

# Alford Heritage Museum

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# Volunteer Induction Pack

# Volunteer Roles

Alford Heritage Museum has been run exclusively by volunteers since 1991. We invite you to join us, carrying on this tradition and being involved in an exciting new chapter for the Museum.

There are so many ways to get involved! You need not have experience or specific knowledge of the collections to volunteer, just enthusiasm, interest, and a few hours to spare.

Saltire awards are available for young volunteers and reference writing is offered to all volunteers upon request.

The Museum is committed to valuing the interests and talents of individual volunteers, and with continued support, we are confident that your time spent volunteering will be a positive and fulfilling experience.

Each job role has a key person assigned. These are other volunteers that have experience within the job role area and have been assigned as a point of call to answer questions about the role, discuss any issues you may be facing and provide guidance throughout your tasks.

Although we have created specific volunteer roles, it is anticipated that we will all work as a team and so there will be overlap in responsibilities which we hope will add to the volunteer experience.

## Projects

We often have the opportunity to work on specific projects - these can be the creation of new exhibitions, working within the community, or working directly with the collection in new and exciting ways, for example:

- **Reviewing and renewing interpretation of exhibits**

- **Reminiscence boxes:**

We are grateful to be in receipt of funding from the Co-op to collate and produce a number of reminiscence boxes that can be loaned for use in settings throughout Alford and Donside.

- **Maintenance of building and exhibits**

## **Collections Care**

At Alford Heritage Museum we are very lucky to have some diverse, varied and rare collections. These are often made up of objects and stories donated to the museum or on loan. We are keen to preserve, promote and share these collections using a sympathetic and informed approach. Working with and alongside experienced volunteers you can learn new skills in these areas or perhaps you have experience you can share with us!

You can access collections care in different ways. We are always open to discussion about what these roles could look like for you, but here are some of the main tasks that you would have the opportunity to be involved in:

- Researching objects and their historical backgrounds
- Cleaning and generally looking after objects and displays in the collection
- Documenting and listing and archiving items
- Telling stories with and through the objects
- Interpreting and curating displays
- Helping to sort out, organise and exhibit a backlog of objects in storage
- Digitisation of items in the collection

## **Museum Host**

The Museum couldn't function without people to meet, greet and welcome our visitors.

We aim to provide a warm, welcoming atmosphere in the Museum, ensuring our visitors return again and again. Do you enjoy meeting new people and building community connections? Are you keen to share the exciting exhibits and provide local information to guests?

Perhaps this is the role for you?

As a Museum host no two days are the same, but you can expect to carry out some of the following tasks:

- Introduction to Museum
- Meet, greet and host visitors in Museum
- Welcoming group visits, guiding - when they can resume
- Occasional attendance at outside events to promote Museum
- Putting out signs and general housekeeping
- Entry fees and tickets - cash handling
- Covid compliance - face coverings; hand sanitising; test and protect monitoring

## **Marketing, Publicity, and Social Media**

This exciting, varied and essential role will see you working on the many aspects of administration and communication design to develop, sustain and engage audiences across a multitude of platforms. Working in this role will give you the opportunity to develop skills or hone your existing expertise in some of the following areas:

- Press releases
- Social media
- Blogs/Vlogs
- Leaflets / posters / branding etc
- Attendance at local events
- Newsletters

## **Museum and Grounds Care**

At Alford Heritage Museum there is always something to keep us busy, especially with regards to the maintenance and preservation of our building and its collections. Our building is one of the most unique parts of our collection and preserving it is a task in itself. Do you enjoy being hands on? Have an interest in preservation or simply enjoy a few hours gardening? There is a role for you within the Museum and Grounds care team.

Here are some of the main tasks you could be undertaking in this role:

- Identifying works to be done and creating a work plan
- Gardening and keeping outside area presentable and welcoming
- Closing down for winter and reopening again (water etc)
- Cleaning and painting and general repairs
- Working alongside Collections Care team to maintain larger objects
- Liaison with contractors and external agencies

## **Community Engagement**

The community engagement role shares the rich heritage and stories we hold in the Museum to engage with the communities of Alford and Donside.

You will be working with groups and individuals in our local area to develop projects and provide enlightening and educational experiences centred on our collection and heritage. These could include for example local community groups, schools, or other heritage associations.

Some community engagement roles may require a PVG.

Here are some of the main tasks you could be undertaking in this role:

- Developing and sustaining relationships with local community groups
- Working with local community/schools to develop engaging and accessible projects
- Identifying opportunities to engage community members who may experience barriers to access
- Organising and delivering events
- Representing the Museum at local events
- Overseeing Saltire Award applications

## **Trustee/Board Member**

Alford and Donside Heritage Association (SCIO) is the parent body of Alford Heritage Museum. Its Board of Trustees is elected annually by the members.

