Wigan Heritage Service Volunteer Policy

The purpose of Wigan Heritage Services is:

To establish and promote the full range of heritage services for the Metropolitan Borough of Wigan in an interesting and relevant way, such that the various communities have access to their heritage, which is presented as a quality service that gives value for money.

Wigan Heritage Services seek to involve volunteers to assist the Service to fulfil its aims and objectives, and in doing so provide opportunities for local people to gain skills, knowledge and a sense of pride and involvement with their local communities.

Principles

1. Volunteers will not replace paid staff, nor will they simply perform the duties of paid staff;
2. Volunteers will be properly integrated into the Service, have access to training, plans and policies and will be invited to express their views and provide feedback;
3. Heritage Services staff and volunteers will be expected to work together positively, professionally and courteously;
4. All volunteers will be provided with the necessary information and policies required to undertake their duties in a safe and effective manner.

Recruitment

All prospective volunteers will be interviewed to find out what duties they would like to undertake at Wigan Heritage Services, what their skills and interests are and to ascertain which tasks would best suit themselves and the Service. Volunteers will be required to advise the appropriate member of staff of any medical condition or disability for which they may need support whilst performing their duties. **Any information obtained during the recruitment process will be held in strictest confidence.** Any prospective volunteer who is deemed unsuitable to join the volunteer programme will be given constructive feedback.

Volunteer Agreement

Each volunteer and a nominated member of the Heritage Services must sign the Volunteer Agreement which outlines the obligations and commitments of both parties. Both parties will be expected to abide by the agreement.

Induction and Training

All volunteers will receive induction and other training appropriate to their duties, and the site in which they work. This will include health & safety procedures, and the purpose of this training will be to enable volunteers to work safely and effectively.

Insurance

All volunteers will be covered by Wigan Leisure & Culture Trust's insurance policies, including public liability, whilst undertaking duties on behalf of the Heritage Services and in Heritage Services premises.

Health & Safety

Volunteers are covered by Health & Safety policies and procedures; copies of which are available. Detailed information covering general induction, first aid, emergency procedures, accident and incident reporting etc will be made available to all volunteers.

Equal Opportunities

Wigan Leisure & Culture Trust and therefore Wigan Heritage Services is an Equal Opportunities organisation.

Working With the Public

All volunteers who come into contact with the public will be required to act in a positive, professional and courteous manner. Volunteers who work with children or other vulnerable persons will be required to undergo Disclosure Procedures (CRB).

Competency of Volunteers

If a volunteer is found to be unsuitable (for whatever reason) for a particular duty another mutually agrees duty should be allocated. If a volunteer is still unsuitable (for whatever reason) and no other duties can be found, the volunteer agreement should be terminated.

Termination of Agreements

Volunteers who are considered unsuitable (for whatever reason) should be asked to leave the volunteer programme. The Service must provide feedback in this circumstance in a courteous and professional manner.

Volunteers who wish to terminate the agreement of their own accord should be encouraged to explain why. This should provide helpful feedback for the service and will ensure that volunteer needs are met.

Confidentiality

The Service requires all volunteers, as well as its paid staff, to be bound by the requirements of confidentiality.