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Hawick, Roxburghshire, TD9 9BU
Scotland, UK

VOLUNTEER POLICY

[Revision March 2018]

This policy applies to all activities undertaken by Alchemy Film & Arts and impacts upon staff, key participants, volunteers, freelance contractors, partner venues, filmmakers and our audiences. Alchemy Film & Arts will monitor the implementation and application of this Volunteer Policy and ensure that it reflects and meets the needs of the diverse community we serve.

About us

Alchemy Film & Arts is a Scottish arts charity based in Hawick, in the Scottish Borders. The organisation's vision is to champion the development of the arts through film and moving image, our work has an ambitious national and international reach. Our main aim is to engage the people of Scotland, and the Scottish Borders in particular, its creative residents, young people, and visitors to the region in high quality film and arts experiences. This generates creative, cultural and economic benefit on both regional and national level.

In 2017 our successful volunteer programme engaged with 50 volunteers.

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Alchemy Film & Arts. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Alchemy Film & Arts you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

Attracting volunteers and volunteer agreement

Volunteers are at the heart of our organization and we simply could not deliver Alchemy Film and Moving Image Festival every year without this vital assistance. This means that whatever your skills, they will be valued. Whatever your background, you will be welcomed. If you have specific experience

that you would like to put into action, please do let us know. Likewise, if you have particular learning goals you would like to achieve while volunteering, please be sure to share those with us so we can facilitate the best possible volunteer experience. While most of the tasks require you to be present in Hawick during the festival, it is also possible to fulfill some roles working remotely. The key volunteering roles related to the Alchemy Film and Moving Image Festival are:

- Hospitality
- Guest Driver
- Photography/Videography
- Artist interviews, event blogging & social media
- Welcome desk assistants
- Event ushers
- Signage & interpretation
- Venue preparation/DIY aficionado
- AV Technician for Events and Installation
- Art installation invigilation

There are also other more general volunteering opportunities that arise on an ad hoc basis throughout the year, such as helping distribute marketing materials and literature relating to our ongoing Alchemy Community engagement (ACE) project. This includes introductory filmmaking workshops, free/affordable film screenings and volunteer appreciation events.

If you would like to find out more, please contact our Volunteer Coordinator Dawn Berry by emailing dawn@alchemyfilmfestival.org.uk

Induction and training

It does not matter how much you already know as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be an induction prepared and delivered by one of our staff.

This will include:

- Some information about Alchemy Film & Arts, our vision, mission and our future plans;
- the role of the volunteer;
- introduction to some volunteers;
- tour around our facilities and see some of our initiatives;
- copy of all the relevant policies including this volunteer policy and also our Health and Safety, Expenses and our organizational policies, such as Equalities, Access & Diversity;
- information about training and ongoing learning opportunities

Support

Our Volunteer Coordinator will offer support to you. They will remain your key contact throughout your volunteering with us. This will include meetings with you to discuss how you are getting on, any training needs and/or desired developmental opportunities and deal with issues arising. This will also ensure that Alchemy Film & Arts are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. There will always be a listening ear or shoulder to lean on.

To express our gratitude for our volunteers hard work and absolute dedication we offer:

- The opportunity to contribute to Hawick's cultural community, meet new people and have fun
- Access to screenings and events at the 2018 Alchemy Film Festival (3-7 May 2018)
- One ticket per shift to a screening of your choice, subject to availability
- Free entry to any screening that still has empty seats 5 minutes before.
- 1 free Alchemy Film Festival t-shirt, please wear this while you are volunteering!
- Discount (cost price) on Alchemy T-shirts and merchandise.
- Including your time with Alchemy on your CV.
- Tailored learning opportunities, wherever possible.
- One-to-one career advice.
- A special Volunteer Appreciation Event at the end of festival.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if required, will be reimbursed including expenses for travel. Volunteer Drivers during the Festival will receive a mileage expenses rate of 25p per mile. In order to claim expenses, an Expenses Form must be completed, a valid receipt provided and this should be handed in to the Alchemy Film & Arts office or emailed to the Community Engagement Coordinator.

