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MANAGER'S REPORT NO.	72
COUNCIL MEETING 1980	11 24

RE: THE CLARIFICATION OF THE ROLE OF VOLUNTEER AT
HERITAGE VILLAGE MUSEUM

RECOMMENDATIONS:

1. THAT the Council approve the Goals, Objectives, Roles and Activity Assignments for Volunteers at Heritage Village Museum, as outlined in this report.
2. THAT the approved contents of this report be forwarded to the Parks and Recreation Commission for implementation by the Parity Committee.
3. THAT a copy of this report be forwarded to C.U.P.E. Local 23, C.P.M.A. and the Museum Volunteer Council.

SUMMARY

Municipal Council, at its meeting of 1980 April 21, charged the Municipal Manager with the task of clarifying and identifying the volunteer role at Heritage Village Museum by approving the following motions:

"THAT the Municipal Manager clarify and identify the volunteer role in the Village and confirm these with the Canadian Union of Public Employees."

"THAT the Municipal Manager use resource people from the Century Park Museum Association and the Parks and Recreation Commission in an advisory capacity to discuss the role of volunteers for Heritage Village."

A "Study Group" made up of Municipal staff, Parks and Recreation Commission members, C.P.M.A., volunteers and representatives from C.U.P.E. was assembled and chaired by the Municipal Manager and undertook the initial writing of volunteer roles and confirmation of these roles with C.U.P.E.

The Parks and Recreation Commission was asked to comment on these Goals, Objectives, Roles and Activity Assignments and at its meeting of 1980 November 19, the Commission concurred in the contents.

REPORT

Before looking at the specifics about the Volunteer at Heritage Village, one should put "volunteer" into perspective. This term could apply to almost everyone in North America. People generally volunteer at least once in their lifetime. It is volunteers who provide the base for much of our social service, cultural, charitable and sports activities. Consider the range of volunteer jobs: the policy makers who sit on cultural boards, the executives of societies, the door-to-door fund raisers, the petition writers and placard carriers for advocacy groups for everything from environmental issues to political campaigns, the fathers who coach little league teams and the mothers who share day-care duties. People want to belong, to contribute, to learn and develop as individuals; volunteering is a social institution which answers these basic human needs.

Historically, the role of the volunteer at Heritage Village Museum is established. It has been proven over the years by many dedicated people that their interest and knowledge about our past is worthy of being passed on.

The clarification and identification of the volunteer role at Heritage Village Museum has been underway for some months and has involved many people. The key document to date has been a "Problem and Profile Report" by Dr. Terrence Heath. In Section 4.1.7, Volunteers of the Museum, he says: "Volunteers are the backbone of a successful and dynamic living Museum, and it is important that their role in the Museum programs be well planned. As historic accuracy and authenticity become better established, the training of volunteers will have to be a major part of staff duties.

In the same section he recommended the following:-

"THAT the Museum affirm the role of volunteers in the operation of the Museum and negotiate their role so that it is complementary to staff job descriptions, and

THAT a volunteer policy be developed in which the role and ethics of volunteers be clearly adumbrated."

The definition and clarification of the volunteer role resulted in a series of interviews with Heritage Village staff, volunteers and selected individuals. These interviews formed the base from which the following roles were defined:-

- a) Team Captains (Display)
- b) Current Projects (Curatorial)
- c) Research Projects (Curatorial)
- d) Conservation/Restoration Projects (Curatorial)
- e) Docents
- f) Special Events
- g) Display Attendants
- h) Public Relations Host/Hostess
- i) Ice Cream Parlour
- j) Gift Shop
- k) Team Captain (Docents)

The Study team agreed further definition was required by outlining the goals and objectives of staff in respect to the volunteer program which led to goals and objectives for each of the volunteer activities. This exercise has resulted in agreement by all concerned that the method of presentation and the roles defined on the attached sheets fairly represent the volunteer role at Heritage Village.

The Volunteer Consultant, Mrs. A. Lois McConkey was retained to consider -

- 1) any changes and suggestions regarding content;
- 2) any critical commentary regarding the approach taken; and
- 3) any changes regarding the focus or direction taken that may affect subsequent recommendations.

Mrs. McConkey made a number of suggestions which have been incorporated into the various sections.

Local 23 of C.U.P.E. has been involved in the process and has one concern which should be noted. It's position is that responsibilities in terms of cash control, stock control and purchasing, should be a staff accountability and not a responsibility of volunteers, in the Gift Shop.

C.U.P.E. is in agreement with all the volunteer roles as described in this report.

