

# VOLUNTEER HOST HANDBOOK

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# WHAT IS AMDANI! CONWY?

Amdani! Conwy is a new project that opens up volunteering opportunities for local residents and the communities in our area to become ambassadors for Conwy's exciting cultural offer.

Amdani! Conwy supports cultural venues and event organisers and works with our communities to make arts, culture and heritage fun, accessible and inclusive.

As a volunteer host organisation, you will be able to promote your volunteering opportunities through Amdani! Conwy and recruit new volunteers who are passionate about culture in Conwy.

All volunteers will be supported by the Amdani! Conwy team. We will:

- Organise and deliver volunteer training and induction
- Cover out of pocket expenses for travel
- Provide subsistence cover for shifts lasting longer than 4 hours
- Enable Disabled, d/Deaf and neurodivergent people to access volunteering.

# AMDANI! CONWY VOLUNTEERS ARE...

## Friendly Faces

Amdani! Conwy volunteers are a recognised and trusted part of the Conwy community, who can offer a warm welcome to visitors to your events and venues.

## Community Network

Made up of volunteers with a presence across the Conwy Cultural network, Amdani! Conwy is an opportunity to promote and share your work to new audiences.

## Active Learners

We will induct and train every recruit to prepare and up-skill them to be Amdani! Conwy volunteers. They will be open to learning new things and work with you to develop their skills.

## Supported By Us

Our volunteers will never be out of pocket whilst accessing opportunities. We will provide support to give everyone a chance.

# AMDANI! CONWY IS PART OF CREU CONWY CULTURE STRATEGY

Amdani! Conwy is a flagship project which is working to make culture a part of everyday life for everyone in Conwy County.

At Amdani! Conwy, we believe in a diverse and broad definition of culture – it is for all of us.

## AMDANI! CONWY SUPPORTS

- Heritage
- Events
- Sports
- Community
- Workshops
- Festivals
- Theatre
- Museums
- Galleries
- Music
- And more...

Find out more about CREU CONWY - CREATING THE SPARK A Cultural Strategy for Conwy County Borough 2021 - 2026 by following the QR Code here.



# HOW TO BECOME A VOLUNTEER HOST

To become a volunteer host just follow these simple steps.

## STEP 1

### FILL IN A SIMPLE FORM

Use our simple form to describe your volunteer opportunity and send it to us with at least one month's notice.

## STEP 2

### SIGN AN AGREEMENT

Volunteer hosts will have a meeting with the Amdani! Conwy team to review and sign your volunteer host agreement.

## STEP 3

### WE PROMOTE OPPORTUNITIES

We promote the opportunity to our cohort of volunteers and they sign up using the Volunteering Wales platform.

## STEP 4

### VOLUNTEERS SIGN UP!

The Volunteer Wales portal allows us to manage your opportunity and share the register when the time comes.

# HOW WILL WE WORK TOGETHER?

Once your opportunity is live and Amdani! Conwy volunteers can sign up, what comes next...?

## STEP 5

### REGISTERS

You'll be able to see who has signed up and what their access needs are. You will handle this information with care and only share with relevant staff.

## STEP 6

### ACCESS NEEDS

A member of your team will review the volunteer's access needs and make reasonable adjustments ahead of the volunteering shift.

## STEP 7

### BRIEFING

At the beginning of the shift, the host will run a briefing and tell volunteers what they need to know.

## STEP 8

### REGISTERS RETURNED

At the end of the shift return the register to us digitally and destroy any hard copies you have.

# AMDANI! CONWY HOST AGREEMENT

Amdani! Conwy shares a commitment with you - the Volunteer Host - to ensure that volunteers are safe, have a positive experience and are appreciated. This will be achieved through effective communication with the Amdani! Conwy team and by having the appropriate policies in place.

Amdani! Conwy commits to:

- Liaise between you and our cohort of volunteers.
- Promote your opportunities to our volunteers.
- Train our volunteers in Health and Safety, Safeguarding and Public Engagement.
- Administer volunteer registers through the Volunteer Wales portal.
- Provide public liability and employer insurance that protects volunteers.
- Provide free Disability Equalities Training for volunteer hosts.
- Work with you to support disabled, d/Deaf and neurodivergent volunteers.
- Reimburse out of pocket volunteering expenses.
- Equip volunteers with an Amdani! Conwy branded kit.