Joining the Board of Trustees is a role in which you will be able to assist in the general running and organisation of the Alford Heritage Museum. This role will give you the opportunity to discuss and problem solve any issues the Museum may be experiencing whilst also developing, alongside other Trustees, a collective vision and ambition for the Museum.

The board usually meets once a month to discuss issues and developments. If you have relevant skills and experience and are interested in the preservation, value and development of the Museum, joining the Board of Trustees could be the rewarding experience you are looking for.

Here are just some of the tasks that the Board of Trustees undertake regularly:

- Strategic direction of organisation
- Identifying potential funding streams and submitting funding applications
- Developing and sustaining links within the local community
- Developing and delivering work plans
- Establishing and sustaining links with Aberdeenshire Council and national bodies for museums and heritage
- Ensuring compliance with statutory requirements
- Managing finances and expenditures

# Volunteer Policy

## 1. Introduction

Alford and Donside Heritage Association aims to provide opportunities for our community to enjoy a unique and expansive collection which celebrates local and regional heritage, history, and culture while finding opportunities to support our modern community in ways sympathetic and relevant to the Museum's history and collections. We recognise the incredible value that volunteers bring to our Museum and to the experience of our visitors.

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 highest standards possible.

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

### **3. Recruitment and selection**

We apply principles of equality and diversity 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. Where individuals are not successful in gaining a voluntary role in our organisation we will, if agreed by applicant, attempt 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 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 be offered continued support and opportunities to discuss progress, identify areas for development, or to address any issues as they may arise. 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, subject to prior approval by the Board of Trustees.

### **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 Alford and District Heritage Association Board of Trustees. Implementation and adherence to this policy is the shared responsibility of all staff and volunteers within the organisation.

# Alford and Donside Heritage Association

## Health and Safety Policy

Alford and Donside Heritage Association recognises the importance and responsibility of the health and safety of our volunteers and visitors. This Health and Safety policy aims to ensure that, as far as possible, volunteers and others who frequent the Museum are protected from physical and emotional harm. We acknowledge a duty of care and strive to provide a rigorous adherence to safe and healthy working conditions for every volunteer and others who frequent the building. This includes ensuring a safe environment for all our volunteers and visitors, plus any other people who are directly affected by our activities, such as members of the public at our events.

As an organisation we are committed to ensuring the health and safety of our volunteers and ensuring this information is up to date and reviewed regularly.

This policy is intended to be representative of the volunteers who volunteer in the Museum on a regular basis. To maintain high levels of health and safety we actively encourage input to this policy from volunteers who have experience of working in different roles within the museum. In the instance that a health and safety risk is identified or volunteers wish to address any issues with this policy itself, volunteers are advised to raise the issue with the relevant team leader or the Chair of the Trustees.

This policy aims to observe the Health and Safety at Work Act 1974 (“HASAWA”) and all relevant regulations made under it.

The Board of Trustees is responsible for the implementation and monitoring of health and safety policies and recommending changes where necessary.

Accidents and unsafe incidents will be investigated by the Chair of the Board on behalf of the Trustees and reported at the following Trustee meeting.

The Trustees have an overall responsibility for health and safety within the organisation and that this policy is strictly adhered to at all times.

### **Alford Heritage Museum should:**

- Assess activity regularly and produce relevant risk assessments with consideration of health and safety of volunteers, members and visitors. Ensure risk assessments identify measures to mitigate risk and comply with health and safety obligations.

- Ensure that equipment is regularly checked for safety and well maintained.
- Ensure that the collections and building are regularly checked for safety and well maintained
- Provide relevant training and supervision to volunteers in safe working, recognising that different job roles require different training methods
- Ensure that all volunteers have access to relevant information, procedures and policies as well as emergency contact information
- Ensure all volunteers understand procedures and policies
- Encourage cooperation from volunteers ensuring safe and healthy conditions and developing mechanisms for effective joint consultation
- Establish procedures where and when required

#### **Volunteers should:**

- Be aware of Health and Safety policy
- Comply with this policy
- Take care of themselves and provide support to others
- Report all accidents, or unsafe situations, to the Chair of the Board
- Record any accidents in the accident book kept in the top drawer at the front desk.
- Be aware of all fire procedures for the area in which they are working
- Report any identifications of potential health and safety issues
- Undertake risk assessments where appropriate

#### **Risk Assessments**

The Chair of the Trustees will ensure that premises and tasks are assessed in line with the current relevant legislation. Risk assessments can be delegated out to volunteers and team leaders where appropriate. Assessments will be carried out or reviewed when there is:

- a new project
- change in legislation
- significant work carried out
- where new technology is introduced
- new collection
- new exhibition
- an event

or any other instance where appropriate.

