

SPALDING GENTLEMENS SOCIETY

Volunteering is generally considered an altruistic activity and is intended to promote goodness or improve human quality of life. In return, this activity can produce a feeling of self-worth and respect. There is no financial gain involved for the individual. Volunteering is also renowned for skill development, socialization, and fun. Volunteering has positive benefits for the volunteer as well as for the persons or community served

VOLUNTEER HANDBOOK



VOLUNTEER NAME _____

MY TASK MANAGER IS:

NAME: _____

HOME TEL: _____

MOBILE: _____

EMAIL: _____

MY VOLUNTEER CO-ORDINATOR IS:

NAME: _____ **HOME TEL:** _____

MOBILE: _____ **EMAIL:** _____

Spalding Gentlemen's Society
9 Broad Street
Spalding, PE11 1TB, 01775-724658
Charity No. 216131

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President's Introduction

Spalding Gentlemen's Society is not just a collection of objects in a building – it is also a community of people. We are a society in every sense of the word and moreover one which began in 1710. That we have survived for over three hundred years and flourish as we do today, is down to the support, dedication and hard work of so many past and present members.

The need for support, dedication and hard work has never been greater. We rely on Volunteer assistance (whether from Council, wider membership or even non-members) for a huge range of tasks required to maintain the building, the collection, care and conservation processes and access.

We believe enjoyment of the arts and humanities enriches peoples' lives and our aim is to encourage this enjoyment by

- caring for, understanding, enhancing, displaying and interpreting our collection and
- reaching as wide a public as possible by providing a welcoming and intimate experience for people of all ages, abilities, cultures and backgrounds.

The roles and tasks undertaken by Volunteers allow the Society to offer a high quality of visitor experience whilst closely involving not just Society members but volunteers from the wider community too.

Whether you are able to offer a few hours a month, a half day each week or just the odd few hours every now and again, your time, energy and effort will help the Society to carry on its work.

You may feel that the time commitment you are able to make would be too small to be useful – absolutely not so! Volunteering is about giving the gift of time and time has a monetary value. Even were they to pay volunteers at the minimum wage, many museums up and down the country would have wage bills running into thousands, indeed tens of thousands of pounds annually.

No matter the size of your contribution you will be part of a huge resource, a “major donor” to the ongoing successes of the Society.

Your support is invaluable and it is very much appreciated.

Thank you

RECRUITMENT

All prospective volunteers are offered an extremely informal interview to find out what they would like to do, as well as considering how other skills and abilities might best unlock their potential. So many hidden talents have been discovered simply by having a chat!

The Society always has a list of required tasks but we are adept at putting to ad hoc use all sorts of experience!

INDUCTION AND TRAINING

All volunteers, whether general, tour guides or room stewards are required to undertake an initial walk-through with the Curator(s) for fire, security and health & safety purposes and then to sign the appropriate form confirming that they have participated in and have understood, the session.

New volunteers will work alongside experienced members to develop their knowledge and confidence. Formal specialist training can be provided from time to time for those who wish to take it up. A limited number of places for training by external professionals regularly become available covering a wide range of highly relevant topics. These sessions are grant funded and of great benefit in maintaining and raising the standards of the museum as well as providing individual volunteers with technical knowledge and a variety of transferable skills.

MANAGEMENT OF VOLUNTEERS

General volunteers are recruited on the basis that our Volunteer Co-ordinator can match your wishes with our requirements!

Once you have been introduced either to the team or the individual you will be working with, immediate supervision becomes the responsibility of the team task manager or that individual as appropriate. We recommend you write down the contact details of your task manager in the space provided inside the front cover!

At a strategic level, tasks within the museum will normally be managed by our Curator, Marilyn Hollanders, Assistant Curator Ian Houlton and Visits Co-ordinator Phil Clay. This team is also responsible for the separate training, administration and deployment specifically of volunteer tour guides and room stewards.

Tasks within the Library will normally be strategically managed by the Librarian Dustin Frazier or the Deputy Librarian Marion Brassington.

GDPR

Volunteers should be aware of the need to protect personal data encountered in their work. The Society will only use personal data to communicate with you and co-ordinate activities.

SUPERVISION/SUPPORT

Whenever you are working in the museum, either your own task manager, another Council member, or more likely several other Council members, will also be present. If you need immediate advice or assistance any of these will be only too pleased to help. For matters relating to your own task, or team, please refer in the first instance to your task manager.

High standards of customer service are central to all volunteer roles whether dealing with members of the Society or members of the public.

ROTA

Once you join a specific team, your task manager will work out with you suitably convenient times /dates.

OPENING TIMES

Public: Arrangements are to be made in advance by telephone (01775 724658) or email (info@spalding-gentlemens-society.org) for the attention of the Curator:

0900 – 1200 Monday mornings (excluding Bank Holidays) for individuals.

Other times for individuals and groups by arrangement

Members: 0900 – 1200 Monday mornings without prior arrangement, and 1900 – 2100 Thursday evenings when guests may also be brought. Other times by arrangement.

Volunteers: As above plus any arrangements made with the task manager.

