

Open House Dublin(OHD) Volunteer Policy and Operational Guidelines

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Our Mission

The Irish Architecture Foundation is a vibrant and passionate organisation that seeks to excite audiences about the cultural value of architecture. It is a focal point for the many people and organisations that wish to champion the power of architecture to transform lives and improve the places where we live and work. Through a programme of self-initiated events, it inspires people to become thoughtful and engaged stewards of the visual landscape.

The Irish Architecture Foundation is a non-profit organisation. We run Ireland's largest architectural festival, Open House Dublin, opening over 150 venues to the public throughout one weekend for **free**. Volunteers are crucial to this event as they represent the IAF at every venue.

We firmly believe in the value of volunteering and believe that volunteers make a vital contribution to society. The volunteer programme introduces volunteers to a cultural event, gives them more insight into the running of a large event, gives them the opportunity to meet new people and learn more about the architecture around them. We regard volunteers as family and encourage them to get involved at all levels of the organisation and within all appropriate activities. Volunteers are recruited from all areas around Ireland and always have a great experience! We aim to train and support our volunteers to the best of our abilities, and to act quickly and fairly if difficulties arise.

General Principles

1.1 Scope The purpose of this policy is to provide all IAF staff and OHD volunteers with clear guidelines on involving volunteers; to outline expectations; and to explain management systems and operating standards. This policy does not constitute a binding contract and is subject to change and regular revision. OHD Volunteers and IAF staff are expected to act in accordance with all policies and procedures as outlined by this policy.

1.2 Responsibility The OHD Volunteers Coordinator is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other IAF staff and volunteers are expected to facilitate this process.

1.3 Eligibility IAF will consider involving anyone who wishes to volunteer with the organisation. All our volunteer positions are public facing, therefore volunteers must have good interpersonal skills and act in a way that is in line with the aims and objectives of the organisation and that enhances the work of the organisation. Being a friendly and helpful representative of IAF is a

key part of any volunteer role offered within our organisation. The IAF is committed to providing equal opportunities in the engagement for all volunteers and applicants.

1.4 Relationship with IAF staff Volunteers are appointed to enhance the capacity of IAF staff, not as a substitute for them. Clear roles are established to differentiate between IAF staff and OHD volunteers to foster mutually beneficial and complementary relationships.

1.5 Volunteering conditions OHD Volunteers are treated as full members of IAF team. They are treated as equally and fairly as IAF staff. OHD Volunteers are provided with appropriate equipment and facilities necessary to volunteer effectively and comfortably.

1.6 Time commitment Voluntary time commitment is specified at the time of the assignment according to the volunteer role. Unscheduled absences can create organisational problems. When expecting to be absent, volunteers should inform the OHD Volunteers Coordinator/assigned supervisor as soon as possible, so that alternative arrangements can be made.

1.8 OHD Volunteer Roles Volunteer roles for OHD events are divided into 3 groups of volunteers for the OHD event: Weekend Volunteers, Weekdays Volunteers and Skilled Volunteers.

Weekend Volunteers: these volunteers will be assigned to OHD buildings at the weekend (Saturday and/or Sunday). These volunteers will be situated throughout Dublin and will volunteer at least 4 hours of their time throughout the weekend.

Weekdays Volunteers: these volunteers will be assigned to our weekday events or at our Info Hub. They will be volunteering throughout the week. They will be at the Info Hub in the lead up to the event, available to help the OHD Team with mail-outs and preparation of OHD material.

Skilled Volunteers: these volunteers will be volunteering throughout the OHD festival and support the OHD Team. These volunteers are usually experienced volunteers with specialized skills and qualities required for the delivery of OHD events. Skilled volunteers play a fundamental role in the delivery of OHD. Skilled volunteers include volunteer area managers, tour guides and other skilled profiles.

1.9 Expectations and IAF commitment to OHD Volunteers A full outline of volunteer expectations can be found in the OHD Volunteer Agreement document that accompanies this policy.

OHD Volunteer recruitment and selection

Volunteer positions are advertised on architecturefoundation.ie, the dedicated openhousedublin.com, various social media platforms and appropriate volunteer recruitment channels. We use volunteer, college, architectural, arts & culture websites to recruit.

2.1 Recruitment The general recruitment for OHD volunteers is an open selection. All applications are collected through an online 'Expression of Interest' form. Applicants are then shortlisted. For certain roles (Skilled Volunteers) informal interviews are conducted and volunteers are selected based on requirements of the role, experience, skills, availability and interest.

2.2 Appointment Successful volunteers will be notified via email and asked to sign the OHD Volunteer Agreement, confirming their availability. Depending on the role, volunteers may be required to complete Garda Vetting and attend an informal interview. The nature and hours of the volunteer role is communicated separately in the 'OHD Volunteer Assignment Sheet'. Due to the nature of the OHD festival, all volunteers will be given sufficient notice to receive training and support to perform their role.

2.3 Role Descriptions IAF provides a specific written OHD volunteer role description in the registration phase ('OHD Volunteer Expression of Interest') and those are communicated to the volunteers in the 'OHD Volunteer Assignment Sheet' prior to beginning their role. The role descriptions include the purpose of each role, the tasks involved and hours.

2.4 Induction and training All volunteers will be met by the OHD Volunteer Coordinator during training sessions. The training sessions are mandatory for all OHD Volunteers and will not take long. They are introductions to OHD, the role of the volunteers, the chance to meet some of the IAF staff and collect the OHD Volunteer pack. The OHD Volunteer Pack contains the OHD Programme, OHD Volunteer lanyard (for Volunteer Area Managers and Volunteer Tour Guides only), OHD bib, OHD Contact sheet.

