


OPERATING PROCEDURES

SUBJECT:	VOLUNTEERING
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POLICY STATEMENT:	PS HR01-(09)	EFFECTIVE DATE:	29/01/2009
FUNCTIONAL AREA:	Human Resources	DOCUMENT REF:	OP HR01-08(09)
RESPONSIBILITY:	Chief Executive	REVISION NUMBER:	2

REVISION SCHEDULE

EFFECTIVE DATE	ALTERATION(S)	AUTHORISED Signed/Title	AUTHORISED DATE
29/08/2011	Added points 4.3, 4.4, 4.5 & Volunteer Registration Form		29/08/2011

1. General

The Management and staff of Community Living & Support Services Incorporated value the contribution made by people who freely volunteer their time, skills and knowledge in order to enhance the services provided by the organisation.

The purpose of these Operating Procedures are:

- to acknowledge and clarify the role of volunteers within CLASS;
- to identify the rights and responsibilities of the Management of CLASS
- to identify the rights and responsibilities of volunteers.

This document aims to establish a range of administrative procedures that:

- promote and encourage voluntary participation in the provision of services to people with disabilities;
- promote the integration of people with disabilities into the general community wherever possible by encouraging community involvement;
- ensure the provision of services in the most productive and efficient manner;
 - respect the rights of individuals as workers and contributors to the services provided by the organisation

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2. Rights and Responsibilities of Volunteers

2.1 Volunteers have the right to:

- work in a healthy and safe environment;
- be interviewed and selected in accordance with equal opportunity and the prospective volunteer's skills and interests;
- be adequately covered by insurance;
- be given accurate and truthful information about the organisation and services;
- have a job description and agreed working hours;
- say no, volunteers must not be coerced into participating in activities or undertaking responsibilities against their wishes;
- not to fill a position previously held by a paid worker;
- not to do the work of paid staff during industrial disputes;
- have access to a grievance procedure;
- participate in the decision making process in relation to issues that directly affect the volunteer program;
- be provided with orientation, training (where applicable) support, supervision and feedback;
- confidentiality of personal information;
- resign from their position.

2.2 Volunteers responsibilities:

- To be reliable, punctual and honest;
- To advise of unexpected absences;
- To maintain confidentiality;
- To participate in training;
- To respect the rights of other volunteers and workers within the organisation;
- To carry out the designated duties and be aware of responsibilities incidental to the role;
- To adhere to CLASS policies and procedures;
- To be accountable and to participate in performance appraisals;
- To be committed to CLASS and to contribute to its community inclusion goals and objectives;
- To ask for support when it is needed;
- To communicate effectively with designated staff and to alert them to issues affecting their support role as appropriate.

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3. Rights and Responsibilities of CLASS

3.1 CLASS has the right to:

- recruit volunteers on the basis of their competency for the role and refuse any potential volunteer a position for which they are deemed unsuitable;
- expect volunteers to work within the parameters of the job description, complete tasks assigned to them within the agreed timeframes and to agreed standards;
- evaluate the performance of volunteers, reassign volunteers or terminate volunteers involvement;
- plan and facilitate orientation and training for volunteers;
- redirect volunteers who are deemed unsuitable.

3.2 CLASS has the responsibility to:

- respect volunteers for their continuing contribution and commitment;
- administer and manage the volunteer program in a professional manner;
- ensure that expectation and parameters are known, understood and maintained

4. Volunteer Recruitment and Selection

4.1 Position Descriptions

Volunteer staff, just as paid staff, require a clear, complete and current description of the duties and responsibilities of the position, they are expected to fill. Prior to any volunteer assignment or recruitment, a position description will be developed for each volunteer position. This position description will be given to each accepted volunteer and utilised in subsequent management and evaluation processes.

All position descriptions will include a description of the purpose and duties of the position, a designated supervisor and worksite, performance measures and a listing of the required competencies of the role.

4.2 Recruitment and selection

Volunteers can be recruited via any one of the following processes:

- media advertisement;
- referral from existing volunteer agencies or programs;
- referral from families, relatives or friends of CLASS clients;
- general enquiries from individuals interested in becoming volunteers.
(Volunteer Application Form HR02.1)

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4.3 Advertising

Where it has been determined to advertise for Volunteers, the following procedures will be adopted;

- The line manager will prepare an advertisement and determine where it is to be advertised. Eg. Newspapers,. The advertisement will provide a brief outline of the role, terms and conditions, qualifications required and a closing date and contact details. Advertisements will be uploaded on the website and social media by the Marketing & Fundraising Department.
- The advertisement will be forwarded to the HR Consultant. The HR Consultant will liaise with the Fundraising & Marketing Department who will arrange for the placement of the advertisement in the appropriate newspapers.

4.4 Applications

- All applications for positions will be requested in writing using the Volunteer Application Form HR02.1 and admitted to the Line Manager.
- All applications will be acknowledged in writing.

4.5 Appointment

- All successful applicants are required to complete Volunteer Agreement Form HR01.1, New Volunteer Registration Form HR21.1, Confidentially Agreement Form HR04.1.

