



## **Introduction**

At Powys County Archives Office, a volunteer is understood to be a person who does voluntary work at the direction and under the supervision of paid staff by choice and with no remuneration.

Volunteers are an important resource, making a vital contribution to achieving aims and objectives by complementing and adding value to the work of paid staff. The intention is to encourage, develop and support volunteer involvement in our work and regard volunteers as significant stakeholders. Experience has shown that volunteering benefits both volunteers and those with whom they work. We hope that volunteers will enjoy their involvement and gain from it in terms of their own personal objectives.

Powys County Archives Office believes that the relationship with volunteers is one of mutual responsibility and commitment, within which both partners have rights and responsibilities.

This policy will be implemented within the context of the bilingual nature of the county and in line with Powys County Council's commitment to equality and diversity. It will also be implemented in line with the Council's Sustainable Development Strategy.

## **Purpose of the Policy**

Powys County Archives Office's purpose in adopting this policy is to:

- highlight and acknowledge the value of the contribution made by volunteers
- reflect the purpose, values, standards and strategies of Powys County Archives Office in its involvement of volunteers
- recognise the respective roles, rights and responsibilities of volunteers and of Powys County Archives Office
- confirm Powys County Archives Office's commitment to involving volunteers in its work
- establish clear principles for the involvement of volunteers
- clarify the roles of volunteers and address the relation between volunteers and those who engage them
- help to ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by volunteers
- establish a framework for recruiting and supporting volunteers

## **Principles of Good Practice**

### **General**

- tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are sure of their respective roles and responsibilities
- records of the work done by volunteers will be kept as a basis for monitoring, and volunteers will have access to their records
- volunteering opportunities will complement rather than replace the work of paid staff
- all existing and future policies will be checked to ensure compliance with this policy
- the policy and procedures on volunteers will be monitored and reviewed in accordance with office practice

## **Recruitment and Selection of Volunteers**

- Equal opportunities will be adhered to when recruiting and selecting volunteers.
- People who offer to volunteer will receive a response within office target times.
- Volunteer recruitment procedures will be subject to regular review.
- Every effort will be made to match the volunteer's skills, talents and interests to the task.

## **Support for Volunteers**

- Powys County Archives Office will invest personnel resources for the management of volunteers.

- An induction programme and a review session will be provided for each volunteer to assess their progress and to resolve any problems at an early stage.
- Volunteers will be given information on legislation or policies which may affect them and be treated in the same way as paid staff for liability purposes.
- All volunteers will have access to appropriate support and supervision with a named member of staff.
- All volunteers will be offered appropriate training to enable them to develop their capabilities and personal competence.

## **Rights of Volunteers**

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

- know what is expected of them and to be given clear information and an induction into the organisation
- have clearly specified lines of support and supervision
- be shown appreciation
- have safe working conditions and be insured
- know what their rights and responsibilities are
- be trained and receive ongoing opportunities for learning and development
- be free from discrimination
- experience personal development through their participation as volunteers
- ask for a reference
- be consulted on decisions that will affect what they do
- withdraw from voluntary work

## **The Responsibilities of Volunteers**

- carry out their tasks in a way which corresponds to the aims and values of Powys County Archives Office
- work within agreed guidelines and remits
- be reliable
- respect confidentiality
- attend training and support sessions where agreed.
- comply with existing policies and procedures.

## **Relationship with Paid Staff**

- Steps will be taken to ensure that paid staff at all levels are clear about the role of volunteers, and that good working relationships are fostered between paid staff and volunteers.
- The roles of volunteers and paid staff will be complementary and mutually supportive.
- If appropriate, consultation arrangements with Trades Unions will be established.
- Appropriate training and support will be provided for those who work alongside volunteers and for those who have a managerial role in relation to volunteers.
- Volunteers will not be engaged in times of industrial action to do the work of paid staff. They may continue with their regular work, provided appropriate supervision by paid staff continues to be available, but will not be asked to undertake additional duties.

## **Responsibility**

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the Principle Officer for Museums & Archives and, on a day to day basis, with paid staff and volunteers.

**March 2008**

**Reviewed 2014**

**For review 2017**