

WORKING WITH VOLUNTEERS

FS 1/5

Contents:

Definition of a volunteer

Advertising the role of a volunteer

Working Guide lines

Contact Information

Bibliography

Definition of a volunteer

A volunteer is defined as someone who commits time and energy for the benefit of others, through personal choice for no financial reward, except the reimbursement of out-of-pocket expenses.

Volunteers are not regulated by employment legislation; however, the employment legislative framework provides a sound context for developing good practice. If you want to treat volunteers with respect and value you need to have fair, consistent and transparent policies for recruitment, selection, induction, training, supervision, complaints and dealing with difficulties. But for the reasons outlined above, these policies and procedures should be distinguished from those for paid staff.

Advertising the role of a volunteer:

- make the information widely available
- draw up written description for each volunteer's role
- set out a list of qualities and skills you are looking for
- take up references

Working Guide Lines

- Write a volunteers policy and review it regularly
- Set out objectives and boundaries for the volunteers
- Provide resources and training as required
- Write up complaints procedure
- Consider the disciplinary procedure and actions
- Look at insurance and make sure they are covered – they can be covered by Employer's Liability Insurance also be covered under Public Liability Insurance.
- Make sure volunteers are familiar with Health and Safety Policy and accident procedure

revised 2007

email: textileconservation@ecosse.net web: www.textile-conservation.com

Sophie Younger *Conservation*

Accredited Conservator – Textiles & Preventive Conservation

- Create a forum for the volunteers to make their views known and heard
- Make sure that people under whom the volunteers are designated have this responsibility recognized in their job description
- Implement Risk Assessments where necessary
- Keep receipts and records of expenses reimbursed

Contact Information

Volunteer England offers free telephone information on 0800 028 3304

Bibliography

Volunteers and the Law by Mark Restall ISBN 1 89770830 0

revised 2007

email: textileconservation@ecosse.net web: www.textile-conservation.com