



## Adult Volunteer Description

The Adult Program is for volunteers 18 years and older. Volunteers are asked to complete a minimum of 30 hours of volunteer service to the Museum per year. Some activities include volunteering at the Information Booth, for Special Events and Museum Outreach!

### **The primary objectives of our Adult Volunteer Guild Program are:**

- To give adults the experience of working in a museum environment.
- To teach adults the life long skills of leadership, responsibility, and communication.
- To show adults the self-fulfillment that comes from performing community service.
- To provide adults an opportunity to meet peers from and throughout the Houston metropolitan area.
- To complete a minimum of 30 hours of volunteer service to the Museum per year.

### **Adult Volunteers MUST:**

- Adhere to the Museum's Policies and Procedures.
- Willingness to learn new things and to help children learn.
- Represent the museum in a thoughtful, friendly, and positive manner.
- Arrive on time and complete required shift.
- Notify museum as early as possible if unable to work.
- Maintain a record of your volunteer time in the Volunteer Sign in Book.
- Maintain a neat appearance and adhere to the establish Dress Code.

### **The Children's Museum of Houston will provide Adult Volunteers with:**

- Learn new skills and receive on-the-job training.
- Obtain a job recommendation for future jobs and colleges.
- Receive community service credit for school curriculum requirements or college applications.
- Network with other volunteers throughout the greater Houston metropolitan area while working in a "fun" environment.
- Receive the self-satisfaction of having made a personal contribution to your community.
- A 10% discount on Fiddle Sticks Gift Shop purchases and on Kids' Café purchases.

### **Shift and Schedule Information:**

Shifts are approximately four hours long with the exception of Sundays and Thursday evenings. Volunteers are expected to arrive fifteen minutes prior to the beginning of each shift. All volunteers are paired with a staff person who acts as their mentor during their respective shift. Breaks are given during the shifts as well. The Museum is open Tuesday through Saturday from 10am to 6pm and Sundays from Noon to 6pm. The Administrative offices are open Monday through Friday from 9am to 5pm.

### **Adult Volunteer Duties:**

Adult volunteers will be asked to perform any of the following tasks in the course of their shift giving them a wide range of skills and experiences at the Museum.

- Assist visitors with exhibit exploration and answering questions. Keep the exhibit neat, safe and restock exhibit activities.
- Assist museum gallery staff with craft activities. Set-up and take down of activity materials.
- Provide a 5-15 minute special presentation of special information to visitors. Wear costumes and use props to help provide a more in depth exploration of exhibit information. (Optional)
- Assist Gallery Supervisors and Managers by delivering messages, supplies, and special assistance where it is needed.
- At the discretion of Gallery Supervisors and Managers, volunteers may be asked to work the Information Booth, Café, or our Fiddle Sticks Gift Shop. If volunteering in the information booth volunteers greets visitors, provides information on daily activities, directions, entrance and membership information.



## Adult Volunteer Program Policies and Procedure Contract

**Code of Conduct** - All Adult Volunteers are expected to uphold the following standards:

- Greet visitors with a smile and treat them with warmth and dignity. In their eyes, *you are* the museum and everything about you will be interpreted as representing the museum.
- Be pro-active and friendly. Always make an attempt to interact with and assist the visitors.
- Be sure to offer your help or provide information. If you are unsure of a question or what to do, or if you have difficulty of any kind seek assistance from your Supervisor or a museum staff person.
- Maintain a professional demeanor at all times. Personal conversations, complaints, and differences of opinion should not take place in the exhibit areas of the museum in front of museum visitors.
- Refrain from using any type of profanity, vulgarity (curse words) or name calling.
- Never leave your assigned area or the building.
- Do not bring friends or family to the museum during your shift. Our visitors need your undivided attention.
- Treat fellow volunteers and staff with courtesy and respect.

**Unacceptable behavior includes, but is not limited to:**

- Gum chewing while on duty
- Smoking or Alcohol and Drug/Substance Abuse
- Possession of firearms or other lethal weapons
- Physical violence (includes pushing & shoving), Lying or Stealing
- Cursing, verbal abuse/intimidation of co-workers or visitors and inappropriate hand gestures
- Lack of attention to job duties, wasting time, and/or hindering others in the performance of their jobs.
- Not remaining in your scheduled area or eating in exhibit spaces.
- Using cell phones or other electronic devices while on duty.

**Disciplinary Actions** - Depending on the severity, immediate dismissal may be implemented.

The volunteer will receive one verbal warning. If problem persists, the Adult Volunteer may be expelled from Adult Volunteer Program at the discretion of the Volunteer Manager.

**Arrival & Departure Procedures:**

- Arrive at least 15 minutes before shift begins and sign name in Volunteer Log Book located at the Information Booth.
- Wear a nametag and wear a volunteer apron at all times.
- Store purse or other personal items in your assigned locker.
- Make sure work area is clean and in order for the next shift.
- Notify the Gallery Manager or your designated Supervisor that you are leaving and sign-out at the Information Booth and return nametag.
- You are expected to leave the building at the end of your work assignment.

**Dress Code:** All Volunteer are expected to have a neat and clean appearance is expected at all times.

- You are able to wear jeans or khaki pants or shorts. You will be sent home if you wear baggy pants or shorts that are more than 2 inches above the knee.
- Only ear piercings are acceptable.
- Flat shoes such as tennis shoes are recommended. For your safety, you will be sent home if you wear sandals, flip flops or open-toed shoes.
- Wear a watch, a visible nametag and a volunteer apron.

**Schedule Changes:** If you are unable to fulfill your volunteer commitment at anytime please notify the Volunteer Manager at 713-535-7209 or a Gallery Supervisor at 713-535-7222.

**Resignation Procedures:** Please notify the Volunteer Manager if you cannot meet your commitment and it becomes necessary to resign.

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# Adult Volunteer Application Form

Date \_\_\_\_\_

## VOLUNTEER INFORMATION

First Name	Last Name	Middle Name
Home Address		
City	State	Zip Code
Home Phone		Cell Phone
Email		
Date of Birth	Age	Gender
Emergency Contact		Phone Number
Employer		Phone Number

## EDUCATION

High School Graduate	YES	NO	College Graduate	YES	NO
Name of Institution			Name of Institution		
Years Attended			Years Attended		

## VOLUNTEER AVAILABILITY

Please select days available to volunteer.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		Morning	Afternoon	Evening (Thurs only)		

## REFERENCES

Name	Name
Occupation	Occupation
Work Number	Work Number

Do you have previous volunteer experience? YES NO  
If YES, where and when?

Have you ever been convicted of a crime? YES NO

Can you speak a second language? YES NO  
If YES, what language?

Please indicate in which area you would like to volunteer in order of preferences: (1,2,3)

____ Exhibits/Gallery	____ Administrative Office	____ Information Booth
____ Special Events	____ Museum Outreach	____ Science Workshop (offsite)

*I have read and understand the policies and procedures for serving as a Adult Volunteer at the Children's Museum of Houston.*

\_\_\_\_\_  
Name of Volunteer

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date