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INTRODUCTION – VOLUNTEERS

Sonshine recognises the valuable contribution made by volunteers to the quality of services we offer to residents and actively encourages their participation because it:

- enables volunteers be involved in Christian ministry and to contribute to their community,
- provides volunteers with an opportunity for work experience and the development of new skills,
- enhances the range of services available through Sonshine,
- allows for wider community participation in the services provided, and
- multiplies the value of the work done by paid staff.

8.1 ORGANISATIONAL NEEDS

Policy

- The Manager of each area is responsible to continually assess the need for volunteers in that area. Volunteer work may compliment that being done by paid staff or may be dedicated solely to tasks that are not done by any paid staff.

Procedure

- The appropriate manager will determine the following matters to enable a suitable volunteer to be recruited:
 - job to be done particular area
 - days of work
 - hours required skills etc. interests
- An initial job description will be drafted from the "Needs Assessment".
- The manager will liaise with Senior Management Team to determine areas of work that volunteers may be used for.



Volunteers

Sample Needs Assessment Form – Volunteers

NEEDS ASSESSMENT - Volunteers

POSITION: [Title]

REPORTS TO: [Line Manager]

JOB PURPOSE: The ...is responsible for ... [brief description of the primary purpose of the position]

MAJOR TASKS:

- 1 Willingness to uphold the Mission, Vision and Values of Sonshine
- 2 [First subset of responsibilities]
 - 2.1[major task]
 - 2.2[major task]
 - 2.3 ...
- 3 [second subset of responsibilities] ...

TIME AND DAYS:

[estimate the times of day and the number of days a week the duties will require]

TRAINING/INSTRUCTION:

[estimate of training needs or pre-requisite skills]

SIGNED: [Manager] **DATE:**

8.2 RECRUITMENT

Policy

- The manager responsible for an area, in consultation with the Senior Management Team, will be responsible for recruitment of volunteers.

Procedure

- Complete the "Needs Assessment" form to determine the scope of duties that a volunteer will be required to fill.
- Develop job description from the details of that "Needs Assessment".
- Advertise the position by whatever means are deemed most appropriate (radio, community newspapers, church pew sheets, or "The West Australian"), or contact possible volunteers directly.
- Conduct interviews (it is suggested that the manager conduct the interviews). Staff who will be working with the volunteer may also be involved in the selection process.
- Choose most suitable applicant/s, and advise unsuccessful applicants.
- Advise volunteer of orientation program.
- Establish a personal file for each new volunteer that should contain all relevant documentation relating to the appointment:
 - Application for Voluntary Work
 - Any references
 - Job Description including details of agreed times of work.
 - Records of performance reviews.

8.3 ORIENTATION

Policy

- Volunteers have the right to be treated as staff and need to be properly oriented into the workplace.

Procedure

Initial Orientation - may be done by the appropriate manager on a group or individual basis as necessary. Staff and experienced volunteers, where appropriate, should be involved in orientation.

The volunteer to be given:

- Volunteer's Orientation Kit. (see below for contents)

The volunteer to be:

- Introduced to staff by person performing initial orientation.
- Given a tour of studio and general office area.
- Advised of available reimbursement eg. out of pocket expenses, meals, petrol reimbursement.
- Given an explanation of the job. (If being referred to a manager for specific tasks then see Job Specific Orientation guidelines).
- Advised of any social activities that may concern them.
- Advised of the relationship between staff, management and volunteers and that although their operations may be separate, their complimentary relationship is to be highlighted.

Job Specific Orientation - may be done by the Manager or an appropriate co-worker.

- *Prior to commencing duties:*
- Manager shall discuss the detail of the job description with the volunteer to ensure that the requirements of the position are understood. The volunteer should then be shown how to perform the specific duties required. If the volunteer has had orientation previously, the manager should ensure they are comfortable with the new duties.

