

# RETURNING TO VOLUNTEERING

South East Museum Development  
Programme

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# Forecasting your changed volunteering needs.

1. Supervision

4. % at higher risk

2. Supervisor status

5. Timescale for return

3. Numbers needed to operate vs. current numbers

6. Redeployment requirements

# Forecasting volunteer supply.

## Volunteer survey:

- Basic information (e.g. name, role)
- Vulnerability information (e.g. shielding, risk groups)
- Preferences for returning to volunteering (e.g. current role, different role)
- Concerns about returning to volunteering
- Preferences for support and information needed
- Practicalities (e.g. travel to the museum)
- Feedback on volunteer engagement during lockdown



Image by Alain Pham, [www.unsplash.com](https://www.unsplash.com)

# Adapting volunteer roles.

<input type="checkbox"/>	Review the options. Can you:
	a. Adapt working practices so the role can be carried out Covid-safe?
	b. Change the focus of the role (e.g. onsite to digital tours/talks)
	c. Introduce new roles
<input type="checkbox"/>	Re-write the role description if duties have changed substantially or introduce new role descriptions
<input type="checkbox"/>	Provide training for new roles or changes

# Risk assessment and measures.

## The big questions...

1. What is our role in protecting our volunteers, including those who are clinically vulnerable or in high risk groups?
2. Who needs to be involved in these decisions?
3. How will we know whether the measures we are taking are effective?

# Safe volunteering measures: onsite and remote.

<b>Health and hygiene</b>	<b>Workspaces and rest areas</b>	<b>Volunteering arrangements</b>	<b>Travel</b>	<b>Monitoring</b>
Guidance on symptom management and volunteering	Social distancing	Limiting numbers onsite	Gathering data on travel to museum for onsite volunteers	Return to volunteering form
Hygiene measures (e.g. hand-washing, uniform, PPE)	Rearrangement of spaces (e.g. back to back)	Small cohorts	Travel and expenses policy review	Regular confirmation of health status
Remote workspace H&S	Lone working policy review	Shift patterns and staggered breaks	Impact of shift changes to travel	Track and Trace data for volunteers
Remote workspace equipment	Storage of personal belongings	Rest-breaks for remote volunteers	Volunteer driver policies	Regular wellbeing check-ins

Are the measures working?