TRAVEL EXPENSES AND PARKING

Out of pocket expenses may be claimed **when agreed with the Treasurer in advance**. Volunteers are encouraged to use the administrative facilities at the museum wherever possible. Travel to and from the museum and parking charges are not claimable. Approved training courses off the premises are normally covered including travel costs and this should be confirmed when a booking is made. Proof of expenditure will be needed to make expense claims.

Volunteers are by definition unpaid, and may not be considered as employees.

SIGNING IN

You must sign in when you arrive and sign out when you leave. The register is to be found in the foyer and will be shown to you on induction. This gives information as to who is in the building if there is a fire alarm and also provides a necessary historical record of who was using the building on various dates and at various times.

DRESS CODE

There is no dress code for volunteering work. Depending on your role you may find yourself in close proximity to glue, paint, dust, polish, (possibly even tea and biscuits!) and so jeans, trainers and t-shirt would not be out of place.

However, on more formal occasions or when directly involved with visitors, we would prefer that you wear “smart casual”.

VOLUNTEER BADGE

You will be provided free of charge with a volunteer badge which should be left at the museum in between commitments. Please ensure you are wearing it when you are working in the museum or at a museum event.

BREAKS

If you wish to nip into town during your volunteering session there is obviously no problem with this but please let your task manager know you are going.

CARETAKER

We are very fortunate to enjoy the services of a live-in caretaker, Mr Graham Cupper. It is generally Graham who answers the Society telephone number 01775 724658

COMPLAINTS

If a visitor approaches you with a complaint please do not feel you have to handle it by yourself. Be polite, listen and then seek the assistance of your task manager or other member.

SECURITY

Remain vigilant and alert at all times. Whilst we wish visitors to enjoy the museum and its contents we all have a responsibility to the collection. If anything gives you cause for concern, always ask for assistance – never put yourself, another Society member, or a member of the public, at risk.

SAFEGUARDING

General Volunteers are not expected to attend to the personal needs of children or vulnerable adults. These needs should be met by parents, teachers or guardians. Volunteers are only required to indicate what facilities are in place.

Current volunteer activities do not indicate a need for DBS checks.

If Volunteers become aware of a welfare or safeguarding problem it should be brought to the attention of the group leader or other appropriate individual promptly and discreetly.

INSURANCE

Members of the Society carrying out their proper duties are fully covered. Public Liability cover extends to other visitors. The Curator, task manager or Volunteer Co-ordinator should be made aware of any special health or other relevant condition from which a Volunteer may suffer.

SMOKING POLICY

Smoking is not permitted within the museum boundaries, internal or external.

GRIEVANCE POLICY

Spalding Gentlemen's Society is committed to try to resolve fairly any problems or difficulties you may have whilst volunteering with us. Should a serious incident or unacceptable conduct occur you may be invited to an interview with a relevant member of Council to discuss the situation. If at that meeting any conflict cannot be resolved you may be asked to withdraw from your volunteering role.

Complaints by volunteers about the activities of visitors will be investigated by an appropriate member of Council.

In the event of grievance expressed by a volunteer about the conduct of colleagues or supervisor such a grievance will be considered by independent members of Council. Such a complaint may be brought to any member of Council

FREQUENTLY ASKED QUESTIONS

Is there a map or floor plan of the building?

Yes. A copy is filed in the Volunteers Manual held at SGS and also in the Emergency Plan, general copies of which are kept in the stationery cupboard under the stairs and in the Bailey Room upstairs. For security reasons copies are not circulated outside the premises.

Where can I park?

There is time-limited street parking in Broad Street itself and in the town generally. The nearest car park is pay and display at the end of Broad Street. Please note that Broad Street is limited to one hour stay 7 days a week.

Can I get tea/coffee?

There are no permanent facilities in the museum but there are several coffee shops in town.

Where are the toilets?

Next to the stationery cupboard in the entrance foyer.

What is disabled access to the museum and toilets like?

There is wheelchair access to two rooms on the ground floor. Members and volunteers will always give every assistance to help disabled visitors to enjoy their time in the museum.

Can I book a group tour for friends?

Certainly. Speak to the Curator.

Where is the nearest cash point?

There are several cash points a short walk away at different premises in the Market Place.

EMERGENCY SITUATIONS

The Society has written an “Emergency Plan”, the aim of which is to outline what to do in the event of an emergency affecting Society premises in Broad Street. Personal copies have been issued to individuals who would have specific responsibilities in the event of such an emergency.

Two copies of the plan are available for general inspection; one in the stationery cupboard beneath the stairs on the ground floor and the other in the Bailey Room upstairs. Whilst we would encourage you to read the entire document for general awareness, the following extracts are particularly relevant to any volunteer working at the museum.

NUISANCE OR ABUSIVE VISITOR

Examples of anti-social behaviour include violence, threats, derogatory remarks, excessive foul language and the effects of alcohol and drugs.

Remain calm and seek assistance.

Restrict access to the affected area.

The visitor should be given a verbal warning as to the unacceptable nature of their behaviour and the standards of behaviour expected.

If the visitor does not rectify his/her behaviour they should be asked to leave and the police should be called. Let the visitor know that the police have been alerted.