4.6 Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for and interest in the position. The aim of the interview will be to determine the qualifications of the person, their commitment to fulfill the requirements of the position and should answer any question that the person might have about the position. All interviews are conducted by the Line Manager.

4.7 Police Checks

Any appointment to a volunteer position is subject to a satisfactory police check. Any volunteer/s who do not agree to the police check will be refused assignment.

Prospective Volunteers will not be offered assignment unless a satisfactory police check has been obtained.

4.8 Medical Capacity

Volunteers are obliged to disclose, at the time of interview, any medical condition, illness or injury that may adversely affect their ability to perform certain functions satisfactorily and safely.

Volunteers who do not disclose relevant medical conditions, illnesses or injuries at the time of interview may be dismissed.

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Any potential volunteer who indicates they are under the care of a doctor for either physical or psychological treatment may be asked to present a certificate from their doctor as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment, which may affect their volunteer work, will not be accepted without written verification of suitability from their doctor

Any volunteer who, after acceptance and assignment of duties, enters a course of treatment, which might adversely impact upon the performance of their volunteer duties, should consult with their Line Manager or Chief Executive Officer.

5. Training and Development

Orientation

All volunteers will receive a general orientation on the nature and purpose of the organisation and also a more specific induction by the supervisor for the specific position and location.

On-the-job- training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training will be appropriate to the complexity and demands of the position and the volunteer.

Staff Involvement in Orientation and Training

Those staff that are in a supervisory capacity to volunteers will have primary responsibility for design and delivery of on-the-job training for volunteers assigned to them.

Volunteer Involvement in Orientation and Training

Experienced volunteers should be included in the design and delivery of volunteer orientation and training, where appropriate.

6. Continuing Education

Just as paid staff, volunteers may wish to further develop their skills whilst engaged in volunteering. Additional training and educational opportunities should be made available to volunteers during their assignment with CLASS. The continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by CLASS or by assisting the volunteer to participate in education programs provided by other organisations/groups.

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7. Concerns and Grievances

Volunteers are encouraged to raise their concerns or grievances in the first instance with their supervisor. Any formal grievance will be addressed in the manner outlined in the Grievance and Dispute Operating Procedure.

8. Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and timely basis, unless their assignment was negotiated specifically to volunteers as and when required. If expecting to be absent from a scheduled duty, volunteers must inform their staff supervisor and/or Human Resource as far in advance as possible so that alternative arrangements can be made. Continual absenteeism will result in a review of the volunteers' work assignment.

9. Performance Evaluation

Volunteers will receive periodic evaluations to review their work. The evaluation session is utilised to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing their relationship with the organisation, convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position.

The Job Description, the Performance Evaluation Form and the Policies and Procedures of CLASS will be used as the basis for this evaluation.

10. Resignation

Volunteers may resign from their volunteer service with CLASS at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and participate in an exit interview

11. Reimbursement of Expenses

Volunteers are not usually placed in a position where they are required to personally meet expenses whilst undertaking their designated duties. Volunteers may be requested to use their own vehicle to transport clients; however such use is subject to pre approval by their Line Manager, presentation of their Drivers Licence and compliance with *HR05.1 Application/Approval for use of a Private Motor Vehicle*, which includes a Vehicle Checklist being completed with their Line Manager in attendance.

Volunteers will be reimbursed for **pre approved** out of pocket expenses. Presentation of receipts for expenses incurred as a direct result of voluntary service is essential. Volunteers will not receive reimbursement for expenses related to their personal consumable items.

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12. Access to CLASS Property and Material (including Motor Vehicles)

Volunteers will have access to CLASS property and materials necessary to fulfill their duties and will receive training in the operation of any equipment.

Volunteers are required to provide driver's licence details as part of the application process and will only drive CLASS vehicles with the appropriate licence. Any changes to the status of a drivers licence (i.e. suspension, disqualification) should be reported to their supervisor as soon as possible.

12.1 Volunteers must not:

- smoke in any company vehicles;
- drive under the influence of drugs or alcohol

Volunteers may be held personally liable for any damage caused to a motor vehicle as a result of negligence or driving under the influence of alcohol or illicit drugs or other medication that affects their ability to drive a motor vehicle.

13. Related Documents

This Operating Procedure is related to and should be read in conjunction with the following controlled documents:

- ✓ HR01.1 Form – Volunteer Agreement
- ✓ HR02.1 Form - Volunteer Application
- ✓ HR21.1 Form – New Volunteer Registration
- ✓ HR05.1 Form – Use of Private Motor Vehicles
- ✓ OP HR01-13 Operating Procedures, Motor Vehicles

APPROVED BY THE CHIEF EXECUTIVE			
This Operating Procedures supersedes all other Volunteer Operating Procedures and is applicable across CLASS inc. from the authorising date below.			
Authorising Officer	Position	Date	Signature
Mark Kulinski	Chief Executive	29/08/2011	