



VOLUNTEER COORDINATION PROGRAM

POLICY & PROCEDURE MANUAL

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VOLUNTEER POLICY

North Richmond Community Health Centre (NRCHC) sees its Volunteer Coordination Program (VCP) as a link between the Centre and the community. The Centre has worked in collaboration with volunteers for many years and values their important contributions and commitment. The volunteers are drawn from all sections of the community and despite a multitude of reasons for their involvement, all share a desire to contribute to making a real difference to people's lives.

CONTEXT

North Richmond Community Health Centre is a non-profit, non-government, community-based organisation serving the City of Yarra and beyond.

NRCHC provides a wide range of services for a diverse clientele. These services include medical, dental, nursing, psychiatric disability support, support for asylum seekers and refugees, social work, youth work, welfare, community development, language services, allied health (speech pathology and dietician), culture-specific programs, health promotion and arts & culture programs.

The VCP is an important program that provides invaluable support to clients from all services across the organisation and is funded through a joint Commonwealth / State Government initiative called the Home and Community Care (HACC) Program.

Home & Community Care Program (HACC)

The HACC Program supports services which are targeted to frail older people, people with disabilities and their carers, providing basic support and maintenance to people living at home whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long term residential care.

Assessment and Referral

Clients who are referred to the VCP must be assessed according to specified criteria and prioritised need. They will be assessed for eligibility for basic maintenance and support services. Eligibility does not confer entitlement to service provision.

Eligibility

Eligibility to receive services is based on priority of need and availability of resources. In some circumstances, this may mean services will not be available to clients after their initial assessment. To be assisted through the HACC program, people must be within the target population group, which comprises persons living in the community who have difficulty in performing every day tasks.

Special Needs Groups

It is recognised that there are some special needs groups who may experience particular difficulties in gaining access to HACC services appropriate to their needs. People from Culturally and Linguistically Diverse (CALD) backgrounds are designated as one of the special needs groups.

Priority for Access/Service Provision

Those clients with greater relative need and who meet the eligibility criteria are given priority of access to services. The following factors are taken into account when prioritising clients for service:

- Social isolation
- Little or no family support
- Has limited or non-existent social contacts
- Financially disadvantaged
- People with multiple disabilities and complex needs
- Has a disability
- Level of difficulty with a range of tasks of daily living
- Needs medical or nursing help on a long term or short term basis

In relation to a carer:

- caring for someone with a disability
- is a sole carer, has limited support networks
- is frail, ill, distressed or has disability
- has extensive commitments
- is socially or geographically isolated
- is financially disadvantaged

Assessment and the Volunteer Request Form

To be eligible to receive support through NRCHC's Volunteer Co-ordination Program, an application must be made and an assessment undertaken of the client's circumstances. Where there is a need for volunteer assistance for client support or program/project work, the service provider must fill out a Volunteer Request form. This form will assist the VC to make a better assessment in order to identify client's needs and service requirements.

Hard copies of the request form are kept in the administration area and electronic copies are also located on the server. Minimum notice of two weeks is required when requesting volunteer assistance.

Re-assessment/admission

Any client who has previously been refused a service or has chosen to exit the program for any reason is not discriminated against should they wish to reapply in the future. Clients are informed of this in the rights and responsibilities statement they are given on admission.

Clients are reassessed every 6 months to determine whether their needs have changed. At the time of reassessment clients are reminded of their rights and responsibilities.

PURPOSE

This document sets out NRCHC's Policy on the responsible management of the Volunteer Program. The purpose of this policy is to:

- Ensure that the Volunteer Program adheres to the principles of volunteering as defined by Volunteering Victoria
- Ensure that the Volunteer Program operates within the guidelines of community development principles
- Provide a clear statement about the roles and responsibilities of the volunteers and the organisation

INTRODUCTION TO VOLUNTEERING

Aim of the Volunteer Program

The Volunteer Coordination Program at NRCHC is based on Community Development principles such as holism, participation, consciousness raising, diversity, empowerment, social justice, human rights, community building, inclusiveness, sustainability, valuing local knowledge, culture, resources, and skills (Ife; Community Development, 2002)

The VCP aims to:

- Identify individuals who are at risk of isolation because of physical disability, age, language and cultural reasons
- Reduce the level of isolation that individuals/communities face by providing them with volunteer support
- Equip volunteers with the skills to address clients' needs and meet both clients' and their own aspirations

Definitions

Volunteer

A person who provides a service to an organisation without financial consideration.

