

NOTE

The document is intended to provide a template framework for implementing a volunteer recruitment and development process. It should be used as a guide that can be adapted to suit the needs of the individual museum.

A) Volunteer Recruitment Process

Initial enquiries

New volunteer enquiries in person at museum:

1. Make them feel welcome
2. Give a volunteer information leaflet
3. Offer the chance to look around the museum if they aren't familiar with it
4. Put their name and phone number into day book and say that the volunteer coordinator will be in contact with them very shortly.

New volunteer enquiries by email or phone:

1. Send a volunteer information leaflet and short covering email / letter asking them if they would like to visit the museum to talk further
2. If response is positive, pass their name and phone number on to volunteer coordinator as soon as possible

New volunteer enquiries via museum stall at community events:

1. Give a volunteer information leaflet
2. Take their name and phone number and say that the volunteer coordinator will be in contact with them very shortly
3. Pass name and phone number on to volunteer coordinator as soon as possible

Second stage enquiries

An experienced volunteer who can be a 'welcoming face' should be recruited to act as volunteer coordinator.

1. When a new volunteer has expressed an interest, the volunteer coordinator should phone and invite them to visit the museum to discuss how they may be able to help in more detail
2. At this visit, the coordinator should ask about their background and how they would like to help the museum (using the volunteer information form as a guide)
3. The coordinator should record the relevant details on the information form and ask the new volunteer to sign it
4. A date should be agreed when the new volunteer can start and an induction session should be offered
5. An existing volunteer should be indentified as a 'buddy' to work alongside a new volunteer in the early stages.
6. The new volunteer should be given the volunteer handbook
7. The person indentified as the 'buddy' should be told when they will be welcoming the new volunteer on their first duty

NB During the initial implementation of this process, all existing volunteers should be asked if they would provide the general information on the volunteer information form in order to ensure that the records are up to date. They should also be asked to provide 2 referees, but it should be stressed that the Museum Curator would be happy to be one of the referees since they have worked at the museum for some while.

B) Volunteer Development Process

Communication has been identified as a possible weakness at the museum. The following are suggestions as to how the volunteer team could be supported and encouraged in the future. Some points below are already happening, others are suggestions for discussion.

1. Regular volunteer information days:
 - i. General coffee / cake/ chat/ news about the museum sessions
 - ii. Specific training / information sessions
2. Social events:
 - i. Christmas meal, summer party, etc
3. Individual volunteer feedback sessions:
 - i. All volunteers should be offered the chance of regular feedback sessions (annually?)
 - ii. The volunteer coordinator should meet with each volunteer individually to chat about their thoughts and concerns
 - iii. Volunteers should be asked if they would like to develop further areas of voluntary help for the museum and offered training if appropriate
 - iv. The volunteer coordinator should keep a record of the conversations in the feedback sessions using the 'Volunteer Development form' as a guide
 - v. The volunteer should be shown the completed 'Volunteer Development form' and given a chance to comment on it in the appropriate box should they wish
 - vi. A record of these feedback sessions should be kept in the volunteer records

C) Maintaining the records

An experienced volunteer who is computer literate should be recruited to manage all volunteer records.

The database manager should:

1. Ensure there is an electronic copy of each completed volunteer information form
2. Manage both the paper and computer volunteer records
3. Manage the overall volunteer database, keeping it up to date and distributing it as appropriate
4. Ensure that all data is relevant, safe and up to date; and that all data collection and storage complies with the Data Protection Act legislation