



# Volunteer Policy

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Effective from: August 2015  
Review date: June 2019

## Introduction

The aims of the Baldock Arts and Heritage Centre (BAHC) are:

- To preserve and maintain The Old Town Hall, Baldock for use as an Arts and Heritage Centre and in support of that object, as a public hall for the cultural and communal benefit of the Town of Baldock and its neighbourhood.
- To encourage and promote wider public interest and participation in the arts, including: theatre, music, fine art, film, photography or any other artistic endeavour that meets our general purpose, by means of performance, display, educational classes and workshops or by any other means as may seem appropriate.
- To advance the education of the general public and encourage and promote public interest in the history and historic culture of Baldock and its neighbourhood by the provision of a heritage centre in the Old Town Hall and by means of displays, objects, lectures or any other means as may seem appropriate.

Volunteers are our primary resource and enable us to work towards our aims as outlined above. We intend to encourage, develop and support volunteer involvement in our work.

Volunteers are involved in all aspects of our work and our management.

BAHC believes that our relationship with our volunteers is one of mutual responsibility and commitment, within which this organisation and our volunteers both have rights and responsibilities. We hope that volunteers will enjoy their involvement and gain from it in terms of their own personal objectives.

## Why do we involve volunteers?

- To increase our contact with the local community we serve.
- To benefit from the skills and perspectives volunteers bring with them.
- To offer our volunteers new skills and experiences.

## Recruitment

- Volunteers will be required to complete a volunteer registration form.
- BAHC will produce a volunteer role description for all voluntary opportunities.



- BAHC will aim to help any volunteer overcome barriers that may make it difficult for them to volunteer at BAHC.
- BAHC will operate its Equal Opportunities policy at all times in relation to both recruitment and support of volunteers.
- We will request references for volunteers where this is appropriate.
- For some roles, the volunteer may need to undergo a DBS criminal records check.
- Once placed, we will expect volunteers to comply with existing policies and procedures.

### **Induction**

All volunteers will be entitled to an induction, to familiarise them with the work of BAHC in general and with their own area of work in particular. Training will be offered where it helps them fulfil their role effectively and where our budgets permit.

### **Support and Supervision**

The Volunteer Co-ordinator will be the main contact for all volunteers. They will be provided with regular supervision to feedback on progress and air any problems. A grievance procedure exists to deal with any unresolved problems.

All volunteers are covered by our insurance policy while they are on the premises or engaged in BAHC's work.

BAHC will ensure that volunteers are made aware of health and safety procedures and requirements, and will, as far as practicable, provide a safe environment for volunteers.

Volunteers will be encouraged to express their views on matters concerning the organisation. Their opinion will be sought concerning any changes or developments which may affect them.

BAHC will respect the confidentiality of volunteers and will not release any information about them without their agreement.

BAHC will supply a reference to any volunteer seeking other voluntary work or paid employment.

Volunteers will be introduced to other volunteers, made to feel welcome, valued for what they offer and thanked for their contribution.

The impact of volunteering and its benefits will be promoted and acknowledged.

### **Rights and Responsibilities**

In engaging volunteers, we recognise the rights of volunteers to:

- Know what is expected of them and to be given clear information and induction
- Have clearly specified lines of support and supervision
- Be shown appreciation