Volunteering

Volunteering Victoria's defines Formal Volunteering as:
an activity which always takes place through a not for profit organisation or project and is:

- Of benefit to the community and the volunteer;
- Undertaken of the volunteer's own free will and without coercion;
- For no financial payment;
- In a position not designated as paid; and
- Underpinned by the Volunteer Australia 'Principles of Volunteering'

Volunteering is based on personal motivation, community and organisational support. Voluntary work spans almost all spheres of social and public life including politics, business, unions, religion, sport, recreation, emergency services and social services. Social Action, Self-help and Social Concern/Support, were recognised as modes of volunteering by VCOSS in 1982.

Social Action

People from the community, volunteering to work on issues with social change as their goal.

Self-Help

People who have experienced a common condition uniting to offer mutual support, action against discrimination or the provision of personal services which may be more relevant and therefore more successful.

Social Concern/Support

People who genuinely wish to help those who are less advantaged.

Reasons for volunteering

It is acknowledged that a functioning volunteer program is based on reciprocity on need. In voluntary work there is a mutual benefit both for the organisation, the community and for the person who is providing the volunteer work.

Volunteering offers opportunities for participants to gain a broad range of experiences and skills, including:

- Contributing to the development of a community
- Personal development
- A sense of belonging
- Self esteem and gaining confidence
- Obtaining experience
- Taking responsibility
- Improving skills and knowledge
- Enhancing connectedness
- A sense of self worth
- Fun and excitement.

Volunteer Principles

- Volunteering benefits the community and the volunteer.
- Volunteering is always a matter of choice.
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not for profit sector only.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Philosophy

NRCHC values the contribution made by volunteers and seeks to recognise that by:

- Acknowledging that the relationship between volunteers and NRCHC is a reciprocal one;
- Acknowledging that volunteers exercise free choice in committing to NRCHC;
- Acknowledging that volunteers are of equal status and deserve the same treatment and respect as paid employees, and that NRCHC can expect the same standards of its volunteers as it expects of its paid employees;
- Ensuring volunteers are not used to replace paid staff positions and only carry out work that they have agreed to;
- Stating and acknowledging the contribution of volunteers in NRCHC documentation and recording hours worked;
- Providing an opportunity for the development of skills and experience;
- Providing support in the form of clear policy guidelines, training, recognition and support, including cross cultural training to ensure volunteers are well equipped to provide culturally sensitive services to people with whom they work;
- The provision of references if required.

RECRUITMENT

General

People come to us with a vast range of experiences, expectations and skills. Some are very clear about the work they wish to undertake, some are more flexible and undertake tasks at many different levels. Some volunteers use their work here as a stepping-stone into the workforce, whilst others are comfortable to remain connected by their voluntary capacity.

In placing a volunteer it is important to recognise these different expectations and how each might contribute to meeting the needs of the organisation, the community and the individual.

Recruitment Policy

NRCHC's recruitment policy is driven by our purpose, which is to fulfill the needs of our organisation and the expectations of our volunteers. The Centre applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer job on the basis of race, age, gender or religion.

All prospective volunteers are to be interviewed by the Volunteer Coordinator prior to placement. The area of work and level of involvement will be arranged on an individual basis at the time of interview. Prospective volunteers are matched for their suitability to the needs of the Centre's clients and community.

The selection criteria for each position depends upon the particular skills needed to fulfill the duties of that position. Commitment to the goals, values, policies and procedures of NRCHC will be looked upon favourably as will be the ability to work as part of a team and the acceptance of the relevant roles and responsibilities.