As a Volunteer Host, you agree to:

- Treat all volunteers with dignity and respect.
- Ensure a volunteer is not left alone or isolated.
- Brief volunteers at the start of their shift.
- Make volunteers aware of your Health and Safety and evacuation procedures.
- Have public liability for your venue or event.
- Provide honest information about the volunteer role you offer.
- Handle registers and personal information of our volunteers securely and with care.
- Support and manage volunteers on site with a paid member of staff.
- Notify Amdani! Conwy of any changes that might impact the volunteer role.
- Provide volunteers with regular rest breaks.
- Let us know as soon as possible if there is an issue or incident concerning one of our volunteers.
- Practice the Social Model of Disability. This involves:
  - Participation in Disability Equality Training.
  - Providing us with venue/event access information to share with our volunteers.
  - Reviewing volunteers' access needs ahead of their shift and making reasonable adjustments.

- Ensure a trained first aider and medical kits are available at the location of volunteering.

## POLICIES

You can find all of our policies on the Amdani! Conwy web page at <https://bit.ly/3BAWVii>

There you will find our:

- Volunteer Policy
- Equality and Diversity Policy
- Safeguarding Policy
- GDPR Policy
- Health and Safety Policy
- Reimbursement of Expenses Policy
- Complaints Policy

Use the QR Code to find our policies.

# VOLUNTEER ROLE DESCRIPTION GUIDE

This template is a guide to help you tell us everything we need to know.

## Event title / Name of volunteering opportunity

The title of your event as it will be published publicly.

If it is not an event, please provide the name of your Volunteering Opportunity. For example: Conwy Archive Volunteer.

## Outline of the opportunity

Describe the volunteer opportunity and explain what tasks they will be expected to do. You can tell us this in bullet points.

Tell us if this opportunity is a one-off or is recurring; if so, how frequently.

## Specific requirements

Outline any specific requirements which are essential for this opportunity. For example: Welsh speaker, British Sign Language user, long distance walking.

(Note: Amdani! Conwy Volunteers are not automatically DBS checked on recruitment. Please refer to the resource hub for more information)

## Number of volunteers required

Please provide the total number of volunteers required for this opportunity.

## Location

What address or location will the volunteer role will be based at? Where will they need to go on arrival?

## Times / Dates

Tell us what time you need volunteers and how long shifts will be.  
(Note that shifts must include 1 rest break. Lunch must be provided if opportunities last over 4 hours)

### Contact information

This will be a point of contact for the volunteer to get information and support when doing their volunteering role. Please include: Name, Job title, Phone number and Email address.

### Images /videos

Please include any images or videos to support us in promoting this role. This could be a logo, an image of your venue or an image from another event that gives volunteers an idea of what they're getting involved in.

### Access

Tell us about any access information regarding this opportunity and your venue. Is there lift access? Is it wheelchair friendly? Are there accessible toilets? Is there sensory stimulus e.g. loud noises, flashing lights, smells?

Contact our Access and Inclusion Officer David for further support on [david@dacymru.com](mailto:david@dacymru.com)

# VOLUNTEER ROLE DESCRIPTION TEMPLATE

Event title / Name of volunteering opportunity:

Outline of the role:

Number of volunteers required:

Specific requirements:

Location:

Date/Time:

Contact Information:

Access:

You can download this template form [here](#).

Please remember to attach any images/videos you wish.

# RESOURCE HUB

Our website has lots of useful resources and templates to help you design your opportunities and make the process of requesting our volunteers quicker and easier.

Visit our web page at <https://bit.ly/45b2lhi>, where you can read and download the following:

- Volunteer Role Description Template (Print)
- Volunteer Role Description Template (Web)
- General risk assessment template
- Accessibility guidance
  - Social Model of Disability
  - Access risk assessment
  - What is an access rider?
  - What is a social story?
- DBS guidance

You can use the QR Code to find our resource hub.

## Meet the Team

Jasmine Pilling, Volunteer Programme Manager

David Cleary, Access and Inclusion Officer

### Contact us on:

Email: [Amdani@cvsc.org](mailto:Amdani@cvsc.org)

Phone: 07743932406

Web: <https://www.conwyculture.com>