



VOLUNTEER HANDBOOK

WELCOME LETTER

FROM DEAN MORTON

Saint Patrick's Cathedral welcomes over half a million pilgrims and visitors who visit us for a variety of reasons. Volunteers play a vital part in ensuring that each and every one of these visitors receives a warm welcome during their visit. Some of our volunteers conduct guided tours while others ring our bells and we appreciate the input made by all.

Volunteers add value to the Cathedral as a place of worship, as a cultural and heritage site and as a major tourist destination.

Volunteers are a crucial aspect of the life and work of the Cathedral. On a broad level the contribution they make in helping to engage with our visitors and ensuring that they have a fulfilling visit is immeasurably important and in commercial terms their input is impossible to quantify.

The Cathedral is committed to supporting the work of its volunteers. It is the Cathedral's responsibility to ensure that the high standard expected from our volunteers is matched by equal levels of support in areas such as training, day-to-day management and recognition. This guide is intended to help clarify the commitment made by both the volunteer and the Cathedral.



VOLUNTEER ROLES



TOUR GUIDES

Our guides are responsible for directly engaging with our visitors through the provision of daily guided tours. This interaction is of vital importance in helping our visitors to engage with the content of the Cathedral. Guides receive training from our Education Officer and are also expected, on an on-going basis, to learn about the life and history of the Cathedral.

EDUCATION DEPARTMENT

The Education Department facilitates learning in, and about, the Cathedral through the provision of tours, talks and workshops. Education volunteers help to deliver education sessions to visiting schools and community groups. These volunteers receive training from the Education Officer and must also undergo Garda vetting.

BELL RINGERS

Bell ringing is one of the oldest traditions in the Cathedral's history. Today a group of volunteers known as the Saint Patrick's Amateur Society of Change Ringers, preserve this heritage. The Society meets weekly on Tuesday evenings for practice; all necessary training is provided.

CHAPLAINS

The chaplains help visitors to feel welcomed. Chaplains spend time in the Cathedral on a regular basis, primarily making themselves available to visitors who wish to engage with them. They are part of a broader team of staff and volunteers that assist in meeting the Cathedral's visitors' needs. Chaplains interact with visitors and welcome them to the building.

RECRUITMENT & ELIGABILITY

ELIGIBILITY

- Volunteers must be at least 18 years of age.
- Volunteers must go through the application, screening and induction process. (Extra training may be required depending on role.)
- The Cathedral reserves the right to look for qualities/skills which are appropriate to the role being filled.
- The Cathedral operates an equal opportunities perspective and accepts volunteers from all walks of life and backgrounds.

RECRUITMENT

- Recruitment takes place on a continuous basis in order to fill positions which are vacated by others.
- New volunteers will be recruited based on defined roles.
- Some positions will require further screening and Garda vetting.
- Potential volunteers will go through an informal interview process with a member of cathedral staff and will be asked to fill in an application form.
- All information provided by potential volunteers during the application process is strictly confidential.
- Volunteers are expected to complete a probationary period of at least one month, during which time they must visit the Cathedral at least four times for the purposes of training.
- Once the volunteer has been accepted he/she will sign a volunteer agreement and be given a copy of the Volunteer's Handbook.

VOLUNTEER COMMITMENT

- Commitments vary depending on role. Most positions require one morning or afternoon per week. Bellringing and the Education Department volunteers require a greater investment in time owing to the level of training which they must receive.
- All volunteers are initially asked to commit for at least 6 months and at most 1 year. After 1 year they formally commit again on a yearly basis.

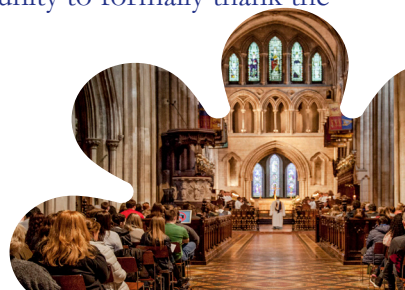
TRAINING & RECOGNITION

TRAINING

- All Volunteers will receive a short induction into working in the Cathedral and are expected to familiarise themselves with some of the basic details relating to the history, life and work of the Cathedral.
- Volunteers who are recruited on the basis of conducting formal guided tours must complete a short training course and deliver a trial tour to an appropriate member of staff before commencement of tours with members of the public.
- Volunteers who are recruited on the basis of delivering education sessions to schools and other education groups must complete a short training session and induction period where they will shadow existing education staff members.
- Volunteers are also expected to attend any training sessions that are deemed necessary for the fulfillment of their role within the Cathedral.
- All volunteers will meet with a member of the Cathedral staff on a six monthly basis to ensure that all adequate training has been provided and that any issues, on either side can be addressed.

RECOGNITION

- The Cathedral appreciates the effort and input made by all volunteers and would like to recognise their efforts. The most suitable form of this recognition will be decided through consultation between the Volunteer Co-ordinator and the volunteers.
- Cathedral Volunteers are entitled to 2 seats for the Christmas Eve Carol Service every year.
- The Cathedral holds two social evenings a year for its volunteers. These evenings provide the Cathedral with the opportunity to formally thank the volunteers for their efforts during the year.



MANAGEMENT & SUPPORT

VOLUNTEER SUPPORT (POINT OF CONTACT)

- Once a volunteer has signed the volunteer agreement they will be assigned a named supervisor who will provide them with regular support and supervision meetings.
- This is the person that should be contacted should a volunteer require support or if an issue of concern has arisen in the course of their volunteering. However, volunteers will be informally “checked in with” on a regular basis by staff in the education department.
- The Cathedral manager is the day-to-day manager of all staff and non-staff on site.

FACILITIES ON SITE

Volunteers may avail of the same facilities as staff members.

A staff canteen is available for use during breaks and lunchtimes.

ACCEPTING GIFTS/MONEY

Occasionally visitors offer “tips” or other forms of gift in return for guided tours or other services. Volunteers are not allowed to accept any form of gift and any visitors who would like to provide a tip should be asked to make a donation to the Cathedral.

HEALTH AND SAFETY (INSURANCE)

Volunteers are covered by the Cathedral’s insurance policy. Health and safety training is mandatory for volunteers who deliver formal guided tours to the public.



VOLUNTEER MANAGEMENT

ATTENDANCE

Volunteers are required to sign into the volunteer diary at the welcome desk on arrival in the Cathedral each day. This is a health and safety requirement and must not be forgotten.

HOLIDAYS AND LEAVES OF ABSENCE

Volunteers should give as much notice as possible for any planned absences.

- Volunteers may request a prolonged period of absence and in certain circumstances a temporary volunteer can be asked to cover an absence.
- Planned leave should always be noted in the volunteer diary.
- Any volunteer who cannot attend, for any reason, is expected to inform the Cathedral. This message can be left with the Cathedral office (01 453 9472) or front desk.

DRESS CODE

The Cathedral asks that all volunteers dress in semi formal attire. Tee-shirts, denim, skirts above the knee or anything which is likely to cause offence is to be avoided. If you require further direction, please contact the Cathedral Manager.

VOLUNTEER CONDUCT

All volunteers are expected to abide by a defined code of conduct as outlined in the non-staff handbook which will be issued to volunteers in conjunction with this document. Volunteers who fail to adhere to this code of conduct may be given a warning. The Cathedral reserves the right to ask a volunteer to leave his/her position in cases where there has been either:

- a serious breach of the code of conduct, AND/OR
- an on-going failure to comply with these rules.





THANK
YOU!