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HERITAGE VILLAGE MUSEUM

Heritage Village Museum offers a wide variety of opportunities for individual and group volunteer participation.

Founded in 1971, Heritage Village Museum recreates a period lifestyle reminiscent of the turn of the century. An interesting and varied collection provides the basis for a unique experience for all involved, offering the volunteer opportunities for personal growth and community enrichment. The Museum looks to interested community groups and individuals to assist in the promotion of the Museum's cultural responsibilities.

Ongoing training programs in all facets of Museum Operation provide the opportunity of involvement with the Museum staff as well as professional resource people throughout the province.

All activity areas are clearly defined and supervision by the various section heads is provided. Some areas require the wearing of a period costume, which is provided by the Museum. A rest/lounge area is available on site with complimentary tea and coffee.

The preservation and presentation of our heritage in a "Living Museum" setting is not only a valued service to the public, but also one you may find interesting and satisfying.

Please feel welcome to call the Co-ordinator of Volunteers at 294-1232 for more detailed information of specific activities within each of these and other areas.

VOLUNTEER ACTIVITY AREAS

PUBLIC OPERATIONS

To offer a unique experience of our heritage within a variety of display areas to Museum visitors and to provide extended public service, Training, supervision and costumes are supplied. Volunteers should enjoy relating to the general public, possess good communication skills and be available for at least one-half day per week after initial training period.

CURATORIAL

Volunteers will have the opportunity to carry out specific term projects relating to the Museum and its documentation.

EDUCATION

The Museum education program provides the volunteer with the opportunity to bring history alive for children visiting the Museum. Training, supervision and costumes are supplied. Volunteers should have an interest in children and be available for training and the presentation of one program per week.

If you have a skill or interest in a specific area of the Museum and would like to share that expertise with us, please call the Co-ordinator of Volunteers at 294-1232. We welcome you!

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM

PROGRAM - VOLUNTEERS

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GOAL - To provide a vehicle for community involvement and support in the functions of Heritage Village Museum. To utilize and develop the experience, skills and abilities of the public to supplement staff in carrying out museum programs and activities; and to provide volunteers with opportunities for personal development, interaction and a sense of satisfaction in the preservation and re-creation of our heritage.

1981+ OBJECTIVES

- The establishment of an ongoing recruitment and training program that maintains museum standards and morale with input from experienced volunteers.
- To establish an ongoing volunteer evaluation process.
- To develop a policies and procedure manual which outlines the goals and objectives of Heritage Village Museum and defines the relationship of the volunteer to the Management model, which includes an emergency procedures plan and an organizational chart for the management model.
- To involve the volunteer in the evaluation of programs for planning purposes.
- To involve the volunteers in facilitating an internal communications system for the volunteers.
- To ensure that each volunteer has a clear and concise job description.
- To provide a volunteer lounge area.
- To make provisions for upgrading volunteer responsibilities, if the volunteer desires this and the organization feels it is appropriate.
- To ensure that volunteers do not replace staff and take any tasks from staff.

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STAFF GOALS AND OBJECTIVES IN RESPECT TO THE VOLUNTEER PROGRAM 1981 +
VOLUNTEER CO-ORDINATOR

GOAL - To provide a complement of volunteers dedicated to the preservation and enhancement of the Heritage Village Museum, its aims and objectives through ongoing programs of recruitment, training and evaluation in co-operation with the various sections.

1981+ OBJECTIVES

- To attract through various means of recruitment, members of the public to be trained in a series of continuing educational opportunities under the supervision of the Volunteer Co-ordinator, Education Co-ordinator, Curator and Operations Manager of Heritage Village Museum.
- To provide thorough and effective interviews and screening procedures for volunteers and make appropriate placements in programs for each.
- To participate in a co-operative effort with volunteers and staff in the planning and evaluation processes for the volunteer groups and for individual volunteers focusing on recognition for positive results and strengthening areas of weakness.
- To develop a training program which will provide a setting of high standards and a process for developing and maintaining morale, with input from staff and volunteers.
- To develop a promotional presentation kit for recruiting purposes.
- To develop a short brochure that sets out volunteer opportunities as recruitment information to the public.
- Once evaluation process is established, then evaluations to take place every six months on a group and individual basis.
- To provide clear and concise job descriptions, in writing, for each volunteer position with the assistance of staff and volunteers.
- To set up an in-house communication vehicle for and with volunteers and staff to develop and maintain awareness of activities in all areas of the Village.
- To attend volunteer and staff or board meetings when necessary.

