

Policy number	Volunteer 2019	Version	2019
Drafted by	Vivienne Carson	Approved by Board on	
Responsible person	Mervyn Hall	Scheduled review date	2019

INTRODUCTION

Fermanagh Genealogy Center relies heavily on the unpaid work of volunteers and values their contribution highly.

PURPOSE

This policy is intended to ensure that volunteers at Fermanagh Genealogy Center have volunteering opportunities that are safe, significant, fulfilling, and appreciated.

POLICY

All volunteers shall be treated with respect and gratitude for their contribution.

VOLUNTEER MANAGEMENT PROCEDURES

RESPONSIBILITIES

It is the responsibility of the Fermanagh Genealogy center to appoint a Volunteer Coordinator.

The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers.

The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor.

The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

PROCEDURES

Recruitment

Recruitment of volunteers shall also take into account's Fermanagh Genealogy commitment to cultural diversity under its Equality Policy.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be reimbursed for tea or coffee by using the pre approved slips which can be found in the filling cabinet whilst carrying out their volunteering duties at Enniskillen castle.

Complaints

All volunteers have the right to make a complaint if they feel in any way that they have been treated unfairly. All volunteers should refer to FGC complaints policy for Guidance

APPENDIX A

Volunteer Satisfaction Survey

Feedback from surveys like the one below can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned. So please partake in the below survey answering as honestly as you feel appropriate.

SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organize as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered? _____
- Are you planning to volunteer again in the future? _____
- Why did you volunteer? _____

Training

- Training nights are held on the second Tuesday of each month . Has this been adequate for your volunteering roll?

. If not, what sort of training would add improvement

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none
- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none
- If you have comments you'd like to share, please include them below.

Supervision

- Were you provided with a clear outline of what was expect from you?
YES/NO
- Did your direct supervisor provide adequate support?
YES/NO
- Did he/she make you feel like a valuable member of the team?
YES/NO
- Did you feel that the FGC, as a whole, supports volunteers?
YES/NO
- Did you feel that the FGC got as much from your service as it could have?
YES/NO
- If you have comments you'd like to share, please include them below.

Recognition

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO

- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
 YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

Feedback

- Were your views on the program sought out?
 YES/NO
- Were your views listened to?
 YES/NO

Overall Satisfaction

- How would you rate your overall volunteer experience? (Please circle one):
 Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
 YES/NO
- Did you enjoy working with other volunteers on the day?
 YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.
