

## Waipu Centennial Trust Board Policies and Procedures

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<b>Title</b>	<b>Volunteer Policy</b>
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<b>Version:</b>	Final 1	<b>Date:</b> April 2016
<b>Status:</b>	Signed off by Management and the Board	
<b>Review:</b>	May 2017	

<b>1. Purpose and scope of the Volunteer Policy</b>	<p>The Museum recognises that volunteers are a valuable asset, without whom its goals and objectives could not be achieved. The purpose of this policy is to set out the core elements of the Museum’s volunteer programme, that demonstrates, through action, recognition of the importance and value of the volunteers’ contribution. The Museum is specifically concerned to ensure that:</p> <ul style="list-style-type: none"> <li>• the interests, skills and experience of volunteers are used appropriately;</li> <li>• volunteer roles and positions are well designed, worthwhile and satisfying;</li> <li>• the standards and expectations required of volunteers by the Museum are met; and</li> <li>• the tools and processes of the volunteer programme are stable and consistent over time.</li> </ul>
<b>2. Volunteer role descriptions</b>	<p>All roles will be described in a Role Description that includes, as a minimum:</p> <ul style="list-style-type: none"> <li>• Job Title</li> <li>• Tasks to be undertaken;</li> <li>• Key relationships associated with the role;</li> <li>• Skills/knowledge/qualities required for the role;</li> <li>• Any remuneration or consideration associated with the role.</li> </ul>
<b>3. Induction</b>	<p>Every volunteer will receive an induction to the goals, philosophies and policies of the Museum and to the operations of the Museum as appropriate to the work they are to undertake.</p> <ul style="list-style-type: none"> <li>• Induction checklists will be maintained to ensure consistency and completeness, and to assist volunteers to be self-managing in some aspects of their induction.</li> <li>• Museum policies and procedures must be available for easy reference for volunteers.</li> </ul>

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<b>4. Training and development</b>	Every volunteer will have access to training and development relevant to their role, including Information Centre requirements. This could include, for example, in-house training, access to Northern Museums Association, access to National Services Te Paerangi and Museums Aotearoa resources, support to undertake the Certificate in Museum Practice.
<b>5. Feedback</b>	Role Descriptions and the Volunteer Agreement set out the standards and expectations for volunteer performance and the obligations of the museum towards the volunteer. Every volunteer will have the opportunity to discuss their volunteer experience with their coordinator or manager, on at least an annual, planned basis, referenced to the expectations of the role and the agreed workload.
<b>6. Health and Safety</b>	The Museum undertakes to provide a healthy and safe environment in which to work. Volunteers will have opportunity for rest and refreshment. Volunteers will be covered by the Museum's insurance for their work. In accordance with legislated Occupational Health and Safety requirements volunteers must read and understand their responsibilities in relation to the Museum Health and Safety Policy and sign a record that that they have done so.

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The introduction of a Volunteer Agreement is to be considered at the first review of the Volunteer Policy. A Volunteer Agreement may set out, a minimum, the following:

- The agreed role to be undertaken
  - Agreed working days and hours;
  - Agreed training;
  - Code of Conduct;
  - Confidentiality requirements;
  - Health and Safety requirements.
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