



Tees Heritage Trust Ltd

Volunteer Policy

Volunteers: How we work together

1. Introduction

- 1.1. Volunteering is important to Tees Heritage Trust's (THT) work. This policy is designed to demonstrate our commitment to volunteering and individual volunteers, ensuring all volunteers are treated consistently, equally and fairly. We can engage people with the historic environment and believe we can achieve more with volunteers. We value and appreciate the full worth of all volunteers.

1.2. Tees Heritage Trust is committed to equal opportunities.

2. As a volunteer you can expect: -

- 2.1. You will be made to feel welcome by the organisation. You will be volunteering for an organisation which opposes all forms of illegal discrimination.
- 2.2. Your skills will be matched with our opportunities wherever possible.
- 2.3. You will be volunteering for an organisation which is committed to equal opportunities.
- 2.4. You are covered by THT's public liability insurance if working under our instruction as a volunteer at Tocketts Mill.
- 2.5. You will be appreciated and recognised for your contribution to THT.
- 2.6. You will be provided with an induction and training and support in order to fulfil your volunteer role.
- 2.7. Your work conditions will be safe and healthy wherever possible – risks will be advised where necessary.
- 2.8. THT will help you to resolve any problems that arise.
- 2.9. You will be given regular opportunity to review what you do.
- 2.10. THT will seek your views on volunteering and your experiences as a volunteer.

3. THT expects volunteers to:-

- 3.1. Fulfil volunteering within the terms specified in organisational policies and in the volunteer's role description.
- 3.2. Be reliable in delivering tasks identified, honest in all dealings and treat everyone you encounter through your work with THT with respect.
- 3.3. Work safely and responsibly. It is your responsibility to inform THT of any changes to your health or well-being that would affect your volunteer role.

- 3.4. Promote understanding and enjoyment of the built heritage of the Tees Valley.
- 3.5. Operate according to the values and standards of THT.
- 3.6. Participate in induction sessions and attend training sessions as appropriate.
- 3.7. Abide by THT's policies and procedures, particularly in respect to the following policies which are available on request: -
 - 3.7.1. Data Protection and Confidentiality.
 - 3.7.2. Accident Reporting.
 - 3.7.3. Health and Safety.
 - 3.7.4. Equal Opportunities.
- 3.8. Accept that THT requires reliable volunteers that are able and willing to undertake their volunteer role(s) at specified times.
- 3.8. Try to inform the relevant Volunteer Co-ordinator if you are unable to attend by no later than 9.00am on your normal volunteering day or before if possible.
- 3.9. Aim to give at least one weeks' notification if you are unable to continue volunteering.
- 3.10. Raise any issue of concern relating to your volunteering with the Volunteer Coordinator.
- 3.11. Be able to meet the demands of the role without risk to your health.
- 3.12. If unemployed and in receipt of state benefits, accept that it is your responsibility to inform the relevant authority.

4. Security and Confidentiality: -

- 4.1. THT will:
 - 4.1.1. Maintain a record of basic information which will include contact information for health and safety and insurance purposes, and a record of training undertaken. This information will be subject to the Data Protection Act and THT's Data Protection Policy and will be treated in the strictest confidence (medical information is discretionary).
 - 4.1.2. Ensure that volunteers are made fully aware of security and access rules and restrictions.
- 5. ***Tees Heritage Trust reserves the right to withdraw an offer of volunteering if the above criteria are not fulfilled or if the conduct of a volunteer negatively affects other volunteers, staff, visitors or users.***
- 6. ***For the avoidance of doubt volunteers are not employees and it is not intended that they should be.***

Adopted on: 18th November 2020.

Last reviewed:.....[date]
