



	Volunteer Management Policy
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PURPOSE

This policy is intended to recognise the value and good will that volunteers come to Fitzroy Learning Network (FLN). To ensure that volunteers at FLN have roles that are in accordance with relevant legal requirements, policies and National Standards for Volunteers. Fitzroy Learning Network relies heavily on the unpaid work of volunteers and values their contribution highly. Volunteers help us instil our value for community connection. FLN understands the importance of effectively managing our volunteers and is committed to providing the best possible environment for volunteers while they fulfil their duties.

Unlike paid staff, volunteers are not covered by award conditions or work-place agreements. Volunteers have rights, some of which are enshrined in legislation and some of which are at the core of FLN Aims and Values.

This Volunteer Management Policy involves recruiting volunteers to FLN, ensuring we meet our duty of care while they undertake their roles, orientating, supporting and working with them to develop the relevant skills to undertake their roles in developing and improving services provided by FLN.

The process of volunteer management involves recruitment, selection & screening, induction, training & development, recognition, retention & replacement. FLN acknowledges that Volunteer management is a cyclical and ongoing process.

Record of policy development		
Version	Date approved	Date for review
V1 5/10/19		

Responsibilities and delegations	
This policy applies to	Volunteers
Specific responsibilities	<p>It is the responsibility of the CEO of FLN to appoint a team member with the responsibility to coordinate volunteers.</p> <p>The Volunteer Coordinator shall be responsible for organising the recruitment, orientation, training, and supervision of volunteers.</p>



	<p>The Volunteer Coordinator will be required to report to the CEO the progress of volunteers and any issues that are of a concern and in breach of relevant policies or in FLN meeting its legal requirements.</p> <p>The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor.</p> <p>The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.</p> <p>The CEO shall report to the board regularly on the FLN volunteer program.</p>
Policy approval	FLN Board

Policy context – this policy relates to:	
Standards	<p>Relevant legal and regulatory standards</p> <p>National standards of Volunteering</p>
Legislation	<p>Equal Opportunity Act 1995 (Vic)</p> <p>Racial and Religious Tolerance Act 2001 (Vic)</p> <p>Sex Discrimination Act 1984 (Cth)</p> <p>Racial Discrimination Act 1975 (Cth)</p> <p>Disability Discrimination Act 1992 (Cth)</p> <p>Human Rights and Equal Opportunity Commission Act 1986 (Cth)</p> <p>Anti-Discrimination, Harassment and Bullying</p> <p>Occupational Health and Safety Act</p>
Related policies	<p>Purpose and Values</p> <p>Code of Ethics</p> <p>OHS Policy</p> <p>Grievances and Disputes</p> <p>Harassment and Bullying</p> <p>Recruitment Policy</p> <p>Managing Underperformance and Misconduct</p>



	<ul style="list-style-type: none"> • Privacy and Confidentiality Policy • Record and Data Management • Media Policy
Forms, record keeping, other documents	Volunteer Agreement

Policy

All volunteers shall be treated with respect and gratitude for their contribution.

Volunteers shall carry out duties assigned by the management of FLN and as described within their position description.

Volunteers will work under the signed volunteer agreement and relevant policies, procedures and legal obligations.

The policy presents strategies for recruiting volunteers, appropriately selecting and screening volunteers for particular roles and providing training, supports, feedback, dispute resolution and induction for volunteers.

All Rights and Responsibilities of volunteers are outlined in FLN’s Volunteer Agreement form, which every volunteer must sign before beginning their volunteer work.

Procedures

Volunteer selection & screening

Fitzroy Learning Network believes that volunteer staff should be appointed on suitability, taking into account factors such as qualifications and experience appropriate to the volunteer position; the skills, knowledge, availability and abilities of the applicant; their potential; their willingness to work with CALD communities and within FLN Policy and Procedures, and their overall suitability for the position.

FLN will not permit discrimination against applicants, clients or employees on the basis of age, race, gender, sexual orientation, religion, disability, socio-economic background or ethnicity.

