

**VOLUNTEER**

**PROGRAM HANDBOOK**

**March 2019**

Contents

VOLUNTEER PROGRAM OVERVIEW 3

MFA Mission, Vision and History 3

Volunteer Program Purpose & Outcomes 3

Volunteer Handbook Purpose and Contents 3

Volunteer Coordinator 4

VOLUNTEER RECRUITMENT AND SCREENING 4

Volunteer Recruitment 4

VOLUNTEER ORIENTATION 5

Volunteer Orientation Process 5

VOLUNTEER CONDUCT 5

Volunteer Conduct Policies 5

Reimbursement of Expenses 5

Safety and Liability Policies 5

VOLUNTEER RECOGNITION 6

Volunteer Recognition Policy 6

Volunteer Recognition Procedures 6

VOLUNTEER PROGRAM OVERVIEW

## MFA Mission, Vision and History

***MFA creates meaningful connections***

 ***in the community through art…***

Art inspires communities and provides for expression. As Maryland’s oldest artist organization, Maryland Federation of Art (MFA) brings to the Annapolis community artwork created by artists across the country. Working with 1500 artists each year, MFA hosts juried, group and solo exhibitions at its home in Circle Gallery in Annapolis and in other locations across the state.

Founded by a group of artists in 1963 who wanted a home for professional presentation of visual art, MFA helps artists at all stages in their careers to share their point of view, through their work, with the public.

Interesting and diverse art sparks new ideas, challenges our senses and inspires communities. MFA is building bridges between people, ideas, passions and perceptions by supporting and promoting artists and bringing their visions to the public

Mission: MFA creates meaningful connections in the community through art.

Vision: Art for everyone, everywhere, every day.

Tag line: Much More Than Meets the Eye

## Volunteer Program Purpose & Outcomes

To provide volunteers meaningful, structured opportunities that support MFA programming.

The MFA volunteer program is designed to:

* Provide a constant flow of administrative and fundraising volunteers who assist with office work and event management.
* Increase MFA’s staff capacity to more efficiently and effectively meet the needs of our constituents.
* Provide meaningful opportunities for administrative and fundraising volunteers

## Volunteer Handbook Purpose and Contents

Well-defined volunteer policies and procedures:

* Communicate to employees the importance of training and supervision and how to carry out that training and supervision.
* Explain MFA’s expectations of volunteers as representatives of the organization.
* Signal to volunteers that the volunteer program is well-organized and that volunteers are valued.

This handbook describes the structure and provides the policies and procedures required for volunteer:

* Recruitment
* Intake and Orientation
* Program Operations
* Evaluation
* Recognition

## Volunteer Coordinator

Each volunteer opportunity will be assigned a responsible staff or committee chair as a Coordinator who oversees the recruiting, interviewing, selection, training, scheduling, supervision and evaluation of volunteers. With the support of the staff, the Volunteer Coordinator ensures that the volunteer activities meet the organization’s needs, and that volunteers are tracked in a record keeping system. The Volunteer Coordinator organizes the risk management, recognition and communication for MFA’s volunteers.

VOLUNTEER RECRUITMENT AND SCREENING

**Policies and Procedures**

## Volunteer Recruitment

MFA sees volunteers as representatives of our organization and we seek volunteers who represent the communities that we serve. MFA seeks to ensure the best possible match between interested volunteers and organizational needs. In our recruitment practices, we adhere to the following policies and disclose them to potential and new volunteers:

1. **Application for Volunteering at MFA**

First-time volunteers are asked to complete a basic information form prior to volunteering.

**II Volunteer/Staff Relationship Policy**

Volunteers are critical to the success of MFA and are essential to the organization’s activities. Volunteers, staff and committee members are considered partners in implementing the mission and programs of MFA, each with complimentary roles to play. Designated staff and/or committee members can be expected to provide orientation, training, supervision, and feedback to volunteers.

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of MFA.

**III Equal Opportunity Policy**

MFA maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers based on personal competence and position performance, without regard to race creed, color, religion, sex, sexual orientation, age, marital status or handicap.

In recruiting volunteers, we refrain from asking questions that would require the volunteer to reveal sensitive information or identifiers such as age, race, or gender. The only qualifications for volunteer recruitment include criteria that assesses the volunteer’s ability and suitability to perform a task on behalf of MFA.

VOLUNTEER ORIENTATION

**Policies and Procedures**

## Volunteer Orientation Process

The following policies guide MFA orientation and work processes.

1. **Volunteer Rights and Responsibilities**

Volunteers are viewed as a valuable resource to this organization, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the agency.

1. **Orientation and Training Policy**

All volunteers will receive a general orientation on the nature and purpose of the agency, all pertinent policies and procedures, and to the work to which the volunteer has been assigned. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment.

1. **Feedback and Evaluation**

At the end of the activity, volunteers may request an evaluation of their work. Evaluations may include an examination of the volunteer’s performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

1. **Volunteer Record Keeping System**

A record of service will be maintained on each volunteer with the organization.

VOLUNTEER CONDUCT

## Volunteer Conduct Policies

Volunteers are required to review the Volunteer Policies posted on the MFA website prior to their activity. By participating, volunteers are stating they have read and agree to the following policies:

## Reimbursement of Expenses

In certain situations, volunteers may be eligible for reimbursement of actual out of pocket expenses. Such expenses must be pre-approved by the Executive Director.

## Safety and Liability Policies

1. **Safety**

Although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

1. **Legal Liability**

Volunteers are concerned about their personal liability arising from their service for MFA. When a volunteer acts as a representative for MFA, acting on the MFA’s behalf and with its authority and within the scope of the volunteer’s duties, MFA may be held vicariously liable for the actions of the volunteer. However, liability is based upon the personal acts of a person, so the volunteer may also be liable for his or her actions.

All volunteers agree to assume the risk of any accident or injury to person or property which may sustain in connection with your participation with MFA. In addition, volunteers agree to release and discharge MFA and any of its directors, officers, employees, partners, affiliates and successors from any and all liability or responsibility for any such accident or injury.

Volunteers are encouraged to discuss their personal insurance program with their insurance agent to determine what coverages are available for claims arising from their volunteer activities.

VOLUNTEER RECOGNITION

**Policies and Procedures**

## Volunteer Recognition Policy

The following policy guides the recognition events and procedures to be followed with MFA volunteers:

Volunteer service is very valuable to MFA and we will recognize volunteers on both an informal and formal level. An annual volunteer recognition event (Volunteer of the Year) will be conducted to highlight and reward the contribution of volunteers to the organization.

## Volunteer Recognition Procedures

MFA will mutually engage with their volunteers to determine how to best recognize them for their work.