Due to the resources required for training it is preferable that prospective volunteers commit to NRCHC for at least a half day a week, for a period of three months or more.

Position Descriptions

There is no such thing as a typical NRCHC volunteer or job description. Our policy is to meet with prospective volunteers to determine their particular skills, interests and expectations. In the process we also assess how they might complement NRCHC's needs.

All staff must complete a 'Volunteer Position Description' before a volunteer can be assigned to them. This must include:

- The staff member's department;
- Their role;
- Background information pertaining to the relevance and need of the volunteer's position;
- A list of basic tasks involved;
- Desirable skills required to carry out the position;
- Duration of position and time commitment;
- Name of supervisor.

It is the role of the Volunteer Coordinator to determine whether the requested position is appropriate to give to a volunteer and is not in breach of NRCHC's volunteer policy.

Application and interview

All volunteers are to meet with the Volunteer Coordinator to discuss their interest in volunteering and the information in their application form. The purpose of this meeting is to:

- Determine what brought them to NRCHC;
- Discuss any particular expectations regarding volunteering;
- Get to know them ie: their background, what they are doing now;
- Determine their availability;
- Update them on NRCHC and its work by running through background of NRCHC and current priorities;
- Talk about the areas in which volunteers can work and the type of work they can do;
- Talk about expected commitment from volunteers;
- Ask about any special needs or limitations NRCHC ought to be aware of;
- Discuss their suitability for NRCHC and NRCHC's suitability for them;

Volunteers are asked to bring a current resume with them to this meeting.

Application forms, available from the Volunteer Coordinator, should be completed prior to the interview, however, assistance is available at the interview should any difficulties be encountered whilst answering the questions.

Reference & Police checks

NRCHC is committed to recruitment principles that ensure the safety and security of clients and staff. It is critical that employees and volunteers maintain the highest standards of conduct and professionalism at all times. To ensure new staff are suitable to undertake work with NRCHC, it is important that we obtain information about previous relevant experiences, work and criminal offences. As an organisation that works with children and adolescents, NRCHC is particularly attentive to our responsibilities for providing them with protection from exploitation and abuse. The Centre has adopted ECPAT Australia's recommendation for promoting an *aware culture*. This concept involves 'linking all aspects of the environment to ensure that the program is protective, enriches the lives of its children and families, and is clear about the boundaries between the personal and professional lives of staff'.

To maintain consistency and comply with best practice standards, all volunteers will be required to sign a *Consent to Criminal Records Check* form after their application has been accepted. This procedure is mandatory and allows NRCHC to undertake a police check prior to assigning any duties. The Centre will pay the Police Records Check fee. All information collected will be securely filed or destroyed to ensure compliance with privacy legislation.

If volunteer applicants wish to receive a copy of their police check results, a request should be made to the Volunteer Coordinator at the time of filling out the police check form.

Volunteers may also be asked to provide one or more of the following as further evidence of their suitability for positions at NRCHC;

- Character references
- Previous employment references
- Proof of qualifications
- A current Victorian drivers licence

If the checks provide information that indicates an applicant may not be suitable for volunteer work, the Volunteer Coordinator and Program Manager will discuss their concerns with the applicant before making a decision on their application. Some offences automatically preclude an applicant from participating in the Volunteer Program at NRCHC; including robbery, repeated drug use or sexual offences.

Placement

Once the volunteer and the Volunteer Coordinator have chosen a mutually agreed position, a meeting is arranged for the volunteer to talk directly with the service provider for that position. The purpose of this meeting is for the service provider and volunteer to determine suitable duties and expectations for the offered position. Days and times of voluntary work should also be determined at this meeting. If an agreement is made to proceed, the volunteer coordinator is to be informed and an induction process instigated.

