers in their work.

IiV is owned by the UK Volunteering Forum. This group is made up of the chief executives of national volunteering development agencies (independent charities) in the UK including Volunteer Development Scotland.

Over 470 organisations have achieved the standard throughout the UK, ranging from small community groups that are totally volunteer-led to large national multi-branch charities that have thousands of volunteers.

Signing up to gain the accreditation in the standard is one way to ensure that your volunteering programme is effective and quality assured. Even if you don't sign up to meet accreditation requirements, the IiV standards are a useful way of checking whether your organisation has everything in place to involve volunteers effectively. You can use the standard to assess your current position and to identify areas for development.

The standards are broken down into nine indicators covering four main areas of volunteer management:

- Planning for Volunteer Involvement
- Recruiting Volunteers
- Selecting and Matching Volunteers
- Supporting and Retaining Volunteers

Checklists and templates in this toolkit could assist you to meet the IiV standards. See the sources of additional help section for more information.



Self Assessment checklist for Volunteer Organiser: Mapped to National Occupational Standards *

	Creative and Cultural Skills Standards	Yes	No	Working Towards
	Have you identified or devised a volunteer code of practice or policy covering recruitment and selection, conditions of service, health and safety, data protection, working relationships with staff and visitors, training and development, support and supervision, and equality of opportunity?			
	Are you up to date with any legislation regarding recruitment or management of volunteers?			
	Have you examined areas of the organisation where volunteering plays a role, looking at how improvements might be made to the smooth running of volunteer management in these areas, producing guidelines and developing procedures where necessary?			
	Have you identified possible future or current volunteer opportunities across the organisation, writing job descriptions or person specifications where necessary according to the code of practice?			
	Have you audited volunteers' skills, aspirations and motivations and match these to your organisations goals and available opportunities?			
	Do you ensure volunteers are recruited in an open and transparent manner to meet specific organisational needs and priorities?			
	Do you provide a thorough induction and ongoing training and support to equip volunteers to undertake new tasks?			
	Do you allocate responsibilities that meet volunteers' needs, abilities and potential?			

	Creative and Cultural Skills Standards	Yes	No	Working Towards
	Do you brief volunteers on the work they need to do and their responsibilities?			
	Do you agree responsibilities and working methods and make sure volunteers understand what is expected of them?			
	Do you encourage and support volunteers to take ownership of their work and inspire them to suggest ways in which your organisational plans could be improved or adapted?			
	Do you make sure the use of volunteers does not undermine or substitute the work of paid staff and vice versa?			
	Have you identified where volunteers may need additional support and make this available, where appropriate?			
	Do you communicate with volunteers at all times in ways that meet their diverse needs and show respect for their volunteer role?			
	Do you monitor volunteering activities, and identify and deal with problems when they occur?			
	Do you encourage volunteers to extend their volunteer roles within the limits of their knowledge, skills and competence?			
	Do you provide sufficient support and supervision to allow volunteers to fulfil their roles and carry out tasks effectively, safely and securely?			
	Do you work with supervisors to evaluate volunteers' work against agreed work requirements, using fair and objective criteria?			
	Do you provide regular feedback on the work of volunteers and encourage them to reflect on their work and feedback?			

	Creative and Cultural Skills Standards	Yes	No	Working Towards
	Respond to enquiries from potential volunteers promptly and appropriately?			
	Do you encourage colleagues to celebrate the achievements of volunteers and recognise their contribution to wider organisational objectives?			
	Do you ensure that those with responsibility for supervising volunteers understand and enact good practice in volunteer management?			
	Do you choose an appropriate time and place to debrief and provide feedback to volunteers and receive feedback from them?			

* National Occupational Standards (NOS) define the competences which apply to job roles or occupations. They cover the key activities undertaken within the occupation in question under all the circumstances the job holder is likely to encounter. The standards used are from the Cultural and Creative Skills Sector Skills Council. This body is responsible for standards in the cultural heritage sector.

www.ccskills.org.uk

Contributions

Heritage Volunteer Organisers Scotland
Museums Galleries Scotland



Event volunteers, showing off some artwork produced from the half-term family event *Romans* at National Museum of Scotland

Thank you for using this toolkit

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