



# **Tyne & Wear Archives & Museums Volunteer Policy**

Date of last approval: 31 January 2020

Date for review: 31 January 2023

## **Introduction**

Our aim is to help people determine their place in the world and define their identities, so enhancing their self-respect and their respect for others.

Our vision for the future is for everyone to have access to museum and archive provision in Tyne and Wear, to use this access and to value it for the significant and positive impact that it makes upon their lives. We will provide real or virtual, worldwide access to our museums and archives and their collections.

Our commitment is to a world-class service that is innovative, imaginative, creative, totally inclusive, secure and sustainable.

In line with the above, TWAM seek to involve volunteers in order to:

- Ensure that our services meet the needs of our visitors.
- Provide new skills and perspectives.
- Increase our contact and participation with the local community we serve.

## **Principles**

Our volunteering policy is underpinned by the following principles:

- TWAM will ensure that volunteers are properly integrated into the organisation.
- TWAM do not aim to introduce volunteers to replace paid staff.
- TWAM expect that staff at all levels will work positively with volunteers.

## **Recruitment**

All prospective volunteers will be asked to register their details, skills and interests through our volunteering website. Volunteers without internet access can request a paper registration form from our Volunteering Office and an online account will be set up for them which can be accessed by the volunteer when able. When applying for new opportunities, we will pass these details along to the appropriate supervisor /staff placement lead.

## **Volunteer Agreements and Work Outlines**

Each volunteer will accept the expectations stated by TWAM in a Volunteer Agreement. In addition, volunteers will agree to a written outline of the specific task they will be undertaking.

### **Expenses**

Reimbursement for travel expenses incurred during the course of voluntary activity with TWAM can be arranged. Details of how to do this are included in this document. Exceptions apply, please contact the Volunteer Coordinator for guidance.

### **Induction and Training**

All volunteers will receive an informal process of induction into TWAM and their area of work. Training will be tailored to meet the individual's and TWAM needs.

### **Support**

All volunteers will have a named person as their main contact. They will be provided with regular supervision, support and feedback on their progress. Volunteers will be able to discuss future development and voice any problems with this contact.

### **Insurance**

TWAM provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on TWAM activities.

### **Equal Opportunities**

TWAM operates a Diversity, Equality and Access policy in respect to both paid staff and volunteers which is included in this document.

### **Problem Solving**

TWAM aims to identify and solve problems at the earliest possible stage. A process has been drawn up for dealing with complaints either by or about volunteers and is included in this document.

### **Confidentiality and Intellectual Property Rights**

Volunteers will be bound by the same requirements for confidentiality as paid staff. Volunteers must keep confidential any information about TWAM they become aware of through their volunteering that is not in the public domain.

Volunteers are required to assign copyright to TWAM of any work produced as part of their volunteering role or activity.

TWAM in complying with The General Data Protection Regulations 2018, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by TWAM. Volunteer information, such as application information, references and any reports regarding conduct concerns, will be stored in a safe and secure location.