

VOLUNTEER

PURPOSE:

To provide a framework within which the invaluable contribution of volunteers to Breakaway Toowoomba Inc can be managed.

SCOPE:

- Volunteer recruitment
- Volunteer roles
- Volunteer training
- Volunteer supervision

POLICY:

Breakaway Toowoomba Inc recognises the valuable contribution to the service made by volunteers and actively encourages their participation because it:

- enables volunteers to contribute to their community;
- provides the opportunity for work experience and the development of new skills in volunteers;
- enhances the range of services available through Breakaway Toowoomba Inc;
- allows for wider community participation in the service.

PROCEDURE:

1 Volunteer Roles

Volunteers will not be used to replace paid workers in the service. The following roles are currently available for volunteers:

- support worker assistants
- administrative assistants.

2 Volunteer Recruitment

2.1 Requests for volunteers will be widely advertised in the region and amongst the cultural group/s of the clients as required.

2.2 The Executive Officer will arrange an interview with the volunteer which will cover the following areas:

- name, address, telephone number
- other languages
- area/s of interest
- health record (in case of emergency)
- current driver's licence, insurance and vehicle registration if required to use own vehicle
- size of vehicle and number of doors
- times available
- commitment
- explain reimbursement for expenses
- names of two referees
- police clearance.

2.4 The Executive Officer should inform the volunteer as soon as possible of his/her decision.

2.5 If the volunteer's application is rejected they should be given the reasons why.

2.6 If the application is accepted the volunteer should be given a copy of the Volunteer Worker's Agreement (refer Appendices).

2.7 *Sufficient time should be allowed for the volunteer to read the information and ask questions before signing the Agreement.

2.8 The Executive Officer will nominate a supervisor who will match the volunteer with appropriate client(s) where possible taking into account the client's wishes and their language spoken, culture and interests.

3 Training

3.1 The training needs of volunteers should be discussed with the Facilitator on recruitment, and at supervision sessions.

3.2 The Executive Officer and Supervisors are responsible for ensuring that the basic training needs of volunteers are met. This may be through:

- the provision of a staff induction kit and/or procedures manual;
- referral to an external training course;
- the provision of 'in-house' training sessions or on-the-job training.

3.3 Basic training for staff will ensure that:

- all new staff have induction training through an orientation session. This will cover the staff induction manual (refer Appendices), the Volunteer Handbook (refer Appendices) and the content and use of this Policy and Procedures Manual;
- staff receive training on occupational health and safety issues and in the use of equipment;
- staff receive training regarding the legal responsibilities associated with their work;
- staff receive training related to the needs of the client group;

- staff will also receive ongoing training on the content and use of this Policy and Procedures Manual.

4 Supervision

- 4.1 Supervision and support are important to ensure that volunteers are supported in their work and that their work is carried out effectively. Additionally, supervision sessions provide an opportunity to follow through on the further development of volunteers' skills and knowledge.
- 4.2 All volunteers will be provided with regular supervision at least once per quarter.
- 4.3 Volunteers should contact their supervisor if issues arise between supervision sessions that need to be dealt with urgently.
- 4.4 The Executive Officer and Supervisor are responsible for providing supervision and support to all volunteers.
- 4.5 Supervision sessions will cover the following points:
- review of work undertaken since last session;
 - major activities planned before next session;
 - organisation issues;
 - feedback on performance including identification of strengths and weaknesses;
 - identification of strategies for volunteer development, especially in addressing volunteer weaknesses.

Approved (Executive Officer) David BeaDate 18-02-10

Approved (Chairperson) Paul O'BrienDate 18-02-10