Volunteer Management Policy

Policy Statement

Volunteers are part of the heritage of Good Neighbours Australia ("GNAU"). Being an important part of the history of the organisation, volunteers continue to play a significant role in achieving GNAU's vision and mission. To this end, GNAU accepts and encourages the involvement of volunteers across the organisation and aims to ensure that they will be treated with respect and that they are integrated into the life of GNAU by providing them with appropriate support, supervision, resources, and training to ensure that they are able to make a meaningful contribution to the vision and mission of GNAU.

Scope and Purpose

This policy aims to ensure that volunteers are effectively managed to provide benefit to GNAU whilst providing adequate support and training to volunteers.

This policy applies to all volunteers and volunteer supervisors.

Policy Objectives

The objectives of this policy are:

- ensuring the Volunteer Program is aligned with the National Standards for Volunteer Involvement (see "External References" for the link);
- ensuring that the rights and responsibilities of both the volunteer and GNAU are met;
- ensuring that volunteers understand the expectations of their roles, and gain the knowledge, skills, support, and feedback needed to carry out their duties safely and effectively.

What Does the Policy Look Like in Practice?

Volunteer management consists of providing support and feedback, open communication as well as providing systems and resources to enable the volunteer to perform their duties and contribute meaningfully to our work.

Training & Development

Volunteers should be provided with information and training relevant to their activity statement at the commencement of their service and throughout their period of service. This includes information about the organisation, the service, and their designated tasks. Ongoing training can be provided by including volunteers in appropriate staff training or by

conducting volunteer training sessions. Role specific training is to be carried out by the supervisor.

When training needs are identified, supervisors must ensure that appropriate training is given to volunteers to enable them to meet the requirements of their role and to develop their skills where practical.

Communication

Volunteers are communicated through email or slack.

Records

Volunteer records will be kept to ensure GNAU has essential information on volunteers. This information will be used to monitor trends in the Volunteer Program and to estimate how much value the Volunteer Program is providing for the organisation on an annual basis.

Volunteer attendance will be monitored through the recording of their service via the sign in book. Volunteers will be encouraged to ensure that their attendance is in accordance with their agreed hours of service, or to re-negotiate their volunteer agreement.

Monitoring the volunteer's attendance is also a way of ensuring their safety in the event of an evacuation.

Support & Supervision

The supervisor is required to provide support and supervision to volunteers in relation to their work. Issues in relation to volunteer management should be directed to the Admin Manager.

Reimbursement

Volunteers will be reimbursed any reasonable expenses incurred through the course of volunteer activities, subject to the following:

- Prior approval is required to be obtained from the supervisor before the expense is incurred;
- Evidence of expenditure must be provided, e.g., receipt or invoice;
- If volunteers use their own vehicle for necessary duties of the organisation, this must be approved prior to usage. The volunteer may claim reimbursement of reasonable purchases of petrol for the journey upon presentation of appropriate tax invoices from the service station(s).

Feedback

Volunteers will have the opportunity to contribute to the ongoing development and improvement of our policies and practices.

We will provide feedback to volunteers in relation to their performance, and will respond to feedback offered by volunteers, on the performance of the organisation. Feedback is a reciprocal process.

Providing feedback to volunteers and managing their performance is important because it provides an opportunity to affirm, enhance, or correct behaviour. Feedback should be specific, frequent, non-threatening, participatory, and impersonal.

Where the volunteer is not meeting the objectives outlined in the activity statement, the supervisor will explain the standard to which they require the work to be completed and provide training and further support as required. A verbal warning may be issued in the case of serious performance issues. Continued poor performance may lead to the ceasing of the volunteer agreement.

Conclusion of Engagement

A volunteer agreement may be discontinued by GNAU at any time, for various reasons including, but not limited to the volunteer position no longer being needed, the job description not being met or due to breach of policies and procedures.

A volunteer may discontinue their service at any time. When a volunteer chooses to finish their engagement with GNAU, it is important to conclude the relationship in a professional manner. This process will:

- Establish why the volunteer is leaving;
- Look at alternative roles, if appropriate;
- Seek to have the volunteer to complete a Volunteer Exit Questionnaire;
- Obtain informal feedback;
- Provide an opportunity to appropriately acknowledge the volunteer's service;
- Resolve any outstanding complaints or disputes;
- Provide a certificate of service;
- Verbal references may be provided upon request. (Note: written references will not be provided.)

Responsibilities

The Admin Manager is responsible for policy.

Review

This policy will be reviewed every three years, or sooner as required.

Definitions

Volunteering: "Volunteering is time willingly given for the common good and without financial gain".

http://www.volunteeringaustralia.org/policy-and-best-practise/definition-of-volunteering/

Related Policies and Procedures

This Policy should be read in conjunction with:

- Volunteer Recruitment and Induction Policy
- Volunteer Management Procedure

External References

This policy refers to:cc

- Volunteering Australia http://www.volunteeringaustralia.org/
- National Standards for Volunteer Involvement - http://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Document-FINAL_Web.pdf

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