Orientation

Before commencing duties at NRCHC, the Volunteer Coordinator will discuss the Volunteer's rights and responsibilities, and provide them with:

- A copy of the orientation folder, including this policy and procedures manual
- A copy of their job description

Orientation Tour

As part of the orientation day, volunteers will be given a tour of NRCHC, introduced to all available members of staff and provided information regarding the layout, environment, facilities and equipment at the Centre. Time permitting, volunteers may ask questions of staff or discuss their position in the VCP.

On each orientation day a selection of staff will be invited to give a brief presentation of their role at NRCHC.

Staff will be informed of the volunteer's duties and whom they will be working with. The tour will include:

- Tea room and tea/coffee making facilities, refrigerator etc
- Toilets
- Photocopier & fax machine
- Noticeboards
- Reception desk
- Car/bus booking procedures
- Information regarding any forms relevant to their duties, and how to access them
- Information on the next available OH&S and Fire training sessions.

Volunteer Time Sheets

Volunteers are expected to record their volunteering work. This helps the Volunteer Coordinator identify, monitor and manage volunteers' workloads. It also assists in the recording of accurate information required for statistical reporting.

Supervision

NRCHC is committed to providing effective supervision and feedback for volunteers that can contribute positively to their personal and professional development. The service provider with whom the volunteer is working directly with normally undertakes supervisory duties. The volunteer coordinator will also work directly with volunteers.

Training

NRCHC aims to provide adequate internal and external training to enable volunteers to carry out their prescribed duties effectively. Supervisors are responsible for their volunteers while they are learning to use equipment and must make themselves available to help when needed. Volunteers

are to be encouraged to develop and expand their personal and professional skills, identifying training opportunities where possible. Specific training for volunteers will be provided where appropriate and financially feasible.

HACC training Calendar

The Northern Metropolitan Region HACC training committee prepares a training calendar for HACC funded services twice a year. It includes variety of relevant workshops for volunteers who provide assistance to HACC eligible clients. The VC is responsible to inform and encourage volunteer staff to participate in the workshops on the training calendar that may be relevant to their role.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Rights of volunteers

NRCHC Volunteers have a right to:

- Work in a healthy and safe environment
- Be provided with orientation
- Be respected and treated as co-workers
- Have a job description and agreed working hours
- Not be exploited
- Refuse a task which is not suitable for them
- Be involved in training/education programs in the organisation and outside the organisation
- Be informed about and apply for paid positions within the organisation when position arise
- Access the facilities in the organisation
- Be entitled to take breaks from their volunteer work
- Expect support and supervision in order to carry out their job effectively
- Be reimbursed for out of pocket expenses, providing prior approval is obtained with the supervisor
- Request a reference from their supervisor when applying for a job, providing the volunteer has worked at NRCHC for a minimum period of three months
- Provide feedback, suggestions and recommendations regarding their job or the wider program
- Have access to dispute resolution procedures and to be supported through such a process
- Have their personal details kept in a confidential manner
- Be provided with a place to work and suitable tools and materials
- Be adequately insured

Responsibilities of Volunteers

We ask that our volunteers agree to:

- Undertake the task that has been identified
- Be involved in appropriate training programs to improve their personal and professional development
- Be involved in relevant staff meetings and gatherings.
- Let the supervisor/co-worker know if they cannot attend
- Respect all clients without considering which class, gender or ethnic background
- Contribute to community participation involvement
- Be reliable and commit, where possible, to regular day/s and time of work so tasks can be planned accordingly
- Keep NRCHC informed of changes of address and phone number
- Be responsible to and consult with their supervisor
- To ask for support when needed
- Abide by any NRCHC policies regarding their work

- Appreciate and respect the confidential nature of information that may be acquired during the course of duties, including organisational information
- Discuss any grievances or problems with their supervisor. If they remain unresolved speak to the Volunteer Coordinator
- Not to spend money or order goods on behalf of the NRCHC without prior approval
- Notify their supervisor or the Volunteer Coordinator if they are no longer able to work with NRCHC
- Show enthusiasm, loyalty and belief in the work of the organisation
- Agree to work in a safe and healthy way and not jeopardise the health and safety of others
- Inform NRCHC of any pre-existing medical conditions or special needs that NRCHC should be aware of that might effect the volunteer's ability to undertake certain tasks
- Report any injury immediately to their supervisor
- Not smoke in any NRCHC building