Early involvement



Share the results



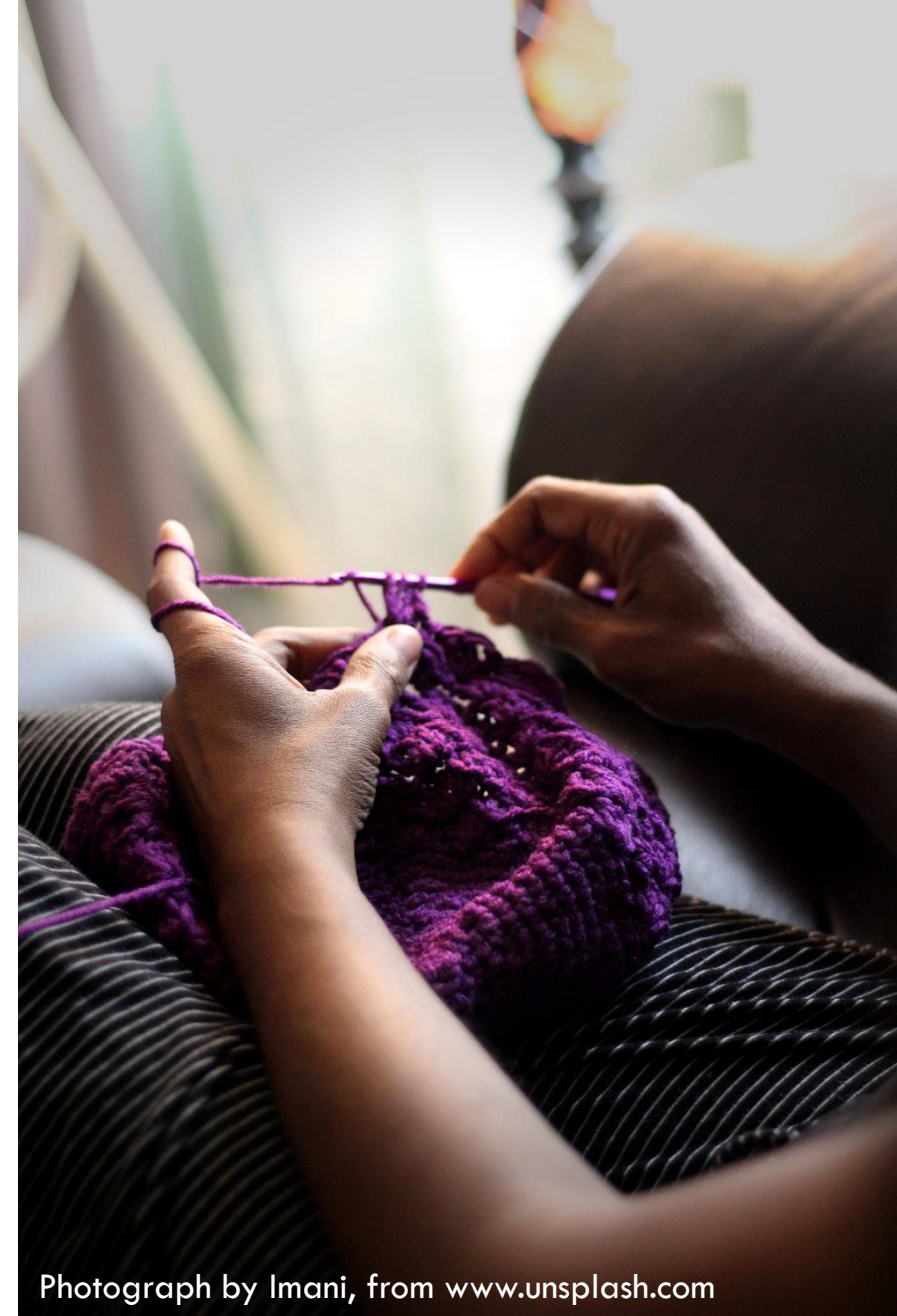
Consider KPIs



Ongoing feedback

# Culture change and why it's hard!

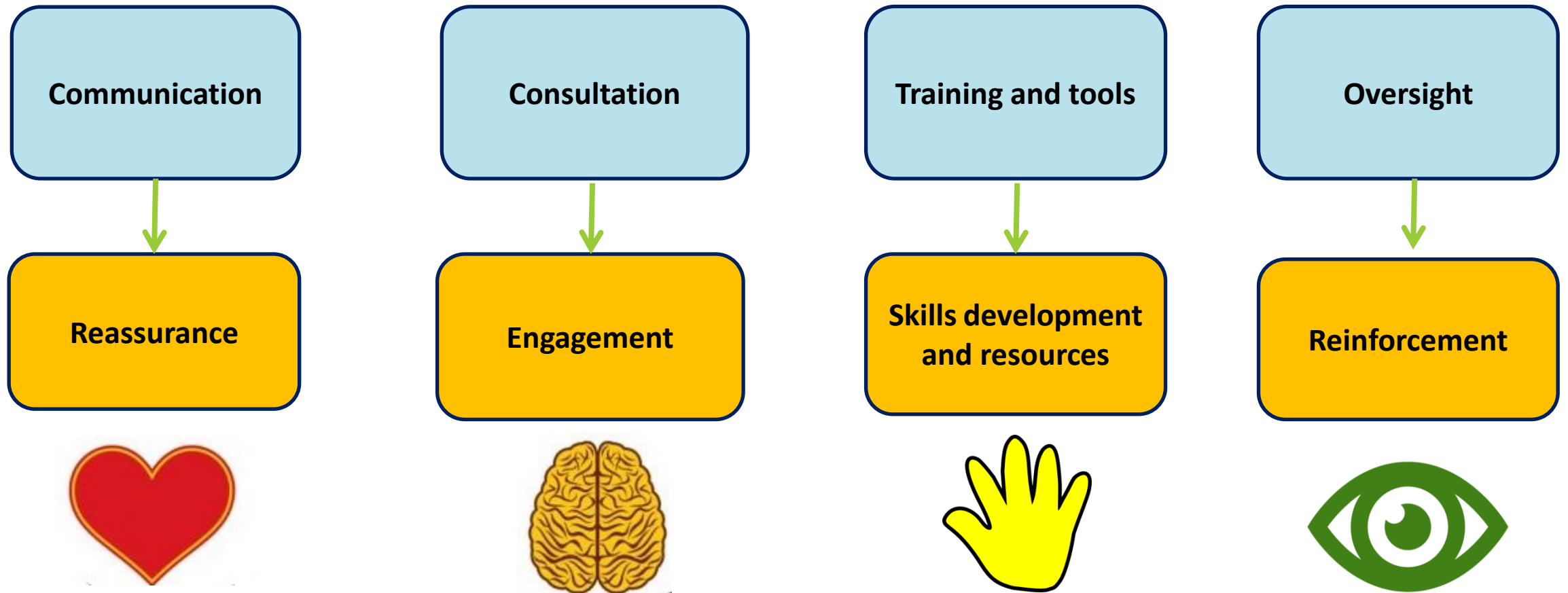
- You have to unlearn your habits at the same time as re-learning them
- You can only do this with regular practice
- You'll need to be in it together



