

Generic

Volunteer

Coordinator/Manager

Manual

for all Organisations and

Community Groups

1. Introduction

This manual provides information on the values and expectations, and day-to-day business of managing, recruiting, and providing on-going support to volunteers who want to join YOUR ORGANISATION.

Volunteers contribution is highly respected and they must be appropriately supported to carry out their role in a way that is both rewarding and valued.

YOUR ORGANISATION looks forward to the success of this programme and the positive impact it achieves.

(Sign owner of this manual)

2. Values

Volunteer involvement is guided by a set of values. YOUR ORGANISATION has clearly defined values, principles and standards that determine how volunteers are integrated into the service.

We are committed to provide a volunteer programme, which supports our work and meets the expectations and needs of our volunteers.

YOUR ORGANISATION believes that both the organisation and the volunteer should act at all times with integrity, respect and within the guidelines that this manual offers.

3. Vision

add

4. Mission

add

5. Principles

YOUR ORGANISATION believes in the nationally and internationally recognised Principles of volunteering:

- Is undertaken for the common good
- Is unpaid
- Is undertaken of one's free will

- Does not replace paid staff
- Works across all cultures
- Benefits the individual, the service and the wider community

These principles have been developed between governments, organisations and agencies throughout the world, all of who are committed to volunteering.

6. Objectives

- To enhance the quality of life for people/clients through encouraging community involvement in our services
- To provide an opportunity for people to give a voluntary contribution of time/talents/skills to the organisation
- To complement and enhance the services already provided
- To extend the range of skills, experience and abilities within the organisation
- To include each volunteer as a valued member of the team.
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7. History and Background

Add

8. Services you provide

Add

9. Organisation Charts

Add

10. Standards

YOUR ORGANISATION will:

- At management and governance levels, acknowledge the role of volunteers by mandating this manual and the values and principles guiding it.
- Provide policies and procedures to define and support the role of volunteers in the organisation.
- Ensure volunteers are supported by a dedicated Volunteer Coordinator/Manager.
- Follow the organisation's Volunteering Code of Practice.
- Ensure that volunteer assignments fit into organisation's philosophy and policies, and involve volunteers in a meaningful way.

- Recruit and select volunteers who are diverse in their backgrounds and diversity.
- Orientate all volunteers to the organisation, its policies, and provide ongoing training and support that is necessary and appropriate to each particular job description.
- Ensure volunteers receive appropriate levels of supervision and support and are given regular opportunities to receive and give feedback.
- Welcome volunteers and ensure they are a valuable and integral part of your organisation.
- Regularly acknowledge volunteer contributions through formal and informal methods.

11. Volunteer Rights

YOUR ORGANISATION is committed to the following rights of volunteers:

- To be treated as a co-worker with staff and other volunteers
- To be assigned work that is meaningful
- To receive appropriate orientation, training, support and supervision
- To be kept informed of organisation's policies and services
- To have a clear job description
- Have access to complaints and dispute resolution procedures and to be supported through this process.
- Be reimbursed for out of pocket expenses, providing prior approval
- To have the right to withdraw my service or say 'no' without feeling guilty
- The right to make suggestions and to be listened and respected

12. Volunteer Responsibilities

Volunteers have the responsibility to:

- Make an informed decision to work as a volunteer with your organisation.
- Undertake work orientation and training as required
- Work within the job description on tasks suitable to their skills and experience.
- Behave in an ethical manner
- Keep your organisation's client matters confidential
- Be committed to your organisation's aims and objectives

- Inform your organisation when unable to undertake or complete a job.
- Use appropriate channels of communication within your organisation when needing information, support, back up, supervision or review.
- Be aware of their duty of care.
- Be aware of occupational health and safety policies and practices
- Report any accidents immediately
- Act as a member of the team
- Be aware of protocol when representing your organisation
- Commit to achieving results and making an effective contribution to the work of your organisation.

13. Rights of organisation

Your organisation has the right to:

- To withdraw a volunteer who does not operate within the policies and philosophies of your organisation.
- To withdraw the service of a volunteer who breaches the confidentiality of your organisation and its clients.