On the first day of work the volunteer will be:

- welcomed and encouraged to feel accepted as part of the team.
- shown the workplace, facilities, place for personal belongings, tea/coffee facilities, emergency procedures, Policies & Procedures Handbook, and where to sign Weekly Record Sheet.
- introduced to staff and other volunteers
- The manager is responsible for appropriate orientation of specific duties to be performed and ongoing training and management of volunteer.
- The Manager should ensure that time is available at the end of this first day of duty to:
 - review the work done,
 - answer any questions that may have arisen in the course of the day,
 - give the volunteer an opportunity to give feedback about first impressions of the job and workplace.

8.4 RECORD KEEPING

Policy

- The Manager shall ensure that records of volunteers and the duties they perform are kept in a secure place, maintaining Sunshine's commitment to confidentiality in dealing with its staff and volunteers.

Procedure

- Records to be kept should *include*:
 - "Application for Voluntary Work"
 - *interview notes*
 - *job description*
 - *relevant medical information*
 - *police clearance*
 - *notes on performance problems*
 - *weekly record of involvement*
 - *record of any awards*
 - *accident/incident report form*
 - *termination details - date finished/reason for leaving*

Samples of an "Application for Voluntary Work" form and a "Weekly Record" form are found over the page.

8.5 OUT OF POCKET EXPENSES - REIMBURSING VOLUNTEERS

Policy

- Sonshine will provide funds to reimburse volunteers for out of pocket expenses that are directly related to the performance of their duties for Sonshine and that have received prior approval by the Manager.

Procedure

- Prior approval must be obtained for any purchases made on behalf of the organisation.
- Volunteers seeking reimbursement must have accompanying dockets, receipts, etc.
- Volunteers will not be reimbursed for travel to and from their place of work.
- When the use of a volunteer's vehicle for work is authorised by their Manger, they will be reimbursed at the approved rate.
- Volunteers should not be made to feel embarrassed about requesting reimbursement of out of pocket expenses, but they also have the right to not accept such reimbursement.

8.6 REVIEWING VOLUNTEER CONTRIBUTION

Policy

- Volunteers will be given regular informal feedback about their performance from the person who manages their work with the view to increasing their awareness, confidence and commitment to further skill development and possibly adaptation to a changing role if this is appropriate.

Procedure

- A formal review may be planned before the volunteer has been in the job for three months, and thereafter be conducted informally on a regular basis.
- A clear job description is a pre-requisite for any review of performance.
- Such a formal review provides the volunteer with an opportunity to reassess their situation, bring to the fore any ideas or dissatisfactions, resolve any problems, and to talk over any matters that maybe of concern to them.
- Such a formal review also provides the organisation with an opportunity to review the contribution of the volunteer, their work's contribution to organisational goals, and the identification of gaps in the volunteer program.
- Both formal and informal feedback will be conducted in a safe and confidential environment.
- The effectiveness of these reviews is enhanced by a willingness by both parties to be frank with each other within a climate of mutual trust.

8.7 DEALING WITH VOLUNTEERS

Policy

- With respect to work carried out, volunteers will be treated as staff, with the same rights and responsibilities. Where poor performance or misconduct are evident or suspected, the appropriate manager will deal promptly and fairly with the volunteer in the matter. Where termination is considered to be necessary, in all cases the volunteer will be given the opportunity to answer allegations and redress the poor performance with acceptable performance, before action is taken.

Procedure

- Once the manager is aware of an instance of either poor performance or misconduct, the matter must be investigated to ascertain the facts and to determine if a case exists to be pursued.
- If a case exists, it will be dealt with promptly and in a safe and confidential setting.
- A frequent cause of perceptions of poor performance is misunderstandings about expectations, therefore initial discussion should centre on establishing what expectations there are.
- The objective of such discussions should always be to develop remedies that will enhance the volunteer's performance to acceptable standards, thus prolonging their contribution to the organisation.
- If a volunteer is unable or unwilling to improve their performance after being given acceptably time-framed targets to meet, their services may be terminated.
- In cases of gross misconduct, as with paid staff after investigation by the manager, and after the volunteer has had the opportunity to respond to the allegations, termination may be immediate.
- All incidents to be fully documented and kept with volunteer's file.