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## 1 GOALS

- To help make a child's (and their family), visit fulfilling, educational and fun.
- To help families have such a positive and pleasant experience that they become returning guests.
- Benefits to volunteers include fun, experience, learning and practicing skills, and getting references for good performance that might help with jobs and training.

## 2 COMMITMENT

- Volunteers must commit to serve a minimum of 30 hours over the first year.
- Museum shifts are normally a minimum of 2 hours
- Volunteers must be reliable in coming when scheduled, and must call the supervisor as soon as possible if anything might make the volunteer late or absent.
- Volunteers who have children of their own must volunteer three times without their child(ren) before bringing them in during volunteer hours. Volunteers who have children who require a lot of supervision should arrange to serve as museum attendants at times when their children can be looked after by others. This can be further discussed with the Volunteer Coordinator.

## 3 DUTIES

- Be warm, friendly, welcoming, and supportive to everyone.
- Give basic information about our organization to visitors and passers-by.
- Greet children and orient them to the exhibits, assisting the Visitor Service Representative in this function
- General tidying (sweep, put away toys in proper exhibits, hang up costumes, make sure washrooms are clean, etc.)
- Clean up the craft table and the floor and chairs in the craft room. Make sure craft supplies are replenished.
- Encourage parents to supervise their children's use of craft materials and other behaviour.
- When the staff member is in one part of the museum, the volunteer should circulate in other parts.
- Point out upcoming events and promotions
- Make sure music is on and CD changed every once in a while
- Guide families on what there is to explore and how they can make the most out of their visit
- Extra duties (when low attendance): washing toys, dusting, preparing craft supplies for the following week, possibly helping out with a new exhibit.
- Exercise good judgment about supporting children and parents when needed, but not interfering with their play when they are doing fine.
- Dress comfortably but neatly. Please do not wear clothing that reveals excessive

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amounts of skin or undergarments, or contains offensive language or graphics.

- Practice good hygiene.

#### **4 SUPERVISION**

A. General supervision and tracking of volunteer hours are provided by the Volunteer Coordinator for all non-Board volunteers.

B. Specific onsite supervision is provided by the person closest to the top of this list depending on availability.

1. Staff member on duty.
2. If no staff member is on duty, then a Board member who is managing.
3. If no Board member is available, then a senior volunteer with long experience who is at the CDM.
4. If no experienced volunteer is available, then an off-site supervisor must be designated, i.e., someone to call if needed.

**DOCUMENT END**