



# Volunteer Policy

## 1. The Purpose of the Policy

The purpose of this policy is to provide overall guidance and direction for both staff and volunteers working at **mac birmingham**.

### 1.1 Introduction

**mac** is an arts centre, set in Birmingham's Cannon Hill Park, which offers a wide array of theatre performances, music, comedy, plays for children, literature, poetry events, creative learning and participation activities, family shows, films and free exhibitions. Well loved and well used, it's a relaxed friendly place, with a café-bar attracting a diverse mix of users.

### 1.2 Volunteering at mac

**mac** recognises that volunteers have a positive contribution to make to the work of **mac** and its various activities. It aims to encourage volunteers' involvement in all aspects of its work both to add value to our programme and as a means of involving the local community.

### 1.3 Volunteer Opportunities

The range of volunteer opportunities within **mac** is wide, and will change with the demands of the work being practised and the volunteers involved. Roles will be developed with staff and volunteers.

### 1.4 Confidentiality

Volunteers are responsible for maintaining the confidentiality of privileged information to which they are exposed whilst volunteering with **mac**. This may include information about **mac** as an organisation, clients, members of staff, fellow volunteers or the general public. The only exception to this would be if a volunteer were in receipt of information which led them to believe that there was a real risk to the person, themselves or another person in which case it should be reported to the Customer Services Manager on duty.

### 1.5 Public face of mac

As representatives of **mac**, volunteers, like staff, are responsible for presenting a professional image to clients, visitors and the community.

## 2. Volunteer Recruitment

2.1 Appointment and selection of volunteers is the responsibility of the **mac**'s paid staff, and will be undertaken in accordance with the Equal Opportunities Policy. Areas of work where volunteers may be helpful have been identified by each Department of **mac**. Volunteers will not replace paid staff. Opportunities will be advertised locally and through other partner agencies where appropriate.

2.2 The following process is available prior to getting involved in volunteering at **mac**:

- An Introductory Open Session at **mac**
- Submitting a form outlining which duties and times are of particular interest for volunteering
- A follow-up One-to-One session with a member of the **mac** team prior to induction training to establish where the areas of interest match with our requirements.

### 3. Training & Supervision

- 3.1 Volunteers will be given an introduction to the relevant policies and their particular area of support, the level of Customer Service expected and a Health and Safety briefing. They will be allocated a Supervisor or point of contact at the start of each event. The Supervisor will discuss the relevant description of their role with the volunteer, so that they have a clear picture of their tasks and level of responsibility.
- 3.2 Other paid staff will be made aware of the volunteer's role.
- 3.3 A record of every volunteer's work will be kept and references will be supplied on request. Personal information will be treated as confidential.

### 4. Terms and Conditions of Voluntary Support

- 4.1 Volunteers are required to work in accordance with the **mac**'s policies and it is the responsibility of both the volunteer and the Supervisor to ensure that there is clear understanding of these policies and their means of implementation.
- 4.2 Volunteers are asked to attend at the agreed times, and to inform the relevant department if they are unavoidably unable to attend.
- 4.3 Volunteers who no longer wish to be involved with **mac** should let the Admin Team at **mac** know.
- 4.4 Volunteers are subject to **mac**'s Health and Safety Policy and Procedure.
- 4.5 Volunteers will be covered by Public Liability Insurance while working for **mac**.

### 5. Expenses

- 5.1 Volunteers will be reimbursed their actual expenses incurred in carrying out voluntary duties for **mac**, subject to the agreement of the Supervisor and on production of a receipt or bus ticket. This does not cover travel to and from **mac**.
- 5.2 Travel expenses incurred must be agreed beforehand and will only be payable to cover the cheapest option available.

June 2012

Review Date June 2013