14. Responsibilities of your organisation

YOUR ORGANISATION is committed to the belief that:

- Each person has the right to be a volunteer regardless of race, sex, age, or socio-economic status.
- Both clients and volunteers are people with individual and varying needs.
- It is the responsibility of your organisation to provide the volunteer with the following:
- A clear description of their duties and responsibilities to the organisation
- An assurance that their rights as a volunteer are clear and well defined
- That they have access to independent advocacy should the need arise
- Instruction is provided for volunteers to enable them to assist with activities, if required.
- To have the right to support, evaluation, recognition and opportunities for training and development with respect to their function.

- Your organisation recognises that the attitude to, and treatment of volunteers has an impact upon the quality of service provided.
- Volunteers have the right at any time to request a change of role within the volunteer programme.
- A clear process for ending their involvement with your organisation.

15. Code of Practice

In order to enhance the volunteer's experience and comply with legislation and duty of care, your organisation will:

- Interview and engage volunteers in accordance with your organisation's Equal Employment Opportunities (EEO) policy.
- Provide volunteers with orientation and training.
- Provide volunteers with a safe and healthy place of volunteering.
- Not place volunteers in roles that are previously held by paid staff or have been identified as paid jobs.
- Differentiate between paid and unpaid roles.
- Define volunteer roles and develop clear assignment descriptions
- Provide appropriate levels of training support and management for volunteers.
- Provide volunteers with a copy of policies pertaining volunteering
- Ensure that volunteers compliment but do not undermine the work of paid staff.
- Acknowledge the rights of volunteers.
- Reimburse volunteers for out-of-pocket expenses incurred on behalf of your organisation.
- Treat volunteers as valuable team members and advise them of the opportunities to participate in organisations decisions
- Acknowledge the contribution of volunteers.

16. Channels of Communication

One of our goals at your organisation is to have excellent communication among all our staff, both paid and unpaid.

(Insert Diagramme)

17. Reimbursement

- Volunteers have the right to be reimbursed for out of pocket expenses. This may be mileage or it may be the cost of the activity.

- Volunteers must be offered reimbursement for any cost every time a job is negotiated.
- Expenses will be determined when defining the tasks and assignment description.
- The Volunteer Coordinator/Manager prior to the assignment must approve reimbursement
- Reimbursement should be discussed during orientation and agreed to on each assignment description.
- Form XXX should be completed, original expense receipts attached and sent to
- Reimbursement will be made each month at the end of the month or when assignment has been completed.
- Reimbursement can only be claimed after the actual expenditure.
- Reimbursement claims should be accumulated so that claims are in excess of \$XX per time.

18. Volunteer Costs and Tax Obligations – Taxing payments to volunteers

Volunteers may be either:

- Reimbursed for any expenses they have from their voluntary activities, or
- Receive an honorarium for their services.

Reimbursing expenses

Volunteers often incur expenditure associated with their voluntary activities. This could be from the activity itself or their travel to or from the activity. Reimbursement payments are treated as tax-exempt income for the individual if they are based on:

actual expenditure, or
a reasonable estimate of the likely cost, where an organisation:
reimburses for the expense before the activity, or
when the actual expenditure can't be determined and the reimbursement is based on a reasonable estimate of the likely cost.

Honoraria

Honoraria are payments made for services provided where no fixed payment would normally be made. They are treated as schedular payments for tax purposes.

Taxing Honoraria

If you are paying honoraria to:

an employee, use the PAYE calculator to work out the amount of tax. Someone who is not an employee, the payment is taxed at a flat rate. Find out more about taxing activities called schedular payments.

Part-reimbursement and part-honoraria payments

If the payment is partly honoraria and partly reimbursement of expenses, providing the portions of the payment can be clearly identified and recorded, the honoraria will be taxable and the reimbursement will be tax-exempt income.

If there is no distinction between the honoraria and the reimbursement the entire payment is treated as honoraria and taxed as a schedular payment.

19. Health and Safety Policy

Many parts of this manual refer to health and safety. This section sets out those requirements in more detail. For more information and advice on hazard identification, refer to the YOUR ORGANISATION Health and Safety Manual.

