

VOLUNTEERS

Introduction

Camden Community Centre recognizes the value to the community in enabling people to carry out volunteer work. Volunteering allows people to participate actively in all facets of the community and enables Camden Community Centre to initiate, enhance and extend its services.

The Centre also recognizes the invaluable work that volunteers perform in every facet of the Centre's activities and acknowledges volunteers as unpaid staff who are entitled to a safe, just and participatory work environment, which values differences and shared experiences

Policy

The involvement of volunteers may complement the work of paid staff but not displace paid staff or be a threat to the security and job satisfaction of paid staff.

Management of Volunteers will be via the Volunteer Coordinator and only this person will assign tasks for volunteers. All other staff wishing volunteers to carry out tasks will submit a written request to the Volunteer Coordinator.

All volunteers must have current Police / DHS clearances.

Recruitment and selection of volunteers will be conducted by matching the role requirements to the volunteers' skills, interests and attributes.

Appropriate orientation, training, development and resources in line with the role will be provided and records must be kept for each volunteer.

Volunteers will be given a clear understanding of organisational expectations before they begin

Provision will be made for out of pocket expenses incurred by volunteers and approved by the Volunteer Coordinator.

All legislation in relation to health and safety, industrial matters and equal opportunity will be observed for volunteers as for paid workers

Risk management procedures will cover all staff and include a safe working environment and insurance cover.

Grievance procedures will be in place and the volunteers kept informed of their rights.

Volunteers will be expected to make realistic commitments in terms of time, areas of involvement, meetings and training, and the organization will expect these commitments to be fulfilled.

Any dissatisfaction with performance levels of volunteers will be considered in the content of the workplace environment and dealt with as it occurs. A change in role or withdrawal of the offer of voluntary work will be considered only after the volunteer has been provided with an opportunity to improve performance to the required level.

Volunteers' Rights and Responsibilities

Volunteers have a responsibility:

- To be reliable and to arrive for work on time
- To notify the Volunteer Coordinator if unavailable or running late
- To respect confidentiality
- To respect the rights of all others in the organisation and have a non-judgemental approach
- To comply with all aspects of the Centre's WHS policies
- To represent and protect the interests of Camden Community Centre
- To carry out tasks as specified by the role description
- To give feedback and communicate relevant and important information
- To be accountable and accept evaluation
- To recognise personal and external limitations on commitment
- To acknowledge and respect decisions made by staff
- To undertake training as required and to have a good understanding of the Centre.
- To raise any issues or conflict with the Volunteer Coordinator, GM or other staff member.
- To ensure they are not affected by alcohol or any other drug which may impair their functioning or endanger anyone's health and safety.
- To ask for support when needed.

Volunteers have the right:

- To receive accurate and comprehensive information about the Centre
- To have a clear and agreed role description
- To feel a sense of belonging – through inclusion in meetings, social functions etc.
- To be seen and respected as an individual
- To be properly inducted and have all appropriate initial and on-going training for the role
- To know who to turn to with any problems or difficulties
- To have work performed valued by the Centre
- To regularly receive feedback
- To be trusted with confidential information if it is required for the job
- To be reimbursed for out-of-pocket expenses as agreed with the Volunteer Coordinator
- To be consulted on any matters that directly or indirectly effect them and to be a part of the decision making process where appropriate.

Version	1	2	3	4	6	7	8	9	10
Date reviewed:	Apr 2011	Aug 2011	Jan 2012	Apr 2015	Feb 2017	Dec 2019	Dec 2021	Dec 2021	Dec 2023
Reviewed by	CEO	CEO	CEO	CEO	CEO	CEO	GM	GM	GM
Review due:	Apr 2012	Nov 2013	Nov 2013	Apr 2016	Feb 2019	Dec 2021	Dec 2021	Dec 2023	Dec 2025