

11.1 Volunteer Management Policy

1. Purpose

The purpose of this policy is to provide guidelines to both the staff and volunteers on the role, responsibility and expectations of volunteers within the Aldinga Community Centre.

2. Responsibilities

It is the responsibility of the Centre's Board of Management to ensure that this policy is implemented.

It is the responsibility of the Centre's Community Development Officer (CDO) to ensure that the procedures are implemented.

3. Principles

We believe that volunteers play a vital role in the life of Aldinga Community Centre by:

- supporting, enhancing and expanding the management, services and activities provided by the Centre
- encouraging community involvement, decision making and the opportunity to share effort, knowledge and skills
- forming co-operative relationships between volunteers, paid staff, individuals, families, groups and local government which in turn promote social cohesion and contribute to the development of a strong, resilient and sustainable community.

The Centre recognises, genuinely values and supports the role played by volunteers in the provision of services to the community and is committed to developing and promoting a quality volunteer management program.

4. Definitions

A volunteer is someone who:

- benefits the community and themselves by participating in a volunteer program
- provides their services of their own free will
- does not receive any monetary reward (out of pocket expenses are not regarded as monetary reward)
- complements, but does not replace or threaten the livelihood of paid workers.

(This definition was developed by the International Association for Volunteer Effort to protect the unique nature of volunteering.)

To be registered as a Centre Volunteer, the individual must be participating in a core service, activity or program of the Centre as approved by the Community Development Officer or Volunteer Coordinator.

5. Policy

The Centre has developed the following volunteer rights and responsibilities based on the National Standards for Volunteers developed by Volunteering Australia with the explicit intention of protecting the volunteer, the users of the Centre and the organisation itself.

Volunteer Rights

A volunteer at the Centre has the right to:

- be made aware of the Centre's Code of Conduct, policies and procedures (and particularly the Dispute and Conflict Resolution Procedure)
- be treated fairly and with respect in accordance with the principles of Equal Opportunity legislation
- a healthy and safe working environment
- be covered by personal accident and public liability insurance
- be recognised and included as a valued team member
- receive accurate information about the Centre
- have a clearly written job description
- receive proper training, initially and on an ongoing basis
- know whom to turn to with difficulties and problems
- know to whom they are accountable
- be supported and supervised in their role
- be able to negotiate
- say no if feeling exploited or if the task is inappropriate to the volunteer
- be reimbursed for out of pocket expenses
- be advised of the Centre's travel reimbursement policy
- be informed and consulted on matters which directly or indirectly affect their work
- have confidential and personal information dealt with in accordance with privacy legislation and the Centre's Privacy Policy.

Volunteer Responsibilities

A volunteer at the Centre has the responsibility to:

- abide by the Centre's Code of Conduct and its policies and procedures (which include working in a safe manner in regard to themselves and others, and to maintaining the privacy, dignity and confidentiality of people and organisations that the Centre works with)
- work within the framework established by the Centre's values/goals
- be reliable and notify an appropriate person if unavailable or running late
- value, support and respect the rights of other volunteers and paid staff
- respect confidentiality
- be committed to the Centre and the role
- have a non-judgmental approach
- give feedback which will assist the development of the program or service
- carry out the duties specified in the job description
- accept feedback and direction from their supervisor in relation to performance of duties as described in job description
- respect, acknowledge and act on decisions made by co-workers and the Board of

- Management
- address areas of concern with the appropriate person
- undertake training when requested
- exercise a Duty of Care in areas of Health and Safety, including informing others of potential or actual hazards
- ask for support when needed
- care for the Centre's equipment and property
- carry out agreed work responsibly and ethically.

Centre's Responsibilities

The Centre has the responsibility to:

- maintain appropriate Public Liability and Personal Accident Insurance cover for people engaged as volunteers
- have a budget allocation for volunteer management (including training)
- ensure that paid or unpaid staff who manage volunteers will be allowed sufficient time and resources and given relevant training and recognition to enable them to appropriately carry out their responsibilities
- ensure that each volunteer has:
 - an up-to-date job description which clearly describes their role
 - an appropriate induction, including being given a copy of the Centre's Code of Conduct and ready access to the Centre's policies and procedures
 - a safe workplace with the necessary tools and equipment to safely fulfill their role
 - appropriate training and development to meet the needs of the role
 - the opportunity to participate in meetings, planning and in consultation and decision making appropriate to their role and responsibilities
 - on-going support and supervision.

6. Approvals

	Policy	Procedure
Approving Authority	Board of Management	Board of Management
Approval Date	21 st September 2017	21 st September 2017
Next Review Due	September 2018	September 2018