

Volunteer Policy



A basis for discussion in your organization

A discussion material for management and staff.

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- Anyone who wants to have a well-functioning volunteer organization needs to do the groundwork.
 - A discussion should be held in the organization's management team and anchored firmly with the staff.
 - Here are some questions that you need to consider, regardless of whether you already have volunteers or if you want to start up with a new volunteer activity.

Content:

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- Why do we want to engage volunteers?
 - What tasks will the volunteers perform?
 - Which volunteers are welcome?
 - What are our requirements?
 - How do we motivate our volunteers?
 - How should we communicate with our volunteers?
 - What can volunteers get from us?
 - Safety and security in the assignment?

Why do we want to engage volunteers?

- **Encyclopedic approach**
- We decide, but we want help with the business.
- If volunteers are difficult, they are no longer welcome.
- We know how to use cultural heritage. Our business must be run in our own way.

- **Wikipedic approach**
- We believe that volunteering is a way to carry out our mission as a learning institution.
- Volunteers can be difficult, but they are citizens who have the right to participate in cultural heritage.
- We use cultural heritage together.

What tasks will the volunteers perform?

- **A list of volunteer assignments?**
- Clearly what can be done as a volunteer.
- Security for staff, no one will take my job.
- Limits the opportunities for development towards more volunteer activities.

- **A description of the responsibilities and powers of volunteers?**
- Gives freedom in coming up with new volunteer assignments.
- Does not threaten the jobs of the staff as the staff have greater responsibilities and other powers.

Which volunteers are welcome?

- **What does our business look like?**
- What are the assignments that we welcome volunteers for?
- What times do we schedule meetings etcetera? Who are they suitable for?
- Can you volunteer from home?
- Can you volunteer on weekends or evenings?

- **Which volunteers are suitable for us?**
- Which groups are interested in our activities?
- How can we adapt the activities to suit the groups we want to participate as volunteers?
- Is it worth the effort?

What demands should we place on volunteers?

- **Do we organize the activities ourselves?**
- How do we find human resources to manage and manage volunteer activities?
- What should we demand from the volunteers?
- How will we ensure that volunteers understand our requirements and comply with them?

- **Do we cooperate with associations?**
- What requirements does the association place on its members?
- How do the members view the loyalty to the association and our organization?
- How does communication work within the association?

How do we motivate our volunteers?

- **What drives the volunteers?**
- Social interaction
- Interest in the subject
- The desire to make a difference
- The willingness to learn new things
- Willingness to be part of the brand
- Recognition and praise from staff.

- **Motivation Psychology**
- Autonomy – freedom within the framework.
- Competence – to feel that you can do it.
- Belonging – we care about each other.
- How can we give this to our volunteers?

How should we communicate with our volunteers?

- **Physical communication**
- Clear information is usually appreciated by volunteers, but what information do you need as a volunteer?
- What staff meetings can we invite volunteers to?
- Can we require volunteers to attend meetings?
- Can we have regular information meetings for volunteers?

- **Digital communication**
- Does email work for our volunteers?
- Can we communicate via SMS?
- What social media do our volunteers have access to?
- How well is our website adapted for the volunteers?

What can volunteers get from us?

- **What can we give?**
- Praise and recognition from the museum. What should we praise and why?
- Is it possible to give discounts?
- Coffee, coffee, lunch? Do we have the budget for it?
- Can we organize study trips/lectures?
- What should we require in order to hand out any annual passes/entrance tickets?
- Can we collaborate with other businesses on e.g. free admission or discounts?
- Should we provide travel grants? How should they be administered?

- **Are there dangers to watch out for?**
- What should we do to make compensation feel fair to the volunteers?
- How do we view fairness between staff and volunteers?
- A benefit you have started with can be difficult to remove later.
- Levels of compensation for registered volunteer hours require administration, who will take care of it?
- Never give money! Volunteering should not be measured in terms of money.

Safety and security in the volunteer assignment?

- How do we insure volunteers and the equipment they use?
 - If a volunteer falls ill during the mission, what is our preparedness?
 - Do we have defibrillators available?
 - How do we store ICE information about the relatives of the volunteers?
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- Are the volunteers active in work that requires an extract from the police record?
 - We may need to photograph and film volunteers to promote the business.
 - How do we organize consents for GDPR?