Confidentiality of work undertaken on behalf of NRCHC

Confidentiality can be defined as the non-disclosure of personal, sensitive and health information pertaining to a client that has been disclosed by the client and collected by NRCHC staff. (NRCHC Policy & Procedures Manual, 2002) Confidentiality also extends to the personal information of staff members and volunteers collected by NRCHC (eg. Telephone numbers, addresses, etc.)

Under current legislation (Health Records Act & Information Privacy Act) confidential/private information (defined as health, personal, or sensitive information) cannot be collected, disclosed or used without client consent. Volunteers, therefore, are advised that any client information encountered in the course of their duties is not to be collected, read, discussed, or disclosed in any manner, including in conversation without supervisor permission. Volunteers are prohibited from entering the NRCHC file room unless access to this room is within the scope of their duties (eg. working on reception). If volunteers are unsure as to their responsibilities regarding client information or information generally, they shall seek instruction from their supervisor. The volunteer supervisor shall ensure that client consent has been obtained to the collection, use and disclosure of client information by or to volunteers.

All information collected during voluntary work undertaken for or on behalf of NRCHC belongs to NRCHC and cannot be used or sold without the express permission of NRCHC where such use or sale is legal. All confidential records, documents (both paper and electronic), together with any copies or extracts thereof, made or acquired by volunteers in the course of their work shall be the sole property of NRCHC and must be returned to NRCHC upon completion of volunteer duties.

Where appropriate, with permission of the volunteer supervisor, volunteers may retain copies of their work undertaken at NRCHC. Volunteers may not retain documentation containing client information. If volunteers require such documentation for the purpose of research, supervisors shall first obtain the client's written consent to the use of their information for this sole purpose. Any client information or data used for this purpose shall be thoroughly de-identified (rendered anonymous).

Once an applicant has been accepted as a volunteer they shall execute a Code of Ethics Agreement and a Confidentiality Agreement. Signing said Agreements shall bind volunteers to the terms and conditions therein.

Prior to commencing duties, volunteers shall ensure that any queries they have regarding the above or their rights and responsibilities generally, are satisfactorily addressed by their supervisor or the Volunteer Program Coordinator.

ORGANISATIONAL RIGHTS AND RESPONSIBILITIES

Rights of NRCHC

- To expect volunteers to carry out the task that has been agreed
- To expect volunteers to undertake training programs to carry out agreed tasks
- To expect that agency and client confidentiality as an ethical issue is maintained

Responsibilities of NRCHC

- To provide a job description that outlines the duties and requirements
- To provide ongoing supervision and training
- To give constructive feedback which can assist personal and professional development
- To provide ongoing support so that a volunteer does not feel exploited or is placed in a position where they feel burdened by the tasks given.
- To reimburse out of pocket expenses
- To respect and value the work of volunteers
- To ensure that paid staff treat volunteers as co-workers
- To ensure a safe work environment

NRCHC'S COMMITMENT TO VOLUNTEERS

NRCHC recognises that volunteers contribute a vast wealth of skills, knowledge and support towards the running of NRCHC. All NRCHC staff in return are to treat volunteers with respect and support. Staff are accountable for volunteers under their supervision and must be present while their volunteers are in the building.

Volunteers are to be included, where possible, in all relevant staff meetings, discussions and celebrations. Volunteers should be given every opportunity to develop their skills to enhance their own skill base.

Reimbursement

General Expenses

Supervisors should advise their volunteers of their budget limitations and must approve any purchases before they are made. Volunteers will then be reimbursed for approved purchases out of supervisor's budget. Receipts must be obtained and the supervisor is to fill out petty cash claim on the volunteer's behalf.