The Volunteer Handbook will be sent by email to each volunteer together with the OHD Volunteer Agreement. The handbook contains: information about the IAF, information about OHD, role of the volunteers and dates for training sessions.

OHD Volunteer Code of Conduct

It is the IAF policy that all volunteers should receive a copy of the *Open House Dublin(OHD) Volunteer Policy and Operational Guidelines* and confirm that they have read, fully understood and will comply with its terms.

3.1 Appearance and Appropriate behaviour Volunteers are representing the IAF and they are responsible for presenting a positive image of the organisation to the outside world. For this reason we ask each volunteer to comply with the following: no consumption of alcohol or drugs, no smoking in public view, no bad language in public earshot.

3.2 Confidentiality IAF respects a volunteer's right to privacy and confidentiality, in accordance to IAF Data Protection Policy. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with IAF. Volunteers are expected to exercise caution and care with any documents or other material containing confidential information and at the end of your involvement with the IAF, return any such material in your possession.

3.3 Representation of IAF Volunteers must seek prior approval from IAF or OHD Team before undertaking any representation on behalf of the organisation. This includes, but is not limited to, statements to the media, joint initiatives with other organisations and agreements involving contractual or financial obligations.

Management of OHD volunteers

The IAF is committed to managing volunteers in a manner that meets the needs of both the organisation and the volunteer. The OHD Volunteers Coordinator is responsible for the management of the volunteers, including answering questions regarding policies, delivering induction and training, providing support and supervision and dealing with any complaints or grievances involving volunteers.

4.1 Support and Supervision All OHD volunteers are allocated a designated supervisor, known as a Volunteer Area Manager. It is the role of the designated supervisor to provide advice and guidance relating to the role, provide support and supervision for the duration of the OHD festival events. Throughout the OHD festival, volunteers will have the contact details of the OHD volunteer coordinator and other staff members in the IAF, in case any problems arise. IAF staff, the OHD volunteers coordinator and volunteer area managers will try and make it to every venue to make sure all volunteers are there and happy.

4.2 Time and Duty commitments IAF staff and the OHD Team are expected to meet time and duty commitments for volunteers, to provide appropriate time at induction, training and on a day to day basis for the duration of the festival.

IAF will aim to provide volunteers with notice regarding upcoming volunteer training sessions where their attendance is required.

If a volunteer is sick or unable to commit to their assignment for personal reasons they should notify the OHD Volunteer Coordinator by phone as soon as possible.

Melissa Listanti
OHD Volunteers Coordinator
Irish Architecture Foundation 15 Bachelors Walk Dublin 1
Tel: +353 87 711 1482
Email: volunteers@architecturefoundation.ie

4.3 Ending the volunteer relationship OHD Volunteer roles have a natural end where the individual will often move on to further opportunities. IAF will send out a survey as a way to capture feedback on their role and the experience within the organisation. We will also throw a OHD Volunteers Party in your honour.

4.4 Grievance and Complaints The IAF is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard in accordance to our Feedback & Complaints Policy. We listen and respond to the views of the general public and our supporters so that we can continue to improve. The IAF welcomes both positive and negative feedback.

All volunteers have access to a process to address any issues or difficulties about any aspect of their work or how they are managed. If you do have a complaint about any aspect of our work, you can contact Melissa Listanti, OHD Volunteer coordinator in writing, in person or by telephone or escalate to Síle Stewart, IAF General Manager. The matter will be dealt with in a private and confidential manner.

Melissa Listanti
OHD Volunteers Coordinator
Irish Architecture Foundation 15 Bachelors Walk Dublin 1
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Síle Stewart
IAF General Manager
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Tel: +353 1 874 7200
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We are open 5 days a week from 9.30 am to 6pm.

General Information

5.1 Volunteer recognition Volunteers provide a unique ~~service~~ contribution to OHD, the benefits of which are difficult to quantify. It is essential that their efforts are recognised and rewarded. IAF staff are responsible for thanking all volunteers informally on a regular basis for the valuable contribution that they make to the organisation. To thank volunteers for volunteering we give them the opportunity in their free time to skip long queues for non pre-booked and non-lottery buildings and events on the OHD programme. There will also be a volunteer party to thank all the volunteers for their time throughout the weekend on Sunday 14th.

5.2 References References for OHD Volunteers and CPD Volunteering letter for architects can be provided upon request. The reference will state the role, days and hours the volunteer committed to OHD events.

5.3 Insurance Insurance is provided by IAF to cover all registered OHD volunteers while representing IAF during the OHD 2018 events, in accordance with the *OHD Volunteer Assignment Sheet*.

5.3 Health & Safety OHD Volunteers are required to arrive at a building/venue no less than 15 minutes before tours are due to start in order to meet the 'contact on the day' and ensure they are aware of any safety procedures. Prior to the festival weekend, OHD volunteers must attend a 1-hour-long training session organised by the IAF. This training covers questions of health & safety in general, particular health & safety issues relating to specific buildings or tour routes, dealing with the public, emergency numbers and contacts during the weekend, etc.

Monitoring and evaluation

6.1 Volunteer Involvement IAF monitors and evaluates volunteer involvement in the organisation on a regular basis and seeks to make ongoing improvements.

6.2 Feedback Constructive feedback on this document is always welcome. It must be given to the IAF General Manager who will ensure that it is considered fully.

6.3 Review This policy is a working document and is regularly reviewed. It was updated and ratified by the OHD volunteers, IAF staff and IAF Board and will be reviewed again within 12 months.

Thank you for taking the time for reading through this document.