The interview process will begin with consideration of what duties volunteers will be asked to perform, and the level of trust required to perform them satisfactorily. The degree of risk and the trust required of volunteers will determine what level of screening and experience should be required to adequately assess the suitability for the volunteer role.

Depending on the level of risk, FLN might consider implementing some or all of the following steps:

- Create a comprehensive position description for the volunteer role
- Decide on what the steps of the recruitment process will be, including screening measures
- Determine in advance what would make an applicant unsuitable for a volunteer role
- Have a process in place to notify unsuitable applicants



- When advertising for volunteers it should be made clear that applicants will need to undergo an interview process and that they will not be automatically accepted
- Use application forms including requests for character references
- Conduct interviews with the applicants, in person
- Conduct relevant police checks, request declaration or code of conduct forms, if required request a working with children's check. Police checks will be renewed every 3 years.

Volunteer orientation & induction

Fitzroy Learning Network understands the importance of providing an orientation and induction program for each of its new volunteers. The orientation and induction program aims to help new volunteers to settle in faster and feel well informed and valued. All volunteers must complete a Registration Form, face-to-face interview and criminal check prior to commencing any work for FLN.

Depending on the volunteer position the level of training and orientation may differ. FLN may provide some or all of the following information during the orientation and induction of new volunteers:

- Comprehensive position description completed for the volunteer roles
- Hand over with the previous volunteer
- Provide an overview of the relevant policies and procedures
- Identify any rules
- Identify work, health and safety issues
- Facilities (e.g. show the new volunteer around the organisation)
- Introduce them to other volunteers and staff
- Explain complaint procedures and how to raise any concerns about clients, staff other volunteers or of a personal nature.
- Offer resources, instructions, information booklets or other necessary knowledge to assist a volunteer to complete their tasks
- Provide contact names and numbers (e.g. Volunteer Coordinator)

Training and development

Fitzroy Learning Network believes that training and education is a vital part of an enjoyable, successful, effective and thriving volunteer program, that offers participants personal growth in return for their assistance. We recognise that volunteers who are offered some form of training are more confident, comfortable and efficient in their role. It also provides volunteers with the opportunity to develop new skills and ongoing improvement. Funding or resources may restrict FLN, but to the best of our ability we aim to offer volunteer training, and have it at the core of our volunteer program development aims.

Review, replace and recruit volunteers

FLN understands that volunteers can and will leave for various reasons and actively seeks to identify individuals, seek their interest and invite their involvement in our volunteer program. FLN manages the volunteer replacement process by:

- reviewing and improving how existing volunteers are managed through surveys, discussions and feedback

- making the transition of volunteers have as little impact on the services and support offered to our staff and students and community, and
- make the departing volunteer feel that they can come back in a voluntary position if their current situation changes.

Volunteer support

FLN is committed to supporting it's volunteers by:

- offering you a volunteer coordinator as your first point of contact, support and supervision
- offering a friendly, welcoming and non-discriminatory workplace
- ensuring information is disseminated regularly, effectively, and meaningfully by email, newsletters, meetings and social media, phone or in person
- providing volunteers with the opportunity to ask questions, discuss problems, raise issues and put forward complaints.
- making sure volunteers are not out of pocket for their volunteer involvement
- ensuring roles and responsibilities are clearly defined and communicated.
- keeping volunteers regularly informed about what is happening in the organisation.
- ensuring that recognition of volunteers is on going
- ensuring volunteers know their rights and responsibilities.

Ending a volunteer position

FLN will invite feedback from any departing volunteer.

FLN will happily provide references for volunteers who successful completed their volunteer obligations and position description whilst working with us.

FLN may decide to review a volunteer's role if the position description is not being successfully completed or if requirements change within the network.

FLN'S Volunteer coordinator will discuss any of these changes with volunteers prior to their implementation.

Volunteers have the option to request a review or change in their role and discuss this with the volunteer coordinator

Event volunteers

There is a range of factors affecting the complexity of the volunteer management task during events.

FLN recognises the importance of clearly defining exactly which event volunteers will be required to provide support and what they will be required to achieve.