Travel Expenses

With prior approval by the relevant supervisor, all travel expenses incurred reasonably by a volunteer in the course of her/his duties shall be fully reimbursed by NRCHC upon presentation of appropriate documentation. Volunteers must complete a travel reimbursement form and return it to the Volunteer Coordinator before payment can be authorised.

Where a volunteer is required to use her or his own vehicle for NRCHC's business, the volunteer shall be paid a vehicle allowance. Private vehicle use will only be approved upon presentation of a current, original full comprehensive car insurance policy for each vehicle to be used. The Volunteer Coordinator must copy the original document and forward it to the Fleet Manager prior to the approval of reimbursement of expenses.

Occupational Health & Safety

NRCHC is committed to providing a safe work place for all staff and volunteers and in return ask that volunteers accept their responsibility to work safely. This means working intelligently, with common sense and foresight.

Smoking is not permitted in any NRCHC building.

Incident Response Report Form

Volunteers must report any injury or risk immediately to their supervisor, and complete a NRCHC Incident Report Form within 24 hours of the incident occurring. The forms are available via supervisors or can be downloaded from the NRCHC server. This process enables immediate action to be taken, including any corrective measures to prevent a reoccurrence of the incident

Personal Insurance Cover

NRCHC must always have a current Voluntary Workers Personal Accident insurance policy. The policy will insure all volunteers while engaged in unpaid voluntary work officially organised and under the control of NRCHC including necessary direct travel to, from or during such voluntary work.

EQUAL OPPORTUNITY & SEXUAL HARRASSMENT

Equal Opportunity

Principles

NRCHC is committed to equal opportunity and its effective implementation. NRCHC is opposed to discrimination on the basis of sex, race, age, physical or mental disability, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, industrial activity, pregnancy, victimisation, physical features or social and cultural backgrounds.

Policy

Applicants will be considered for voluntary positions in NRCHC solely on the basis of skill, aptitude and relevant qualifications. NRCHC is committed to the equal participation of women and men in the organisation, including avoidance of sexist language and the provision on non-sexist voluntary position advertising, recruitment and selection process.

Harassment

NRCHC will not tolerate harassment of any kind to staff or volunteers. Any harassment claims should be taken to the Volunteer Coordinator or immediate supervisor as soon as possible. All claims will be treated with confidentiality.

Sexual Harassment

NRCHC will not tolerate sexual harassment in the workplace. Claims of sexual harassment will be handled promptly, confidentially and in a manner that is fair to all involved in the complaint. Sexual harassment is unacceptable and unlawful. The legislative framework used for this volunteering document is the Victorian Equal Opportunity Act, 1995, in which a person sexually harasses another if he or she -

- "(a) makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person; or
- (b) engages in any other unwelcome conduct of a sexual nature in relation to the other person - in circumstances in which a reasonable person, having regard to all circumstances, would have anticipated that the other person would be offended, humiliated or intimidated."

The Act defines "conduct of a sexual nature" to include:

- "(a) subjecting a person to any act of physical intimacy;
- (b) making, orally or in writing, any remark or statement with sexual connotations to a person or about a person in his or her presence;

- (c) making any gesture, action or comment of a sexual nature in a person's presence."

Whether the person intended to sexually harass his/her victim is irrelevant. It is how the victim feels that is important. Any sexual harassment claims should go through the Volunteer Coordinator. Volunteers are to have access to support from the staff member trained to deal with sexual harassment issues.

DISPUTE RESOLUTION PROCEDURES

NRCHC is a community organisation and it is hoped that all disputes can be solved through discussion with concerned parties. It is advisable that all disputes are dealt with in a timely fashion.

Disputes between staff and volunteers

If a dispute arises between a staff member and a volunteer, they should initially try to resolve it directly by talking with each other. If this does not resolve the problem or if discussion is not appropriate, the Volunteer Coordinator should be notified. If the dispute is of a serious nature it should also be put in writing by either or both parties and a copy given to the Volunteer Coordinator. The Volunteer Coordinator's role is to talk with both parties to determine a solution. Where appropriate, the Volunteer Coordinator should mediate a meeting between the volunteer and the staff member to discuss the problem openly. If the dispute is still unresolved, the CEO will be asked to intervene. Further mediation and/or disciplinary action may be applied.

