

Learning Team Volunteers Agreement

Royal BC Museum

May 2018

Introduction

Approximately 120 learning team volunteers engage with visitors at the Royal BC Museum. With support of staff, three members of the Learning Team Volunteers Leadership Committee organized into a work group and met 6 times over a 3 month period to develop a Learning Team Volunteers Agreement (Appendix A) to answer the following questions. As volunteers, how do we know we are doing a great job? And how can we improve on what we do and track our progress over time? As a first step, the creation of a written agreement between learning team volunteer and sponsor establishes a mutual understanding of expectations and a commitment to excellence. This includes the behaviours and attributes staff sponsors can expect of learning team volunteers, and what volunteers can expect from their staff sponsors in support of their success. This written agreement will form the basis for the learning team volunteer's annual self-assessment and supports tracking progress over time. It will also inform a skills development strategy.

Process

Building on the Volunteer Orientation Manual and the Learning Team Organizing Principles, this Agreement has been organized into 4 thematic sections; Continuous Learning, Flexibility, Teamwork & Communication, and Professionalism.

Once approved, all learning team volunteers will be expected to sign the Agreement. New learning team volunteers will sign it at the time of their volunteer orientation with the Museum. Current learning team volunteers will sign it before the beginning of the next Volunteer cycle (June-May).

The details of the Agreement are outcome oriented and self-assessment driven. These same details form the basis for the Learning Team Volunteer Annual self-assessment Form found attached as Appendix B. During the annual review process, the completed self-assessment will serve as the basis for a conversation (when requested) between the individual learning team volunteer and their staff sponsor and help identify areas for self-growth for the coming year.

Completed assessments will be entered in to the "Better Impact" program which tracks individual progress over time. It will be managed by the Volunteer Department. Using the "Better Impact" reporting function, aggregate results will also create a snapshot of the collective Learning Team Volunteers strengths and inform future training and enrichment session needs.

Appendix A

Agreement between Learning Team Volunteer & Staff Sponsor(s)

Continuous Learning	Continuous Learning
<p>As a Learning Team Volunteer, I agree to:</p> <ol style="list-style-type: none"> 1. successfully complete Museum orientation & focused training in assigned areas where and when appropriate 2. pursue self directed learning opportunities & to share with staff sponsor 3. successfully complete refresher courses specific to my volunteer role(s) 4. welcome & participate in periodic reviews and evaluations of presentations through such mechanisms as visitor survey feedback and/or staff sponsor feedback 	<p>The Staff Sponsor will enable by</p> <ol style="list-style-type: none"> 5. offering at least a monthly general enrichment session 6. offering program-specific enrichment sessions
Flexibility	Flexibility
<p>As a Learning Team Volunteer, I agree to:</p> <ol style="list-style-type: none"> 7. share my knowledge and understanding of a program and program delivery with each other & welcome new volunteers to the role 8. understand and prepare for the particular requirements of the role as outlined by the staff sponsor 9. be receptive to new ways of 'doing' and thinking 10. propose to staff sponsor program improvements or customizable engagement options eg., "What's missing in this gallery?" 11. maintain awareness of visitor needs and preferences and adjusts as part of those interactions 	<p>The Staff Sponsor will enable by</p> <ol style="list-style-type: none"> 12. providing clear direction of pedagogical goals for programs (eg. ongoing tours, interactive stations) 13. providing space for volunteers to adjust to their needs 14. supporting customizable engagement options for all volunteers
Teamwork and Communication	Teamwork and Communication

<p>As a Learning Team Volunteer, I agree to:</p> <ul style="list-style-type: none"> 15. successfully complete enrichment sessions on communication skills and strategies of working within teams 16. wear professional attire, including Learning Team Volunteers vest 17. participate actively as a team member 18. be punctual and organized 19. check email/Volunteer lounge postings for time sensitive updates & communication 20. act as ambassador for the Museum inside and outside the Museum 21. support 'continuity of service' during planned or unplanned absences of colleagues 	<p>The staff sponsor will enable by</p> <ul style="list-style-type: none"> 22. providing enrichment opportunities on communication skills and strategies of working within teams 23. providing monthly email updates to enhance communication 24. providing support when communication or team dynamics break down
Professionalism	Professionalism
<p>As a Learning Team Volunteer, I agree to:</p> <ul style="list-style-type: none"> 25. treat the Museum property & collections with care and respect 26. seek answers to questions they cannot answer 27. be solutions oriented and seek appropriate input 28. be positive and constructive 	<p>The staff sponsor will enable by</p> <ul style="list-style-type: none"> 29. seeking input on problem solving from Leadership team 30. working with Leadership team to craft structures for resolving conflicts

Signature & Date of Learning Team Volunteer

Signature & Date of Staff Sponsor(s)

Appendix B

Learning Team Volunteer Annual Self Assessment Form

Name _____

Date _____

<p>I commit to continuous learning;</p> <ul style="list-style-type: none"> • By successfully completing Museum orientation & focused training in assigned areas where and when appropriate. • By pursuing self-directed learning opportunities & informing staff sponsor. • By successfully completing refresher courses / enrichment sessions specific to volunteer role. • By welcoming & participating in periodic reviews and evaluations of presentations through such mechanisms as visitor survey feedback or staff sponsor feedback. 	<p>Not Meeting Expectations</p>	<p>Meeting Expectations</p>	<p>Exceeding Expectations</p>	<p>Comments/Examples</p>
<p>I exhibit flexibility towards the Museum's dynamic needs and positively contribute to its pursuit of</p>	<p>Not Meeting</p>	<p>Meeting</p>	<p>Exceeding</p>	<p>Comments/Examples</p>

<p>excellence</p> <ul style="list-style-type: none"> • In 'long term' roles by sharing the knowledge and understanding of a program and of the program delivery with each other & welcome volunteers new to the role. • In 'short term' roles by understanding and preparing for the particular requirements of the role as outlined by staff sponsor. • Be being receptive to new ways of 'doing' and thinking. • By propose to staff sponsor program improvements or customizable engagement options eg., "What's missing in this gallery?". • By maintaining awareness of visitor's needs and preferences and adjusting as part of those interactions. 	<p>Expectations</p>	<p>Expectations</p>	<p>Expectations</p>	
<p>I promote teamwork and communication;</p>				

<ul style="list-style-type: none"> • By successfully completing enrichment sessions on communication skills and working in teams. • By wearing professional attire, including Learning Team Volunteers vest. • By participating actively as a team member. • By being punctual and organized. • By checking email/Volunteer lounge postings for time sensitive updates & communication. • By acting as an ambassador for the Museum inside and outside the Museum. • By supporting 'continuity of service' during planned or unplanned absences of colleagues. 				
<p>I exhibit Professionalism;</p> <ul style="list-style-type: none"> • By treating the Museum property & collections 				

<p>with care and respect.</p> <ul style="list-style-type: none"> • By seeking answers to questions I cannot answer. • By being solutions oriented and seeking appropriate input. • By being positive and constructive. 				
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I would like to schedule a meeting with my staff sponsor(s) to discuss this self-assessment Yes ___ No ___

I would like to schedule a meeting with a learning team leadership volunteer to discuss this self-assessment Yes ___ No ___

Date Completed _____