

Turner's House Trust Volunteer Policy

Policy Statement

Volunteers are recognised as important in helping Turner's House Trust achieve its aims. The Trust aims to promote community involvement and to encourage a diverse range of volunteers reflecting the local and visitor profile. Volunteers play a key supporting role but will not be used to replace paid employees.

The Trust aims to promote equal opportunities for all volunteers. It is committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued and where all people are welcomed to participate and contribute.

Volunteers will receive training and support to ensure they have the skills and confidence to carry out the tasks assigned to them.

The Volunteer Role

Volunteers, depending on their skills and interests may be involved in a variety of roles at the museum, always under the supervision of a paid staff member. The following are the main areas for volunteer involvement:

- Hosting/Stewarding
- Guiding
- Education
- Gardening

Each area of activity has a detailed volunteer role description. The Trust aims to provide an enjoyable experience with the potential for skills and personal development.

Recruitment and Management

The Trust will recruit volunteers through a variety of sources including newspapers adverts, posters, word of mouth, partnership organisations and the Volunteer Centre.

Volunteers will complete an application form and be interviewed prior to selection. All people working with children and vulnerable people will undergo a DBS check. The recruitment of volunteers will be treated in the same way as the recruitment of staff, both in terms of policy and procedure, including regular reviews.

Volunteer recruitment will be managed by the Activities and Interpretation Officer. Volunteers will be assigned a supervising manager depending on their area of work.

The individual volunteer and the Activities and Interpretation Officer will share a letter of agreement, setting out what the Trust expects of the volunteer and what the volunteer can expect in return. The letter of agreement is not a contract and is not legally binding. At any point the volunteer or Trust may terminate the agreement with no obligation.



Regular opportunities for volunteers to meet each other, discuss their experiences, needs and concerns will be made available.

All volunteers are covered by the Trust's public liability insurance.

Induction, Training and Development

All volunteers will receive induction training including health and safety and safeguarding training. In addition volunteers will receive task specific training to equip them to carry out their assigned role effectively and efficiently. The Activities and Interpretation Officer is responsible for ascertaining training needs and opportunities for volunteers.

All volunteers will be assigned a supervising manager to support them and provide continued on the job training as necessary.

Volunteers will be made aware of the Trust's Grievance and Disciplinary Procedures.

Equal Opportunities

The Trust recognises that it is essential to provide equal opportunities to all persons without discrimination. No volunteer will be discriminated against by us on the grounds of: gender, race, disability, sexual orientation, age, religion or belief.

It is the aim of the Trust to create an environment in which individual differences and the contributions of all volunteers are recognised and valued and to promote inclusive practice for volunteers. Every volunteer is entitled to be part of an environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated. Training, development and progression opportunities will be made available to all volunteers.



TURNER'S HOUSE
TWICKENHAM