Unsatisfactory performance

Skills and duties for all voluntary positions are to be listed in a volunteer position description. If a supervising staff member feels that a volunteer is not able to fulfill the duties in the position description adequately, the Volunteer Coordinator is to be notified. A more suitable position should be identified and mutually agreed. The volunteer has the option of going through the Dispute Resolution Procedure if they feel they are being treated unfairly.

Inappropriate behaviour and Volunteer dismissal

All staff and volunteers are expected to act in a suitable manner at all times. At NRCHC we provide a positive and safe work environment and expect all staff and volunteers to uphold these standards. Certain rules of conduct and behaviour apply as this ensures an harmonious work environment for all concerned.

Volunteers are to be treated with the same respect as paid staff and the policy for terminating the involvement of volunteers is the same. The following procedure shall apply with respect to counselling and termination for unsatisfactory voluntary work performance:

1. On the first occasion, the volunteer shall be notified verbally of the reason, and a note made in the appropriate volunteer personnel file.
2. If the problem continues, the matter will be discussed with the volunteer. The volunteer will be advised in writing of the need to improve work performance and that a further period of review has been set.
3. If the problem continues, the Volunteer Coordinator will interview the volunteer and final written warning will be given.
4. In the event of the problem recurring after a final warning, the volunteer may be asked to cease volunteering for NRCHC. The volunteer shall be entitled to pursue the matter of his/her termination through the Management Team and/or CEO.
5. If any volunteer behaves in a manner that is dangerous, harmful or 'serious and wilful misconduct' is evident, the volunteer can be suspended or dismissed immediately. Where suspension is imposed, the suspension period will remain until a full and proper investigation can be carried out, which may result in the dismissal of the volunteer.

CHANGE OF PROGRAM REQUIREMENTS

NRCHC must notify volunteers as soon as is practicable when program requirements change and/or are terminated. Alternative opportunities should be investigated in collaboration with the Volunteer Coordinator to meet the organisation's needs and the volunteer's skills and interests.

RESIGNATION / TERMINATION

Volunteers are an invaluable resource to NRCHC but it is recognised that due to changing circumstances the volunteer may need to resign from their voluntary position. NRCHC asks all volunteers to give as much notice as possible to their supervisor and/or the Volunteer Coordinator before leaving NRCHC. The supervisor should then notify the Volunteer Coordinator. All volunteers are asked to provide their supervisor / Volunteer Coordinator with an update on the progress of their work prior to leaving.

NRCHC is committed to constantly improving the Volunteer Program and all feedback regarding the volunteer's experience at NRCHC would be appreciated. If the volunteer is leaving due to problems encountered at NRCHC or dissatisfaction with NRCHC it would be beneficial for the Centre to be notified as to their reasons. Confidentiality will of course be respected in all matters relating to this.

Volunteers who no longer have an association with NRCHC should notify all clients with whom they have contact, the date that they will be terminating their services. Volunteers should also ask clients to contact the Volunteer Co-ordinator directly should they wish to continue to receive assistance from NRCHC.

All volunteers who resign or are terminated cannot continue to have contact with NRCHC clients under the auspices of a NRCHC volunteer identity.

EVALUATION

The Volunteer Program and the Volunteer Procedures Manual will be constantly reviewed and updated as required.

RELATED NRCHC POLICIES

- After Hours Vehicle Use
- Conditions for General Staff use of Motor Vehicles
- Confidentiality of Client Information
- Discipline
- Equal Employment Opportunity
- Induction & Orientation of Staff
- NRCHC Bus
- Occupational Health & Safety
- Pre-employment Police Checks
- Staff Grievances
- Use of Community Rooms by Organisations & Groups

ATTACHMENTS

- Volunteer application form