



Volunteer Handbook

The success of the Children's Museum of Brownsville depends on the assistance of community volunteers. Along with guidance of museum employees, volunteers are to create a safe, hands-on learning environment for our children and guests.

Requirements:

- Adhere to the museum's Volunteer Policies and Procedures attached hereto.
- Be 14 years of age or older and provide a copy of your immunization records or submit a health clearance letter from your doctor.
- 18 years or older require a mandatory Background Check and a TB Test (Permission for Background Check and Background Check forms attached hereto). Please allow 3-5 business days for Background Check to be completed by museum.
- Willingness to learn new things and a love for children.
- Represent the museum in a thoughtful, friendly and positive manner.
- Maintain a neat appearance and adhere to the established Dress Code.
- Attend orientation and training sessions when available.
- Commit to volunteer 10 hours per school semester or summer session.
- Notify museum as early as possible if unable to work.
- Arrive on time and complete required shift.
- Maintain a record of your volunteer time in the museum Volunteer Sign-In Clipboard.

Duties:

- Assist with museum organization and clean-up.
- Assist visitors with exhibit exploration and answer any questions.
- Keep the museum neat, safe and restock exhibit activities.
- Assist museum gallery staff with craft activities.
- Set-up and take down of activity materials.
- Assist museum staff with birthday parties.
- Assist museum staff with group tours.
- Assist Gallery Supervisors and Managers by delivering messages, supplies, and special assistance where it is needed.

Special Benefits:

- Receive community service credit for school curriculum requirements or college applications.
- Make new friends throughout the Rio Grande Valley while working in a fun environment.
- Receive the self-satisfaction of having made a personal contribution to your community.

Shift and Scheduled Information:

- All volunteers must contact our Volunteer Coordinator to request a shift. (Must notify 2 days in advance of need for service hours).
- During regular business hours, no more than 4 volunteers will be needed. During museum Special Events, the museum may need up to 10 volunteers.
- Volunteers are expected to arrive ten minutes prior to the beginning of each shift.
- Museum volunteers may be requested to return at a later time to provide assistance when it's needed most.

Policies and Procedures

Volunteers are expected to comply with all rules and regulations of the Children's Museum of Brownsville.

Prior to becoming a museum volunteer, each individual will attend a Volunteer Orientation, when applicable. Potential Volunteers must read the museum's Policies and Procedures Handbook and execute the same indicating they have received, read and understand the policies listed within. Volunteers may request a handbook at any time.

Code of Conduct:

- 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 seek assistance from your supervisor or museum staff.
- Maintain a professional demeanor at all times. Personal conversation, 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.
- Treat fellow volunteers and staff with courtesy and respect.

Dress Code:

- No flip flops.
- No tank tops.
- Shorts must be knee length.
- Museum volunteer badge and volunteer apron worn at all times.

Unacceptable behavior includes, but is not limited to:

- Using cell phones or other electronic devices while on duty.
- Lack of attention to job duties.
- Not remaining in your scheduled area.
- Gum chewing while on duty.
- Eating in exhibit spaces.
- Inappropriate hand gestures.
- Cursing.
- Lying.
- Stealing.
- Smoking.
- Alcohol and Drug/Substance Abuse.
- Possession of firearms or other lethal weapons.
- Physical violence (includes pushing & shoving).

Disciplinary Actions:

- Verbal Warning
- Dismissal by Volunteer Coordinator. If problems persist, volunteer may be expelled from the volunteer program at the discretion of the Volunteer Coordinator.

Arrival Procedures:

- Arrive at least 10 minutes before shift begins.
- Sign name in Volunteer Sign-In clipboard located at the front desk.
- Wear a volunteer badge and volunteer apron at all times.
- Store personal belongings in Volunteer Coordinator's office. Personal belongings are not allowed in museum gallery area including but not limited to cell phones, purses and MP3 players or similar devices.

Departure Procedures:

- Make sure work area is clean and in order for the next shift.
- Notify museum staff that you are leaving.
- Sign out on Volunteer clipboard located at the front desk.
- Return volunteer badge and apron.
- Collect personal belongings.

Children's Museum of Brownsville reserves the right to dismiss any volunteer if at any time policies or duties are disregarded.

Volunteer Opportunities

Gallery Guru:

You will have the opportunity to learn the ins and outs of daily operations of the museum as you interact with our guests. Gallery Gurus are responsible for ensuring our guests have the best experience possible.

Responsibilities include:

- Interact with museum visitors of all ages and engage them with activities and simple demonstrations.
- Enrich the museum experience for our visitors by answering questions, offering directions and providing other general information.
- Greet, orient and assist schools and other groups.
- Participate or lead special exhibit activities.

Fieldtrip Assistant:

- Interact with students and help with activities.
- Assist museum staff to prepare, distribute or present craft activity.

Story Time Reader:

- Read stories to large and small groups of visitors.
- Use props or puppets and make story time come alive!

Birthday Buddy:

- Set-up/decorate party room.
- Greet and orient party guests.
- Serve refreshments.
- Be an enthusiastic host/hostess.
- Assist with clean-up.

Mascot Representative:

- Wear our mascot costume, "Brite" on the museum floor or at any other Museum function or Outreach as necessary.

Outreach Assistant:

(Outreach consists of events, activities or programs that do not take place at the Children's Museum of Brownsville).

- Contact Volunteer Coordinator no later than 24 hours prior to confirm Outreach location and time as all Outreach is tentative and scheduled to change.

- Confirm the need of any museum supplies such as craft or face paints.
- Confirm any personal supplies that may be necessary, i.e. water, snack or meal.

Schedule changes:

- If you are unable to fulfill your volunteer commitment at any time please notify the Operations Manager at (956) 547-6884.

I have read and understand the policies and procedures for serving as a volunteer for the Children's Museum of Brownsville.

Name of Volunteer

Signature of Volunteer

Name of Parent/Guardian
(if under 18 years of age)

Signature of Parent/Guardian

Date

CMB Operations Manager Date



PERMISSION FOR BACKGROUND CHECK

Date: _____

I hereby authorize the Children's Museum of Brownsville to conduct a background screening check with law enforcement, the Child Abuse Central Registry, previous employers and any other persons. I understand that this permission is part of my application for a position with the Children's Museum of Brownsville. I further understand that the information released is for official use by the Children's Museum of Brownsville.

Name _____

Address _____

Social Security Number _____

Date of Birth _____

Signature _____

Children's Museum of Brownsville
Post Office Box 3762
Brownsville, Texas 78523
(956) 548-9300
(956) 504-1348
www.cmofbrownsville.com