- To be responsible for staff training in use and acceptance of volunteers, and volunteer training in staff and union roles.
- To record all injuries, in writing, if sustained when on assignment.
- To ensure that all criteria regarding volunteers' work performance, hours served and evaluations be recorded and confidential. These are to be kept for five years and made available to volunteers if requested for school entrance papers or job resume.
- To develop a means to provide recognition and incentives for volunteer contributions and for staff's effectiveness in utilizing and supervising volunteers.

CURATOR

GOAL - To involve volunteers with specific interests, training and expertise with an opportunity for involvement within the areas of conservation, museum philosophy, research and documentation both as a support function and as an opportunity to refine and develop personal skills and expertise relevant to curatorial programs and to explore possible future areas of volunteer involvement.

1981+ OBJECTIVES

- To establish formal procedures for interviewing, training, supervising and evaluating projects carried out by curatorial volunteers.
- To establish procedures for recording and reviewing projects - particularly those involving a high level of technical expertise related to treatment, handling, conservation and restoration of artifacts.
- To establish procedures which encourage and make possible the consideration of opinions and technical recommendations brought forward by volunteers, members of the public, and museum professionals within our institution and from outside our institution.
- To establish project outlines which clearly define methodology, types of treatment, and final aims of projects in relation to curatorial and museum objectives prior to carrying out any work, transport or treatment.

EDUCATION CO-ORDINATOR

GOAL - To provide educational themes, interpretations and programs for visitors to the Museum.

1981+ OBJECTIVES

- To design, implement and evaluate an effective Docent Program, with the assistance of the Volunteer Co-ordinator and Team Captains.
- To develop and co-ordinate training programs.
- To design, develop, co-ordinate and evaluate educational programs for school students, volunteers and visitors, with input from all three and the School Board.

OPERATIONS MANAGER

GOAL - To train and involve a complement of volunteers to extend the services of paid staff in display and public service areas, but not to include the expansion of the program area.

1981+ OBJECTIVES

- To develop a specialized training program for volunteers in the following areas: displays, sales outlets and food services.
- To evaluate volunteers through a specified review schedule and subsequent reference system.
- To establish a means for volunteers to plan for and participate in the interpretive needs of the Museum.

PROGRAM AREA - HERITAGE VILLAGE MUSEUM
PROGRAM - VOLUNTEERS
ACTIVITY - TEAM CAPTAIN (DISPLAY)

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GOAL - To establish a complement of volunteer Team Captains which will provide a liaison between section heads and the daily teams activity assignments and scheduling.

1981+ OBJECTIVES

- To encourage volunteers to take part in the ongoing educational opportunities offered them.
- To assist staff in establishing a climate of commitment and support.
- To promote pride in performance and to act as an example to others in standards and morale within the team concept.
- To receive an understanding of the roles of staff, their functions and responsibilities.
- To respect the confidence of the organization.

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ROLE - To liaise closely with Operations Manager and Volunteer Co-ordinator and to assist in implementing scheduling as designated by staff and encouraging regular attendance of team members. The Team Captain will also promote and act as an example of standards of dress, expertise, deportment and morale to team members. The Team Captain is a position of sensitivity in that a team member may wish to approach the captain with suggestions and ideas to be brought to staff. As a liaison person the Captain will forward these matters to the Operations Manager. The Captain may or may not be scheduled into a display on any given day, but may act as a relief rover for lunch and coffee breaks while also acting as a public relations person to the general public in undesignated areas. A Team Captain will have received training in four or more display areas and should possess good public relations skills. The Team Captain will be responsible for obtaining a substitute from a list supplied by the Volunteer Co-ordinator, when necessary.

ASSIGNMENT AREAS

Elworth House, School, Log Cabin, Tom Irvine House, General Store, Pharmacy, Auto Shop, Blacksmith Shop, Sawmill Area, Bank, Real Estate Office, Print Shop, Herbalist Shop, Church.

REQUIRED HOURS

One-half hour before opening of the daily program until displays are closed for the day. The required hours will include training time.

LENGTH OF COMMITMENT

Minimum commitment - two continuous operational months.

DIRECTLY RESPONSIBLE TO

Operations Manager

AVERAGE NUMBERS INVOLVED

Eight (8)

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM
PROGRAM - VOLUNTEERS
ACTIVITY - CURRENT PROJECTS (CURATORIAL)

GOAL - To maintain the interest and involvement of volunteers currently undertaking curatorial projects and develop their understanding of the need for defining and recording any treatment or change imposed upon an artifact and the effect which such change may have upon the historic and interpretive value of the artifact.