Insurance, health and safety, accidents and risk assessment

Alchemy Film & Arts has a valid insurance policy so that volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on field sites.

Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to the Community Engagement Coordinator.

For non-volunteering related issues that come to our attention we may encourage you to seek advice and help from organisations that have a more relevant understanding and expertise in these fields, such as Police Scotland or Social Work Scotland.

Confidentiality

We expect all volunteers not to use, nor disclose any unauthorised person, any confidential information relating to or received from Alchemy Film & Arts for any reason unless expressly authorised by Alchemy, or required by law. This includes, but is not limited to, use of social media and contact with any press.

Equality, Diversity and Inclusion

Alchemy Film & Arts is committed to embracing diversity and promoting equality and inclusion. When representing Alchemy Film & Arts as a volunteer we expect you to support our commitment to promoting equality.

Volunteering whilst on benefit

You can still volunteer with us if you are receiving benefits provided that we follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.

Alchemy Volunteer Agreement

We appreciate your commitment to us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. To make sure you have the best possible experience we have created this agreement, which sets out our commitment to you and what we hope you can contribute.

Alchemy is committed to:

- Giving you a great experience.
- Being responsive to your requirements and supporting your involvement in Alchemy's volunteer programme.
- Providing you with an induction and training to undertake your volunteer role(s).
- Explaining the standards we expect and to encourage and support you to achieve and maintain them.
- Providing a named person who will be your point of contact whilst volunteering. This might be someone other than the volunteer manager who will discuss your volunteering and any achievements and issues arising on a regular basis.
- Doing our best to help you develop your volunteering role with us.
- Being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments.
- Honouring the time commitment you have agreed to give us and not to expect more from you unless offered and agreed.
- Reimbursing agreed, out-of-pocket expenses, which are submitted with a completed expenses, claim form and scanned receipts.
- Providing adequate training and ensure you know what to do to stay safe, in accordance with our Health and Safety Policy.
- Providing adequate insurance to cover for volunteers whilst undertaking volunteering approved and authorised by us.
- Ensuring that all volunteers are treated fairly and in accordance with our Equalities, Access & Diversity Policy and, if applicable, our Safeguarding Children and Vulnerable Adults Policy.
- Trying to resolve fairly any issues or difficulties you may have whilst you volunteer with us before they become problems. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies.
- For non-volunteering related issues that may be brought to our attention, we may encourage you to seek advice and help from organisations who possess a more relevant understanding and expertise in these fields, such as Police Scotland or Social Work Scotland.

- From time to time, we may have a Photographer documenting Alchemy events and meetings for legacy and reporting reasons. Please let us know if you would wish to not be included in this documentation and we will ensure these wishes are respected.
- Follow up on any feedback or questions you may have regarding your involvement as a volunteer.

By volunteering with Alchemy Film & Arts you agree to the following:

- Performing my volunteering role to the best of my ability.
- Working as agreed in my volunteer role description.
- Following the organisation's policies and procedures, including the Volunteer Policy.
- Respecting and adhering to confidentiality by not using, nor disclosing to any authorised person, any confidential information relating to or received from Alchemy Film & Arts for any reason unless expressly authorised by Alchemy, or required by law.
- Familiarise myself and ask if I'm not sure about what to do stay safe whilst volunteering.
- Maintaining the confidential information of the organisation.
- Meeting time and other commitments as agreed but when unable to do so to give reasonable notice so that other arrangements can be made.
- Providing references if requested.
- Return any loaned equipment in a timely manner when requested and/or when ending my volunteering.
- Refraining from recording – audio or video - my activities and/or involvement with Alchemy, without prior consent from all parties present.

Questions

Should you have any further questions or wish to discuss this policy, please do not hesitate to contact Alchemy's Volunteer Coordinator, Dawn Berry by emailing dawn@alchemyfilmfestival.org.uk or call/text 07886 313 134.