



The Volunteer's Handbook

Version 1

The Volunteer's Handbook is a welcome guide to volunteers who have successfully completed the Volunteer Program recruitment process.

All information is subject to change, without prior notice, at the discretion of the Human Resources Department and Museum management.

Welcome to the Children's Museum young Volunteers Program!

As a volunteer with The Children's Museum Jordan, you join a dedicated group of creative, inspiring and energetic individuals who take great pride and pleasure in helping the Children's Museum fulfill its mission.

We hope that this manual serves as your first introduction to the Volunteer's Program, allowing you to become more familiar with the Children's Museum's policies and procedures. We strongly encourage you to read this handbook in its entirety and to keep it as a reference.

If you have any specific questions or if you require any further clarification as to the contents of this handbook, please contact the:

Human Resources Supervisor
Human Resources Department
The Children's Museum Jordan
Tel: 065411479 Ext: 2018
Email: volunteers@cmj.jo

Your Training

All our new volunteers start their journey with us by participating in a general orientation session that outlines the nature and purpose of the Children's Museum Jordan, including an introduction to its mission, vision and values as well as its rules and regulations. You'll also get more of a feel for what you'll be doing within the Museum, and more specific details of the program, activity or task that you are assigned to help with.

Your introductory training and orientation will last about 1 hour. Depending on what task you've been assigned, further technical training or on-the-job training by a staff member may add to that time.

You will also be assigned a direct supervisor. He/she will be your first point of contact should you have concerns, need clarification, support or to report a complaint.

Your Shifts

Beginning Your Shift

To begin your first shift as a volunteer with us, you will need to report to the Volunteers Coordinator who will ask you to sign in and take a copy of your fingerprint. You will then mostly receive verbal instructions from either the Coordinator or an educational supervisor as to what tasks you will participate in and contribute to during that shift. After receiving your set of instructions, please report to the education supervisors in the area of the Museum in which you are to perform your assignment.

Arrival and Scheduling

- Please arrive at least 10 minutes prior to the beginning of your shift.
- Please remember your shift schedule and exact time your shifts start.
- Please remember to sign in and out using the fingerprint machine.
- Please regularly check your Facebook, or e-mail for any volunteer updates.

Ending Your Shift

When your shift comes to an end, please inform your immediate supervisor and then proceed to return any supplies or materials to their proper places. Please remember to sign out by swiping your finger over the fingerprint machine located at the Staff Entrance.

Recognition & Rewards

The opportunity to volunteer with us will give you a unique chance to affect change by helping the Children’s Museum create interactive learning experiences that nurture a lifelong love for learning among children and adults. You are also contributing to the wider community, and have a helping hand in raising responsible, aware, proud young citizens.

As a volunteer, you will gain valuable work experience in the field of child education and development. In addition to that you will receive simple gifts as a volunteer at the Children’s museum Jordan according to your level, Working hours and evaluation. Please see the below schedule:

Level	Qualification terms	Recognition/Rewards
Bronze	56-99 volunteering hour.	Certificate + 10 free entry tickets + 10% discount on Gift-Shop items.
Silver	-100-150 volunteering hour - 3 Open Fridays Volunteering -Performance Evaluation Report to be Good at least.	Certificate + 14 free entry tickets + 10% discount on Gift-Shop items + 50% discount on tickets entry for other internal programs.

Level	Qualification terms	Recognition/Rewards
Golden Level	<ul style="list-style-type: none"> - 151 – 200 volunteering hour. - 6 Open Fridays volunteering. - Performance Evaluation Report to be Very Good at least. - To be Volunteer of the month for one time at least. 	All benefits of the silver level + Invitation to attend Train the Trainer Program + Invitation to enter our internship program for 3 months.
Platinum Level	<ul style="list-style-type: none"> - More than 200 volunteering hour. - 8 Open Fridays volunteering. - Performance Evaluation Report to be Excellent. - To be Volunteer of the month for one time at least 	Certificate + 18 free entry ticket + 10% discount on Gift-Shop items + 50% discount on tickets entry for other internal programs + Invitation to attend Train the Trainer Program + Invitation to enter our internship program for 6 months.

Policies You Should Remember:

Safety Policy

The Children’s Museum is committed to providing its volunteers with a safe workplace and as such, will resolve any problems which may affect their health or safety should they arise during their work at the Museum.

As a volunteer within the Museum, you are expected to use good judgment and common sense during your time at the Children’s Museum and to follow stated regulations.

Use of Facilities

We ask our volunteers to exercise care when using Museum property and equipment. If you find that any equipment is damaged or malfunctioning, please inform your supervisor immediately.

Breaks

It is forbidden to consume food or drink and to chew gum within the Exhibit Hall and connected facilities. All breaks should be taken in the restaurant area. Please arrange a suitable time to take your breaks with your supervisor. Breaks are an ideal time for snacks and to make phone calls.

Smoking

You are asked to strictly adhere to the Museum’s non-smoking policy and refrain from smoking in any area of the Museum at all times.

Complaints

If at any time during your volunteering service you feel that you have been mistreated, misunderstood or have a complaint about your shift schedules, please contact the Volunteers Coordinator within **3 working days** of an incident taking place.

Our Ethics Policy

We ask that all volunteers act with integrity and in accordance with generally accepted standards of ethical conduct and morality while they are within the Museum. The following ethical guidelines are just some of the things we'd like you to remember during your service at the Children's Museum.

Please be aware that further instructions and guidelines may be given to you by the Education & Programming Department which you should abide by.

Courtesy to Staff & Visitors

You must conduct yourself morally, ethically and respectfully with your fellow employees or visitors.

Kindness to Children

All volunteers must treat children kindly, patiently, compassionately and appropriately. You should not show any overt affection (e.g. hugs) and should limit physical contact. If a child is in distress or upset, you are asked to locate the child's parents or caretaker and alert your supervisor immediately.

Harassment

It is illegal to harass others on the basis of their sex, sexual orientation, age, race, color, nationality, religion, citizenship, disability or any other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making inappropriate jokes or ethnic slurs as well as any other verbal, physical, and visual behavior.

Sexual harassment is also prohibited and taken very seriously within the Children's Museum. This includes: unwelcomed propositions, repeated requests for social dates, dirty jokes, sexually provocative pictures or cartoons and other verbal, physical or visual harassments of any sexual nature.

Any volunteer who has been subjected to sexual harassment or any other form of annoyance is requested to immediately inform their supervisor and/or the Volunteers Coordinator.

Volunteers acting in any way contrary to the above ethical principles and guidelines may be subject to immediate disciplinary action, including the possibility of immediate termination.

Thank you!

The Children's Museum is proud of its group of dedicated, energetic, spirited, imaginative and creative volunteers, and recognizes that without your help, we would not be able to deliver on our mission of providing learning experiences that impact the lives of children and their families.

We hope that you enjoy your time of service with us and thank you again for the valuable contribution of your time and creative energy.

**The information within this handbook is accurate as of its printing, February 2010. The Children's Museum retains the right to amend the information in this Handbook at any time and without prior notice.*