General risk assessments will be reviewed on an annual basis.

#### **Training**

To promote the health, safety and welfare of volunteers, training and induction packs inclusive of procedures and policies will be provided as follows:

- at inductions
- on the introduction of new technology
- when training needs are identified ie. undertaking a project
- on specific job roles

# **Equality and Diversity Statement**

## **Equality and Diversity check**

Alford and Donside Heritage Association is committed to the fair treatment of our volunteers regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, or physical/mental disability. We aim to encourage diversity among 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 throughout their volunteer experience with the Heritage Museum.

## **Data Protection Statement**

In line with Data Protection requirements Alford and Donside Heritage Association requests some personal information from its volunteers. This information is to ensure that we can get in touch with you and also allows us to prioritise your health and safety. We take our responsibility for holding and storing this information very seriously.

We undertake to respect your privacy, and ensure that we follow the Data Protection Act of 2018 (GDPR) at all times when asking for, 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.

Situations may arise where 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 Recruitment and Induction Process**

Alford Heritage Museum 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 in to their role and our organisation. Recruitment and induction should be mutually beneficial enabling potential volunteers to find out more about their preferred role as well as for the key persons conducting the induction meetings 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 Scotland Check where appropriate in line with Protection of Vulnerable Groups legislation.

## **Applications**

After potential volunteers have made an initial note of interest in joining the volunteer team at Alford Heritage Museum they will be invited to visit the Museum for an informal chat to learn more about the Museum and the available volunteer roles, discuss their skills, interests, and anticipated time commitments as well as any specific areas of the collection that interest them.

Following this informal chat, it may be decided that further pursuing a voluntary position with the Heritage Museum might not be the most mutually beneficial option at this time. We will refer any deferred applications to other relevant local organisations, if agreed with the applicant, that might be able to offer assistance in finding, or providing, a suitable volunteering opportunity.

## **Timescales and expectations for new volunteers**

Following a successful initial visit volunteers will be given an Induction Packet containing relevant Museum policies, a volunteer agreement and application form, and role descriptions for any currently available volunteer positions. Once the applicant has had an appropriate amount of time to review and complete any sections of the Induction Packet which needs to be returned to Alford Heritage Museum for any relevant key persons to review a further role specific training date will be arranged. This session will provide in depth detail for the chosen volunteer role and the new volunteer will be given their volunteer handbook at this time.

## **Volunteer agreements and role descriptions**

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

# 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, including any relevant health issues which may impact your role. 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:**

- Collections Care     Group projects     Volunteering with the public     Events
- Front desk     Fundraising     Agriculture & machine collections     Web/media
- Any     Board of Trustees     Building and Grounds Care     Other
- Marketing/ Publicity
- 

**Time availability**

When can you volunteer? Tick the times below that apply:

- Daytime     Anytime     Thursday     Occasionally for specific projects
- Evening     Weekends     Friday     Other (please use the line below)
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**Referral information**

How did you find out about our volunteering opportunities?

- From a current volunteer     Our website/ media     Other: \_\_\_\_\_
- From a visitor     Another website     Other volunteer group:

**Data Protection Act 1998**

The Alford and Donside Heritage Association 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 any provided references.

We will not contact other parties without asking you first.

All sensitive information provided as part of this application will be processed and stored in compliance with The Data Protection Act 2018 (GDPR)

**Thank you for completing this form**

# Alford Heritage Museum Volunteer Agreement

Volunteers are an important and much appreciated part of Alford Heritage Museum. We hope 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. Flexibility is important to us so please let us know if you would like to make any changes and we will do our best to reciprocate.

## **Our aims are to:**

- Welcome you and to introduce you to how our organisation works and your role in it.
- 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.
- Respect your skills, abilities and development ideas and to do our best to utilise and match them.
- Reimburse your out-of-pocket expenses incurred whilst volunteering for us in line with our policy, and as agreed by the Trustees.
- Consult with you and keep you informed of changes that may affect you.
- Ensure your health and safety by providing a safe place in which you can volunteer (see the Health and Safety Policy).
- Uphold all policies and procedures affecting your voluntary role.
- Adhere to our equal opportunities and diversity policy at all times.
- Adhere to our complaints / problem solving procedure if there are any issues.

**I, \_\_\_\_\_, agree to:**

- Volunteer to the best of my ability.
- 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.**