It is a fundamental requirement of YOUR ORGANISATION to provide and maintain a healthy and safe place to work, and to protect its employees from injury and its property from accidental damage.

Health and Safety in the work environment is an active Management function.

You are complying with the Health and Safety at Work Act. Each Manager is responsible for the implementation and maintenance of YOUR ORGANISATION's Health and Safety programme and for establishing procedures by which all foreseeable hazards are eliminated.

It is the prime responsibility of all employees/volunteers to ensure that their duties are carried out safely and without injury to themselves, colleagues, clients or visitors.

It is a requirement that all employees/volunteers observe safety rules and regulations to ensure that a safe work environment is maintained.

Health and Safety programmes will be continuously reviewed to further improve Health and Safety in the workplace wherever possible.

19.1 Your Organisation's Rights

To withdraw a volunteer if they are not volunteering in a health and safety way. Where your organisation has met its responsibilities to provide a healthy and safe volunteering environment, and the volunteer has been reminded of their responsibilities, and the volunteer continues to operate in a way that puts other people or themselves at risk of harm, the volunteer may be withdrawn from the assignment.

20. Recruitment Process

Before recruiting the volunteer the following points should be covered:

1. Decide on the Job's Primary Objective - Setting a good objective is extremely difficult and the following principles should be kept in mind.

A good objective is: -

- a) Concrete - can be seen and understood by everyone
- b) Specific - can be measured, figures can be given
- c) Of practical use - deals with an important issue
- d) Attainable - realistic, not a pious hope
- e) Given priority - is the most important thing
- f) Worthwhile - worthy of effort
- g) consider the costs – resources required, reimbursement costs
- h) Time Frame – How long?
- i) What training is required and what additional specific training is required

Some recruitment Hints

Do

- Keep a record of people who enquire about volunteering, even if you can't use them at the time.
- Ask those of your present volunteers who enjoy what they do to supply names of possible recruits. The best advocate is a happy volunteer.
- Keep a resource inventory – a list of agencies, groups, companies, clubs and so on that may provide people whose interests coincide with the activities of your agency.
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21. Volunteer Screening Process

Volunteer Screening is an ongoing process that assists in identifying good volunteers and those who do harm. This process serves to create and maintain a safe environment for all concerned

The following 10 steps were developed by Volunteer Canada and are not negotiable.

Determine the Risk: Examine the vulnerability of the volunteer. What can go wrong? Is it worth the risk? What can we do to minimize the risk? What systems do we need to put in place to ensure the safety of all participants at all times?

Write a Clear Assignment Description: Carefully planned and written assignment descriptions send a message about the seriousness of selecting the right person.

Establish a Formal Recruitment Process: Whatever method you decide to use to recruit, you need to make it clear that the screening process is part of the selection process.

Application Process: All applicants will be required to fill out a volunteer application form. The application form includes contact information. It also gives permission to do checks such as referees and police checks. All applicants will be required to complete a police check – if there is a non-disclosure or falsification; your organisation has the right to terminate the agreement.

Drivers Licence: Does this assignment require you to sight a current Driver's License? If so, and the volunteer is going to use their own vehicle, is it registered and warranted? This will need to be checked regularly. You will need to sight the vehicle.

Interview/Meeting Process: Questions should cover the potential volunteer's:

Knowledge of people they will be working with

Interest in the position

Relevant experience

Appreciation and understanding of other peoples values

Networks in the community that support inclusion

Ability to deal with challenging behaviour and situations

Availability

Interests and hobbies

Follow up on Referees: While a full CV is not always critical, it is important that potential volunteers supply you with the information that will assist you in making the right decision. Previous work history, interests and hobbies, and previous volunteer experience are all relevant.

Talk to the referees about the level of trust required in the assignment. People quite often expect that their referees will not be contacted so do not assume that they will only supply the names of people who speak well of them.

Referees can not be family members and should include work referees and referees from interest groups.

Always contact interviewees – both successful and unsuccessful – by telephone and follow up letter.

Police Checks: Police checks are not negotiable. Doing a police check signals in a public way, that your organisation is concerned about people's safety.

Orientation and Training Sessions: Screening does not end once the volunteer is in place. Orientation and training offer an opportunity to observe volunteers in a different setting.