1981+ OBJECTIVES

- To establish a regular means of contact and communication with current curatorial volunteers in order to institute procedures, guidelines and direction as they are developed as well as provide a vehicle for the expression of their interests and concerns.

ROLE

- To extend the services of the Curatorial staff within a defined area, but not including expansion of the program area.

ASSIGNMENT AREAS

Demonstration of artifacts and treatment and examination of projects as approved. To meet on a regular basis with Curator or designate.

REQUIRED HOURS

As determined - to be reviewed upon institution of new policies and procedures. The required hours will include training time.

LENGTH OF COMMITMENT

Termination of present project.

DIRECTLY RESPONSIBLE TO

Curator or designate

AVERAGE NUMBERS INVOLVED

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM
PROGRAM - VOLUNTEERS
ACTIVITY - RESEARCH PROJECTS (CURATORIAL)

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GOAL - To make possible a reciprocal exchange between individuals undertaking historical, archival and museological research by making available the resources and staff expertise on a pre-arranged basis when such research coincides with Museum Aims and Objectives.

1981+ OBJECTIVES

- To develop and define availability and access to the archival collection and Curatorial Research Library.
- To examine physical facilities and define availability and access to study and research areas.
- To examine, identify and develop the museums capability to offer photocopy, print-copy and related duplicating services and associated costs and determine to what extent such costs are to be absorbed or subsidized by the Museum.

ROLE

- To be defined

ASSIGNMENT AREAS

REQUIRED HOURS

The required hours will include training time.

LENGTH OF COMMITMENT

DIRECTLY RESPONSIBLE TO

Curator or designate.

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM

PROGRAM - VOLUNTEERS

ACTIVITY - CONSERVATION/RESTORATION PROJECTS (CURATORIAL)

GOAL - To initiate, develop and define a policy outlining the extent and complexity of Conservation/Restoration treatment which is within the capability of Heritage Village Museum and the extent to which we can involve volunteer activity in this area.

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1981+ OBJECTIVES

- To assess the available expertise, equipment and physical facilities and the limitations imposed by these factors on implementing conservation and restoration projects.
- To establish the available resources within and outside the institution which can be utilized to further develop the expertise, professional development and morale of volunteers in this area.
- To produce a draft policy outlining lines of authority and procedural methods required in the carrying-out of conservation and restoration projects.

ROLE

- To be defined

ASSIGNMENT AREAS

REQUIRED HOURS

The required hours will include training time.

LENGTH OF COMMITMENT

DIRECTLY RESPONSIBLE TO

Curator or designate

AVERAGE NUMBERS INVOLVED

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM

PROGRAM - VOLUNTEERS

ACTIVITY - DOCENTS

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GOAL - In co-operation with the Curator and Volunteer Co-ordinator develop a cohesive docent complement for the presentation of Heritage Village Museum educational programs. Provide continuing training, evaluation and resource information to allow for personal growth. To provide a vehicle for community involvement and support within the structure of the Museum.

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1981+ OBJECTIVES

- The establishment of a regular on-going training program which maintains museum standards, philosophies and morale, for and with volunteers.
- To establish a program implementation evaluation process providing a vehicle for individual achievement, recognition and personal growth for and with volunteers.
- To produce a docent handbook clearly outlining all of the goals and objectives of the Museum in conjunction with the Volunteer Co-ordinator. To specifically outline the philosophies of the educational programs, for and with volunteers.
- To provide a structure for involvement of the docent complement within the Museum and to improve the communications flow within the Docent program. This will include the "Team Captain Concept" (Docent Chairman, Social Chairman and Program Chairman.) Also to include the review of Docent Chairman and Social Chairman.

ROLE

Upon completion of necessary training, the docent will conduct structured educational programs for students within the Museum, offering experiences relating to our heritage and regional and local history. Docents will utilize specific displays and artifacts to develop an awareness of "heritage" and will authentically portray the era represented by the Museum through accurate interpretation of historical facts, and will be required to wear a representative costume of the period while conducting programs.

ASSIGNMENT AREAS

To accept responsibility as an integral part of a team which will regularly present a specific program during the school year. A docent will/could be involved in the interpretation of the following areas:

- Tram
- Elworth House
- School House
- General Store
- Log Cabin
- Children's Museum/Workshop
- Blacksmith Shop
- Sawmill/Logging Equipment

REQUIRED HOURS

Minimum two hours per week. Training time will also be included. The Docent should notify the Team Captain as soon as possible if he/she is unable to arrive as scheduled in order for the Team Captain to arrange the substitution.

