

Volunteer Policy

South Port UnitingCare



1. Introduction

South Port UnitingCare strongly values volunteers as important members of the team, making a significant contribution to the agency and to the South Port community.

2. Purpose

This policy is intended to

- provide clear guidelines for both volunteer and paid staff with regard to volunteering with South Port UnitingCare
- ensure that volunteers working at South Port UnitingCare have work that is safe, significant, fulfilling and appreciated.

3. Definition of Volunteering

Volunteering:

- involves activities undertaken within the agency by people for no monetary reward
- is based upon personal motivation and choices, freely undertaken
- enhances human potential and benefits individuals and the community.

4. Volunteer Rights and Responsibilities

All volunteers have basic rights and responsibilities and these must be acknowledged and adhered to within South Port UnitingCare.

Volunteers have the **right** to:

- Job satisfaction through being assigned to a job which is worthwhile and challenging
- Be treated with dignity and fairly treated as a co-worker
- Share responsibilities with co-workers as appropriate
- Receive all information relevant to the job that will help them perform duties more confidently and competently
- Be involved in decision making as it affects the job
- Receive ongoing supervision and training, including initial orientation
- A safe work environment and to be covered by insurance whilst carrying out duties
- Know to whom they are accountable and to have clearly defined channels of communication
- Know whether their work is effective and be supported to improve it
- To have the work that is undertaken by them valued and recognized by the agency
- Have a job description, that details tasks they will be expected to perform and agreed working hours
- Have the right to say “no” to unacceptable tasks
- Not to fill a position previously held by a paid worker

- Be accurately informed about South Port UnitingCare's work and new developments
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Respect for privacy relating to their own personal details.

Volunteers have a **responsibility** to:

- Be committed to the mission and goals of South Port UnitingCare
- Respect the rights of South Port UnitingCare service users and the competencies of staff working with them
- Ensure that all personal information learned about service users while on or off the job is kept strictly confidential
- Be dependable and notify the appropriate person if they are unable to work
- Provide feedback, suggestions and recommendations to the relevant people
- Ask for support related to their job if it is needed
- Undertake the appropriate training and to discuss any further training requirements with the manager
- Undertake work in a safe manner
- Report any injuries or unsafe work places/practices to the manager
- Be themselves and not to become over-committed.

South Port UnitingCare Responsibilities

South Port UnitingCare has a **responsibility** to:

- Ensure that the work of volunteers supplements and enhances, but in no way competes with the work of paid staff
- Empower volunteers to meet their own needs wherever possible for both work and personal goals
- Provide volunteers with adequate training, support and orientation
- Provide volunteers with appropriate and clear position descriptions
- Provide appropriate policies and procedures in a form that is clear and as easy to understand as possible
- Provide volunteers with a healthy and safe workplace and appropriate insurance coverage
- Ensure adequate recognition is given to the work that volunteers undertake at South Port UnitingCare
- Provide adequate and appropriate opportunities for supervision and support to all volunteers
- Ensure fair, equitable and transparent processes for managing complaints, conflicts and grievances.