These sessions also allow you to inform volunteers about policies and procedures

An Orientation Checklist can be found at the back of this manual.

Supervise and Evaluate: The identified level of risk associated with the assignment will determine the necessary degree of support and evaluation. Frequent feedback sessions are very important, especially in the first year.

Follow up with Program Participants: Regular contact with staff and the volunteer can ensure that you are aware of any potential issues. This could include spot checks in particularly high-risk situations.

Volunteer Agreement: All volunteers are required to complete a Volunteer Agreement at the start of their relationships with YOUR ORGANISATION. A copy is to be kept on the volunteer's personal file along with other relevant documents, and a copy given back to them.

21.1 Appropriate Jobs for Volunteers

There are many different volunteer positions, depending on the service within your organisation that may need volunteers.

Such positions need to

- Form an integral part of the programme
- Reflect your organisation's philosophy
- Complement or enhance, but not replace, the work of paid staff

- Involve your organisation's staff in the development of volunteer roles

21.2 Suitable positions for volunteers within your organisation

What kind of roles can you offer?

23. Administration Systems

The following should be set up to manage the volunteering information

Volunteers Personal File

All volunteers will have a personal file that includes:

- Application form
- Police check
- Volunteer Agreement
- Job description
- Orientation checklist
- Training attended
- Reviews
- Record of personal information
- Record of support
- Record of exit

It is up to the volunteer coordinator/manager to keep these files up to date and secure.

24. Problem Solving

Complaint Process

- Concerns or complaints can be an opportunity to improve our service and so should be seen positively.
- All complaints are documented and a record of the investigation kept. They are handled in an unbiased, professional and sensitive manner. Complaints should be acknowledged in writing within five working days. If not resolved within 10 working days, a monthly progress report is sent to the complainant until resolution is achieved.

- Comments, compliments and complaints may be noted on the forms available beside the suggestion box in each unit. These boxes are checked every day so that concerns may be quickly dealt with.
- Volunteers should put in writing any verbal concerns/complaints made to them and give them to the manager or person in charge. Should the complaint be about the volunteer coordinator/manager, it is to be referred to the general manager or the Chairperson of your organisation.

25. Fact Sheet for Staff

To enable staff to assist the coordinator in her/his role it is important that staff gets informed about the Volunteer Programme.

Values

Volunteer involvement is guided by a set of values. YOUR ORGANISATION has clearly defined values, principles and standards that determine how volunteers are integrated into the service.

These values could include:

Respect – Integrity –Justice -

We are committed to provide a volunteer programme, which supports our work and meets the expectations and needs of our volunteers.

Recruitment

All volunteer are recruited using YOUR ORGANISATION standard recruitment methods. Volunteers are required to complete an application form, be interviewed, provide referees receive orientation and attend training. All volunteers are required to complete a police check in line with YOUR ORGANISATION police vetting guidelines.

Support

Volunteers play an integral part of YOUR ORGANISATION and staff is therefore encouraged to enhance the experience of the volunteer when working alongside them.

Volunteers are supported by the Volunteer Coordinator to ensure volunteers have a clear understanding of the role they are undertaking. Staff are encouraged to identify volunteer contribution and to participate in volunteer reward and recognition.

Channels of Communication

Volunteers are provided with a handbook, which outlines the channels of communication. If they have a problem they are required to contact the Volunteer Coordinator in the first instance. If there is no coordinator, volunteers are encouraged to contact the unit manager.

Volunteers have a clearly defined complaints procedure.

Health and Safety

Volunteers have received orientation for Health and Safety and have acknowledged their responsibilities and rights to work in a healthy environment.

Incidents

If a volunteer is involved in an accident the Volunteer Coordinator will assist them to complete an incident report form and will follow through with the unit manager.

26. Exit Interview

It is important to acknowledge the contribution the volunteer has made. A letter of thanks or card should be sent regardless of the amount of time they have spent volunteering.

Allowing the volunteer to phase out is not appropriate.

When possible use the exit interview to gauge why the volunteer leaves. This will assist with the development of a picture of the volunteer programme.

Resources

Volunteering Hawkes Bay www.volunteeringhb.org.nz