LENGTH OF COMMITMENT

September to June (recognizing school holidays)

DIRECTLY RESPONSIBLE TO

Education Co-ordinator

AVERAGE NUMBERS INVOLVED 30

PROGRAM AREA - HERITAGE VILLAGE MUSEUM

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PROGRAM - VOLUNTEERS

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ACTIVITY - SPECIAL EVENTS

GOAL - To establish the relationship of professional individuals, community groups and associations with special programs and activities which authentically enhance the atmosphere created by the displays, artifacts and themes represented by the Museum.

1981+ OBJECTIVES

- To involve appropriate community resources as required for the implementation of special events as scheduled by the Education Co-ordinator or designate. All programs to be in accordance with museum aims and objectives.
- To request additional volunteer help with special events as required.

ROLE - To apply specific expertise and knowledge to assist staff in presenting an authentic enhancement of interpretation of a display, theme, or activity.

ASSIGNMENT AREAS

This activity could take place and focus on the following areas and themes:

- | | |
|---------------------------|-----------------------|
| Antique car clubs | Authentic turn-of-the |
| Theatrical entertainment | Century activities |
| Craft demonstrations | Steam equipment |
| Baking techniques | Logging display |
| Canadiana Costume Society | Blacksmith |
| | Printshop |

REQUIRED HOURS

Defined by preparation, demonstration and shut-down time required by specific program. If unable to fulfill commitment, notify the Education Co-ordinator or designate as soon as possible.

LENGTH OF COMMITMENT

Designated demonstration day or days.

DIRECTLY RESPONSIBLE TO

Education Co-ordinator

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM

PROGRAM - VOLUNTEERS

ACTIVITY - DISPLAY ATTENDANT

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GOAL - To establish a complement of volunteers to be an extension of staff in demonstrations and interpretation of a specific display.

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1981+ OBJECTIVES

- To develop training and assignment techniques for display volunteers.
- To establish an awareness of volunteers capabilities through communication and evaluation systems.
- To involve volunteers in program evaluation for planning purposes.

ROLE

To supplement staff in presenting to the public a specific display, through demonstrations or additional interpretation. This would involve good public relations, a commitment to a set number of service hours and that service be performed within the stated standards of training. The Display Volunteer may only be placed within an area for which training has been completed. The volunteer would be required to wear a costume representative of the period and be encouraged to adopt the accessories and manner of the period.

ASSIGNMENT AREAS

Areas of assignment may include:

- | | | |
|-----------------|----------------|-------------------|
| Elworth House | Log Cabin | Church |
| School House | Sawmill Area | Tommy Irvin House |
| General Store | Bank | |
| Pharmacy | Real Estate | |
| Auto Shop | Print Shop | |
| Blacksmith Shop | Herbalist Shop | |

REQUIRED HOURS

Minimum of four hours per week. The required hours will include training time. The Volunteer is responsible for notifying his/her Team Captain as soon as possible if unable to fulfill the scheduled commitment, in order for the Team Captain to arrange a substitute.

LENGTH OF COMMITMENT

One operating season.

DIRECTLY RESPONSIBLE TO

Operations Manager or designate through Team Captain.

AVERAGE NUMBERS INVOLVED

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM
PROGRAM - VOLUNTEERS
ACTIVITY - PUBLIC RELATIONS HOST/HOSTESS

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GOAL - To establish a complement of volunteers within the Museum to assist in a public service activity.

1981+ OBJECTIVES

- To develop specific assignments that relate to image and public relations.
- To establish an awareness of volunteers capabilities through communication and evaluation.
- To involve volunteers in program evaluation for planning purposes.

ROLE

To be available as scheduled within the Museum; to provide the public with additional service and reinforce the atmosphere and hospitality of the Museum. This would involve training in four or more displays, good public relations and a commitment to a set number of service hours. The Volunteer would be required to wear a costume representative of the period and be encouraged to adopt the accessories and manner of the period.

ASSIGNMENT AREAS

Areas of assignment may include;

Elworth Kitchen Baking
Gate Greeter
Rover for directional or first-aid purposes
Rover for additional interpretive service.

REQUIRED HOURS

Minimum of four hours per week. The required hours will include training time. The volunteer is responsible for notifying his/her Team Captain as soon as possible if unable to fulfill the scheduled commitment, in order for the Team Captain to arrange a substitute.

LENGTH OF COMMITMENT

One operating season.

