



Volunteer Policy

(January 2019)

Our Vision

Volunteers will enhance the experiences of customers, visiting companies and user groups using the Carnegie Theatre & Arts Centre and fulfil vital roles across the business in successfully delivering our events and performances.

Our volunteers will have a personally rewarding experience and know their role has made a difference.

Our approach to volunteering will strengthen our contribution to the life of our local community.

Introduction

Volunteering has played a key role in the delivery of events at the Carnegie Theatre and Arts Centre for several years and has developed from a group fundraising for an outside charity offering their services to the local authority to the Carnegie Friends delivering the front of house stewarding to the volunteers who now operate within the Carnegie under The Carnegie Theatre Trust.

This policy is about maximising the potential of volunteering at the Carnegie Theatre and Arts Centre, making sure we are making use of the vast array of talent in the local community and doing all we can to bring that into the Trust. We want to see more volunteers working across more functions of the business to enable us to deliver more to our community and for customers, trustees and staff to know they are benefitting from the enhanced support that volunteers can provide.

This volunteer policy sets out the principles and practice by which we involve volunteers.

Principles

The Carnegie Theatre Trust:

- Recognises that voluntary work brings benefits to volunteers themselves, to our customers, visiting companies and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute CTT's work.
- Will not introduce volunteers to replace paid staff.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

3. Recruitment

Recruitment of volunteers will generally be from all sections of the community and will be in line with the *CTT's* Equal Opportunities Policy.

People interested in becoming volunteers with *CTT* will be invited to complete a registration form and to come in for an informal talk with the appropriate contact person. They will be given an information pack including general information about the organisation and specific information on the volunteer post in which they are interested.

All volunteers will be asked to complete a simple registration form appropriate to the role that they are applying for and to supply two references. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles.

Every volunteer role will undergo a risk assessment. For volunteer roles which involve 'regulated work' such as sustained and direct contact with children or vulnerable adults, *CTT* has a legal obligation to ensure that volunteers are not barred from working with children or vulnerable groups. This information will be dealt with in the strictest confidence.

4. Volunteer Agreements and Voluntary Work Outlines

Volunteers will receive a role description containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

5. Induction and Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

6. Support

Volunteers will be assigned a named contact person who will be a regular contact to discuss any issues or problems the volunteer may have with their work or additional support needed. CTT will, as far as is reasonably practicable, provide help to volunteers in delivering their role.

7. The Volunteer's Voice

Volunteers will be consulted in decisions which affect their role. CTT is committed to developing consultation and representational procedures for volunteers.

8. Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with CTT's GDPR policy.

9. Expenses

CTT will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

10. Insurance

Volunteers will be covered by insurance while carrying out agreed duties.

11. Health and Safety

CTT will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the centre's Health and Safety policy.

12. Equal Opportunities

Volunteers and staff will work in accordance with CTT's equal opportunities policy and will prevent discrimination on any grounds.

13. Problems

CTT has a policy to help deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.

CTT has a policy on how it will deal with any disciplinary issue regarding a volunteer.

14. Endings

When volunteers move on from their role at *the Carnegie* they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with a member of the management team.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.

15. Monitoring and Evaluation

CTT will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

This policy will be reviewed bi-annually.