The 24 hour non-emergency number of Lincolnshire police is 101. However if you consider that emergency attendance is required, for example damage has been caused or other persons are being placed in danger, ring 999.

Await arrival of the police to remove the person. On no account should any member of SGS attempt to remove the person themselves.

An appropriate member will advise on further necessary actions after consultation with the police.

ROBBERY

*If members are present on the premises when criminals enter with the specific intent of stealing and those criminals threaten members in order to do so **the***

personal safety of members, the public and any other innocent parties present is always absolutely paramount. Members are to do exactly as bidden and are not to place themselves in danger.

However, whilst carrying out the robbers' instructions, attempts should be made to memorise descriptions which will subsequently assist police enquiries –

Height

Age

Hair colour, style, facial hair

Clothing neck to waist

Trousers, shoes

Accent, voice type

Direction taken when leaving the premises

Vehicle

Such details as can be remembered should be written down on any scrap of paper (as soon as it is safe to do so), together with the date and time of writing.

If members find themselves locked in the strong room, remember there is within it a concealed cordless telephone handset. Ring 999.

BOMBS OR SUSPECT PACKAGES

Shopping bags, holdalls and parcels can be innocently left and temporarily forgotten about very easily but if for any reason you consider ANY unattended bag or parcel to be suspicious:

Report the discovery immediately to the ERC.

The ERC will inspect the item and contact the police on 999 if judged necessary; advice will be taken as to whether to evacuate the building.

*Counter terrorism security advice is **not to use any mobile phones or radios within 15 metres of a suspect package, including mobile phone cameras.** In order to assist the emergency services, any witnesses should independently draw a picture/diagram of what they have seen.*

Await the arrival of and instructions from, the emergency services.

MEDICAL INCIDENT

*A First Aid box is kept ready for **self-administered** member or visitor use in the photocopier cupboard on the shelf facing you as you enter. Accidents should be*

recorded in the Accident book located on the shelf in the same cupboard.

Remain calm and seek the assistance of your task manager or other member

If the injury or ailment requires an emergency response ambulance ring 999

If the nature of the injury or ailment is minor then one of the following actions could be considered or offered

◇ Directing the person to the A & E department at the Pilgrim Hospital, Sibsey Road, Boston PE21 9QS tel 01205 364801

◇ Contacting a relative or friend to come and collect the person

◇ Calling an ambulance – without giving any opinion as to necessity

Your task manager or other members present will advise on further necessary actions.

It is **not** the normal responsibility of volunteers to provide medical treatment.

Volunteers should only do so if:

- 1) They have received appropriate training, or
- 2) They believe it is urgently necessary to protect life.

MANUAL HANDLING

Many activities undertaken by volunteers can involve the lifting, shifting, lowering, pulling, pushing and otherwise supporting, various boxes, packets and parcels. Again, the following section is an extract from the Emergency Plan and it deals with the subject in the context of an emergency. However, the advice remains entirely relevant to any of us working at the museum in a non-emergency situation.

MANUAL HANDLING TECHNIQUES

More than a third of serious injuries reported to the Health and Safety Executive and to Local Authorities each year is caused by manual handling – the transporting or supporting of loads by hand or by bodily force.

In the event of an emergency at SGS, for example fire or flood, there may well be a great deal of manual handling to be done in terms of shifting objects, equipment, boxes, crates and so on. Injuries can occur not only because of bad techniques causing problems in the long term, but of more relevance to the emergency clear-up situation are one-off injuries caused at the time, for example a pulled muscle or twisted back.

Practical Tips

Think before lifting/handling. Plan the lift. Can handling aids be used?

Where is the load going to be placed? Remove obstructions such as discarded wrapping materials.

Will help be needed with the load? Remember that there is a difference between what people can lift and what people can lift safely!

For a long lift, consider resting the load midway on a table or bench to change grip.

Adopt a stable position. The feet should be shoulder width apart with one leg slightly forward to maintain balance.

Be prepared to move your feet during the lift to maintain your stability, so ideally avoid wearing tight clothing or unsuitable footwear, which may make this difficult.

Ten Quick Points

- 1. Always check the weight of your load before you lift it.*
- 2. Keep your back as straight as you can.*

3. *Stand with your feet shoulder width apart and keep a good posture.*
4. *Bend your knees.*
5. *Bend your elbows get a good grip and keep your hands in a safe place.*
6. *Keep the object close to your body and use your leg and stomach muscles to do the lift.*
7. *IF THE LOAD IS TOO HEAVY, GET HELP!*
8. *If the load is obstructing your view get someone to guide you.*
9. *Unless instructed otherwise loads on wheels should be pushed instead of pulled.*
10. *Make no sharp or sudden movements when moving an object.*

Notes

RECORDING VOLUNTEER TIME

Because of our status as an Accredited museum, the Society is in a position to apply to a range of grant funders for financial assistance with whatever future projects Council decides to pursue.

Many grant funders require information as to the time contribution which members make on a voluntary basis to the running of the Society. A significant contribution strengthens any application for which it is requested and so we need to record the time that any volunteers spend helping the Society.