DIRECTLY RESPONSIBLE TO

Operations Manager or designate through Team Captain.

AVERAGE NUMBERS INVOLVED

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM

PROGRAM - VOLUNTEERS

ACTIVITY - ICE CREAM PARLOUR

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GOAL - To establish a complement of volunteers to supplement staff in food services.

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1981+ OBJECTIVES

- To develop specific assignments and a specialized training program which relates to public service within the Ice Cream Parlour.
- To involve volunteers in evaluation of program for planning purposes.

ROLE

To supplement staff in the Ice Cream Parlour. This would involve good public relations and a commitment to a set number of service hours. Volunteers will be required to wear a representative costume of the period.

ASSIGNMENT AREAS

On completion of necessary training, areas of assignment may include:

- host/ess for seating in the tea room area
- interpretation through demonstrations and music
- assigned stations as related to special activity programs.

REQUIRED HOURS

Minimum of four hours per week
The required hours will include training time.

The volunteer is responsible for notifying his/her Team Captain as soon as possible if unable to fulfill the scheduled commitment, in order for the Team Captain to arrange a substitute.

LENGTH OF COMMITMENT

One operating season

DIRECTLY RESPONSIBLE TO

Operations Manager or designate through Team Captain.

AVERAGE NUMBERS INVOLVED

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM

PROGRAM - VOLUNTEERS

ACTIVITY - GIFT SHOP

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GOAL - To establish a complement of volunteers to extend the services of staff in the Gift Shop, but not to include expansion of the program area.

1981+ OBJECTIVES

- To develop specific assignments and a specialized training program which relates to public service within the Gift Shop.
- To involve volunteers in evaluation of program for planning purposes.

ROLE

To supplement staff within the Gift Shop area. This would involve good public relations and a commitment to a set number of service hours. Volunteers would be required to wear a representative costume of the period and be encouraged to adopt the accessories and manner of the period.

ASSIGNMENT AREAS

On completion of necessary training this assignment may include craft demonstrations, selling service and interpretation.

REQUIRED HOURS

Minimum of four hours per week.
The required hours will include training time.
The volunteer is responsible for notifying his/her Team Captain as soon as possible if unable to fulfill the scheduled commitment, in order for the Team Captain to arrange a substitute.

LENGTH OF COMMITMENT

One operating season

DIRECTLY RESPONSIBLE TO

Operations Manager or designate through Team Captain.

AVERAGE NUMBERS INVOLVED

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PROGRAM AREA - HERITAGE VILLAGE MUSEUM
PROGRAM - VOLUNTEERS
ACTIVITY - TEAM CAPTAIN (DOCENT)

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GOAL - To establish a complement of Team Captains which will provide a liaison between section heads and the daily teams activity assignments and scheduling.

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1981+ OBJECTIVES

- To encourage volunteers to take part in the ongoing educational opportunities offered them.
- To assist staff in establishing a climate of commitment and support.
- To promote pride in performance and to act as an example to others in standards and morale within the team concept.
- To receive an understanding of the roles of staff, their functions and responsibilities.
- To ensure required number of docents on their team will be in attendance for the program.

ROLE

These are elected positions. The Program Chairmen are representatives of the docents participating in the presentation of a particular program and a liaison with the School Programs Department staff. These positions entail the following responsibilities:

- To have a thorough knowledge of the particular program (content and procedure) for which you are Chairman.
- To participate in the orientation of new docents including providing program descriptions, general museum tours, and placement advice. To welcome and encourage new docents and introduce them to staff and other members of the team.
- To assist staff in docent training and enrichment by advising on training content, organizing dry runs and demonstrations, and evaluating future needs in lectures, demonstrations and information.
- To provide liaison between the docents presenting a particular program and the Education Co-ordinator or designate. This will include conveying ideas, problems and solutions as well as overseeing the general condition of the teaching collection and requesting replacements when necessary.
- To consult in the process of program development, evaluation and training as the year progresses and as time and interest permits.
- To be responsible for assisting the Education Co-ordinator or designate in assuring the required number of docents for each program, for being the initial contact in organizing substitution, and for maintaining a high profile with the docents engaged in program.

ASSIGNMENT AREAS

As defined by the program.

REQUIRED HOURS

Minimum of two hours. The required hours will include training time.

LENGTH OF COMMITMENT

Minimum of two continuous months of educational programs.

DIRECTLY RESPONSIBLE TO

Education Co-ordinator or designate.

AVERAGE NUMBERS INVOLVED

3 - 6