

# Museum of British Road Transport Trust (Coventry) Ltd

(Known as Coventry Transport Museum)



## VOLUNTEERING AGREEMENT & PROCEDURES

### DEFINITION OF VOLUNTEERING

Volunteering is an important expression of citizenship and is essential to democracy. It is a commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for personal financial gain.

### THE ROLE AND VALUE OF VOLUNTEERING

The Museum:

- Recognises, values and supports the important part volunteers have to play in the life and work of all service areas, adding value and enhancing the services already provided by the Museum to the public.
- Recognises that the scope for volunteering is wide and includes work in the Museum's premises, and in the community within the region.
- Recognises that volunteering can contribute to raising individual self esteem, self confidence and competencies as well as to the regeneration of local communities, thereby increasing access to our cultural heritage and supporting those that may feel socially excluded.

### RESPONSIBILITY OF THE MUSEUM

#### General

The Museum will:

- Ensure that the work of volunteers complements that of employees and that they will not be asked to work in ways that lead to a decrease in other paid employment.
- Not ask volunteers to do the work of paid staff in times of industrial action. However, volunteers may continue with their regular work.
- Ensure that staff at all levels are clear about the role of volunteers, and foster good working relationships between staff and volunteers ie at induction.
- Make sure that training and support is provided for those working alongside and managing volunteers.
- Ensure that the safety and well-being of service users is paramount.
- Ensure that the standards of care and conduct of volunteers should be of the same high quality as that of employees.
- Ensure that tasks performed by volunteers will be clearly defined so that all concerned with their activities are sure of their own responsibilities.
- Ensure that there is no conflict of personal interest.

#### Recruitment and selection

The Museum will:

- Make it the responsibility of the Volunteer Coordinator to recruit and select volunteers and where appropriate to work with outside agencies on the recruitment process.
- Recruit volunteers from all sections of the community in line with the Museum Equal Opportunities Policy.
- Acknowledge the importance of social inclusion and recognise that all prospective volunteers have something of value to offer.
- Place volunteers in accordance with appropriate volunteer recruitment and selection procedures. However, volunteer placement will be defined by the needs of each section of the Museum and by its service users.
- Ask volunteers to set out in a standard format the experience and skills they can bring to a project/service and a final decision will be taken following an informal discussion.

- Require two references which will demonstrate a prospective volunteer's good character.
- Make it clear to the volunteer that no legal contract or relationship of employment is being created.
- Make sure that volunteers are selected on their suitability for the volunteering task, matching the volunteer's skills, talents and interests with the Museum's needs.
- Advise volunteers about the scope of activities in writing outlining clearly the duties and responsibilities for each activity and may be used for evaluation purposes by the designated Contact Person.

### **Screening**

Access to unsupervised children or vulnerable adults will not be part of the Volunteer's role.

### **Security and Confidentiality**

The Museum will:

- Maintain a record of basic information which will include contact information for health and safety and insurance purposes and a record of activities undertaken. This information will be subject to the Data Protection Act and will be treated in the strictest confidence.
- Ensure that volunteers are issued with identity badges which should be on display at all times when working in Museum buildings and in the community.
- Ensure that volunteers are made fully aware of security and access rules and restrictions attached to buildings or land upon which they carry out volunteering activity.

### **Information and Training**

The Museum will:

- Ensure that volunteers receive a full information pack about their area of work and their responsibilities to each individual service section. This will include information on processes to ensure fair treatment.
- Provide volunteers with induction and training in the specific tasks to be undertaken (should this be required). Volunteers will also receive ongoing opportunities for learning and development as appropriate.
- All Volunteer's will be subject to an introductory period of three months. This introductory period takes into account that not all volunteering activities prove successful, and the Museum will work with volunteers to ensure they are allocated to the most appropriate project and task whilst they remain on the volunteer register.

### **Support and Supervision**

The Museum will:

- Ensure that a named Contact Person is assigned for supervision, advice and support. They will agree objectives with the volunteer and have reviews and feedback on progress, future developments and talk about any problems.
- Provide opportunities for volunteers and staff to meet.
- Be responsible for providing every volunteer with appropriate and adequate space for working and materials and equipment to carry out their role effectively.

### **Expenses**

The Museum will ensure that there is a clear, consistent accessible system for reimbursement of expenses. These can only be for out of pocket expenses and on production of a valid receipt.

### **Insurance**

The Museum will ensure that volunteers are adequately covered by insurance while they carry out their agreed duties both on the Museum's premises, in Museum vehicles and in the community and that they will be treated in the same way as staff for liability purposes.

### **Health and Safety**

The Museum will ensure that volunteers are given information on the Health and Safety policy.

## **Problem Solving**

The Museum expects volunteers to behave in a normal and civilised fashion and obey reasonable instructions from staff members. If any issues are raised relating to conduct or suitability for the role the Volunteer Coordinator will meet with you to try and resolve them. If issues cannot be resolved at this stage you will have a formal meeting with Human Resources who will work with you to try and find a solution.

In very rare cases where issues cannot be resolved we may have to terminate the volunteering. Incidents of gross misconduct may result in standard Museum staff policies being implemented. If this should happen you will be informed of the reasons in writing.

## **Driving**

The Museum will ensure:

- That when volunteers are using Museum vehicles that a valid driving licence is produced as well as information concerning any road traffic offences.
- That a familiarisation exercise is carried out with the vehicle to be driven.
- That volunteers who use their own vehicles for the purposes of Museum business will have an appropriate drivers licence, insurance and MOT.

## **References**

The Museum will ensure that as a right, volunteers, on the basis of their voluntary work, will be provided with a reference from their named Volunteer Coordinator.

## **Leaving**

The Museum will:

- Offer volunteers the opportunity for an exit interview and acknowledgement of the volunteer's contribution in the form of a thank you letter.
- Make it mandatory that volunteers leave after their 70<sup>th</sup> birthday.

## **RESPONSIBILITY OF VOLUNTEERS**

**Volunteers will:**

- Accept the values and standards of the Museum.
- Participate in induction sessions and other core training dependant upon the placement area.
- Abide by the Museum's policies and procedures, particularly in relation to the confidentiality, accident reporting, health and safety, equal opportunities and criminal record or reference check (where applicable).
- Accept that the service requires reliable volunteers that are able and willing to work at specified times.
- Inform the relevant member of staff or Contact Person if they are unable to attend by no later than 10am on their normal volunteering day or before if possible.
- Give at least one weeks' notice if unable to continue volunteering.
- Raise any issue of concern relating to their volunteer work with the Contact Person.
- Be able to meet the demands of the work without risk to their health. They may be required to complete a health questionnaire and undertake health screening procedures.
- If unemployed and in receipt of Job Seekers Allowance, it is the responsibility of the volunteer to inform the DSS.

I have read and understood this Volunteer Agreement and understand that this does not constitute a contract of employment.

Signed \_\_\_\_\_ Dated \_\_\_\_\_

Signed \_\_\_\_\_ Dated \_\_\_\_\_

*Parent/Guardian if under 18yrs, **not** required for over 18yrs*

*June 2009*

*To be reviewed annually.*