



## De La Warr Pavilion Volunteer Policy

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This Policy has been drawn up in consultation with Hastings Voluntary Action and De La Warr Pavilion Volunteers.

Signed: ..... Date: .....

Stewart Drew, Director and CEO De La Warr Pavilion

This policy will be reviewed on 28 April 2017

## The De La Warr Pavilion - An Introduction

The De La Warr Pavilion (DLWP) is a Grade One listed building on the seafront in Bexhill on Sea, East Sussex and is widely recognised as one of the most iconic Modernist buildings in Britain. Since it's refurbishment in 2005, it has gained an international reputation for innovative exhibitions and performance programmes which engage diverse audiences.

The DLWP Learning & Participation programme comprises a wide array of workshops, courses, projects, talks and tours offering insight to our exhibitions, building heritage and contemporary art, design and culture.

The key aims of the DLWP Learning & Participation programme are to:

- Introduce people to the arts
- Inspire people to take part in the arts and learning
- Encourage questions and support debate
- Develop creative skills, critical thinking and personal progression
- Enhance peoples quality of life

To achieve these aims, DLWP works in partnership with audiences, artists, academics, schools, colleges, community groups, cultural organisations, businesses, further and higher education institutes and local authority officers.

Our programme participants include families, children, young people, 16 – 25 yr olds not in education, employment or training, actively retired adults, older people at risk of isolation, adults with learning disabilities and mental health challenges.

## Principles of Volunteer Involvement

The Board of Trustees, Director and staff recognise that volunteers play a vital part in supporting the DLWP Learning & Participation Team and value their contribution highly.

Volunteers do not replace paid staff, but work co-operatively with them to deliver the key aims of the Learning & Participation programme, increase expertise and help encourage participants to develop their understanding, skills, attitudes and values. Volunteers enhance staff and participants' experiences and give a unique extra dimension to the organisation. Volunteers act as ambassadors of DLWP, strengthening relationships with the local communities.

Volunteers gain the opportunity to develop and share new and existing knowledge and transferable skills, and meet and connect with new people. Volunteers gain experience supporting the work of a charity, and satisfaction in making a positive impact in the lives of programme participants.

### Equal Opportunities and Diversity

DLWP is committed to promoting and monitoring diversity and equal opportunities, in line with our Diversity Plan and Equal Opportunities Policy.

Volunteering roles are suitable for people who:

- are aged 18 years+
- live in or near Rother and Hastings
- can agree to a level of commitment and uphold this level
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### Recruitment and Selection

The recruitment process for volunteers is fair and consistent with that of paid staff. Prospective volunteers may observe and shadow one workshop or session before completing and returning a simple application form, along with an equality and diversity monitoring form and contact details for 2 referees. The application form plays a part in the selection process and will be used for shortlisting prospective volunteers to attend an informal interview. References will be checked as part of the selection process.

All volunteers will need a DBS (Disclosure and Barring Service) certificate issued within the last 2 years. DLWP will process any checks required.

### Supervision and Support

To ensure Volunteers are confident and capable, they will be supervised and supported by Grace Clements, Learning & Participation Assistant, as well as project partners, freelance educators and gallery staff.

### Task Descriptions

All roles consist of essential tasks that should be enjoyable and manageable. In advance of each session volunteers are briefed and provided with a clear

description of the tasks they will be expected to perform, and these can be discussed and, if appropriate, revised to suit both the volunteer and the organisation.

### Time Commitment

Volunteers are asked to agree to a level of commitment and uphold this level. Dates and hours are variable, sessions may last 3, 4 or 8 hours, e.g. 9.30am – 12.30pm, or 1.30 – 5.30 pm or 9.30 – 5.30 pm.

### Induction and Training

Volunteers will attend an initial induction and building tour. They will receive ongoing skills development opportunities to equip them for specific tasks. The type and length of training provided will differ dependent on the type of tasks the volunteer is undertaking. Arrangements for induction and training sessions will be confirmed in consultation with the volunteers.

### Reimbursement of travel expenses

DLWP is committed to making volunteering accessible to people on low incomes. Out of pocket travel expenses will be reimbursed up to a maximum of £4.00 per day. Based on mileage costs @ 35p per mile this covers an 11.4 mile return trip. Volunteers should provide a ticket as receipt where available.

### Hospitality and Benefits

Light refreshments (e.g. tea, coffee, water, biscuits) will be provided for those volunteering up to 4 hours, in addition a light lunch of soup and bread will be provided for those volunteering more than 4 hours. Volunteers are entitled to 20% discount on all goods in the DLWP shop and 25% discount on food and drink in the DLWP café.

## Health and Safety and Insurance

Volunteers must read and adhere to De La Warr Pavilions' Health and Safety Policy, and Children and Vulnerable Adults Safeguarding Policies and procedures.

For public events the Front of House team are first aid trained and will need to be informed of any accident.

Volunteers are covered by De La Warr Pavilion Public Liability insurance.

## Expectations and Boundaries

Volunteers are expected to carry out the tasks identified in the task description and conduct themselves appropriately in their appearance, language and attitude, whilst on duty. Volunteers are asked to contact Grace Clements, Learning & Participation Assistant, as soon as possible, if unable to fulfil arrangements.

Although volunteering should not normally have any impact on benefits received, volunteers should inform benefits agencies about their voluntary work.

Volunteers shall not disclose any confidential information.

## Problem Solving Procedure

If there are problems with the way a volunteer is carrying out a task Grace Clements, Learning & Participation Assistant should resolve the issue with the volunteer. If she cannot resolve the issue, it will be taken to Ashley McCormick, Head of Learning and Participation.

If a volunteer is not happy with the tasks they are being asked to deliver, they should tell Grace Clements, Learning & Participation Assistant. If she cannot resolve the issue, it will be taken to Ashley McCormick, Head of Learning and Participation.

If it is not possible or appropriate to resolve any grievance with Ashley McCormick, volunteers should follow the grievance procedure outlined in the Volunteer Handbook.

Key Personnel Contacts

Grace Clements

Learning & Participation Assistant

01424 229 103

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Ashley McCormick

Head of Learning & Participation

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