Photograph by Imani, from [www.unsplash.com](https://www.unsplash.com)



# Key activities in leading volunteers through transition.



# Practical steps for supporting people.

Communication	Consultation	Training and resources	Oversight
<ul style="list-style-type: none"><li>✓ Communications plan for volunteers (what, who, when, how)</li><li>✓ A clear plan for the future that you can share...</li><li>✓ ...But regular updates for when things change quickly</li><li>✓ More regular 1:1s, meetings – formal and informal</li></ul>	<ul style="list-style-type: none"><li>✓ Identify areas where volunteers can have an input</li><li>✓ Use feedback mechanisms (e.g. suggestion box, digital and in person forums, team meetings)</li><li>✓ Manage expectations – not all suggestions will be acted on</li></ul>	<ul style="list-style-type: none"><li>✓ In new Covid measures for volunteers; in managing visitors; in new skills</li><li>✓ How to guides or task sheets for new tasks</li><li>✓ Virtual sessions and tools</li><li>✓ Champions, ambassadors or mentors</li><li>✓ Peer training</li></ul>	<ul style="list-style-type: none"><li>✓ Leaders and staff clear and trained in their role as Covid-safe working ambassadors</li><li>✓ Set a culture of looking out for one another</li><li>✓ Gentle reminders when people forget measures</li><li>✓ Taking action in the case of repeated or willful failure to adapt to new measures</li></ul>

# Resources.

Subject	Resource
Redeployment framework spreadsheet and volunteer survey	<a href="http://www.heritagevolunteeringgroup.org.uk/">http://www.heritagevolunteeringgroup.org.uk/</a>
Return to volunteering flowchat	<a href="https://docs.google.com/presentation/d/1PB8h3Oj70oNeudrmGGowYtejdbZ0cRtGSjKRU5PXpl/edit#slide=id.p">https://docs.google.com/presentation/d/1PB8h3Oj70oNeudrmGGowYtejdbZ0cRtGSjKRU5PXpl/edit#slide=id.p</a>
Example volunteer training for managing visitors during pandemic	<a href="https://www.youtube.com/watch?v=9IVNbt6dQco&amp;feature=youtu.be">https://www.youtube.com/watch?v=9IVNbt6dQco&amp;feature=youtu.be</a>
Zooniverse digital volunteering examples	<a href="https://www.zooniverse.org/">https://www.zooniverse.org/</a>
Example risk assessment for reoccupying buildings with volunteers	<a href="https://volunteeringmatters.org.uk/volunteer-safely/">https://volunteeringmatters.org.uk/volunteer-safely/</a>
We're Good to Go Industry Standards	<a href="https://www.visitbritain.org/were-good-go-industry-standard-all-sectors-tourism-industry">https://www.visitbritain.org/were-good-go-industry-standard-all-sectors-tourism-industry</a>