As required to assist in preparing for and running successful events a document, appropriate resources will be developed to support volunteers involved in the activity.

FLN will do its best to ensure the document be maintained and updated following each event based on any changes required.

Complaints and Grievances

FLN offers volunteer's options to make complaints, lodge a grievances, gain feedback or raise an issue.



The complaints procedure is detailed in our Grievances and Disputes Policy and involves Internal (both informal and formal) and external avenues are available to anyone within Fitzroy Learning Network seeking help or resolution with concerns about discrimination, harassment or bullying.

The decision as to which channel is used depends entirely on the complainant. All enquiries, complaints or reports are treated with the strictest confidence and we encourage volunteers to employ this procedure if necessary.

APPENDIX

Fitzroy Learning Network Volunteer Agreement

This Volunteer Agreement was made on :/...../.....

between (referred to in this document as ‘the volunteer’ or you’), and Fitzroy Learning Network.

You are a volunteer

The position of at Fitzroy Learning Network is a volunteer position. This means that you are not an employee of, or contractor to, Fitzroy Learning Network and, if you accept this role, you perform all duties on a voluntary basis.

What can you expect when you volunteer at Fitzroy Learning Network?

Neither Fitzroy Learning Network nor the above-named volunteer, intends any employment or contractual relationship to be created. Any changes to your volunteer status, such as entering into paid work or study with Fitzroy Learning Network, will be documented in a separate contract. Fitzroy Learning Network values its volunteers and we will endeavour to provide you with;

- A written position description so you understand your role and the tasks you are authorised to perform.
- Introductory information, orientation and any necessary training for the volunteer role.
- A safe and fair environment in which to perform your role.
- Respect for your privacy, including keeping your private information confidential.
- An opportunity to become a member of FLN and contribute to our Annual General Meetings.
- A Volunteer Coordinator so that you have the opportunity to ask questions and receive feedback.

What Fitzroy Learning Network asks of its volunteers

We ask that you:

- Support Fitzroy Learning Network’s aims and values.
- Show respect and empathy for working with people from CALD communities. You agree to comply with all FLN Policies and Procedures and as such demonstrate the highest level of dignity for all members of the community. These are detailed further in our Policies and Procedures.
- Participate in any relevant inductions, training programs, or surveys.
- Only undertake duties you are authorised to perform and always operate under the direction of nominated staff.
- Do not engage in any home help, personal provisions or care with any FLN clients or students.
- Understand and comply with the organisation’s policies and procedures. You are responsible for asking for clarification if you do not understand anything in the Policy and Procedure documents provided to you by the organisation;



- Notify the Volunteer Coordinator or another member of staff of any health (physical or mental) and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, students, clients, volunteers or the workplace.
- Notify the Volunteer Coordinator if you cannot attend a planned volunteer shift.
- To the best of your ability give advance notice when wanting to conclude your volunteer role and participate in our Volunteer exit survey.
- Behave appropriately and courteously to all staff, students, clients, other volunteers and the public in the course of your role.
- Do not accept gifts, money or other forms of payments from clients, students or staff;
- Use any property or equipment given to you in your role safely and only for purpose of the role, and return it to FLN after use.
- Sign in and out of each shift at our Reception.
- Inform the Volunteer coordinator if you wish to change the nature of your contribution (e.g. hours, role) at any time.
- Are not under the influence of drugs or alcohol when undertaking your volunteer role.
- Let us know immediately if anything arises that makes you unsuitable or unable to legally, medically or safely carry out your volunteer role.
- Understand that FLN can terminate the volunteer agreement if considered necessary by the volunteer coordinator.
- Will not make public statements on behalf of, or with regards to, Fitzroy Learning Network unless approved by our CEO.
- Comply with the law, including Human Rights Law, at all times.
- Be open and honest in your dealings with us and let us know if we can improve the volunteer program and support you receive

Contact Person

Your contact person at Fitzroy Learning Network is the Volunteer Coordinator, **Insert Name E: Insert P: Insert** (As per current employee). If you have any questions or concerns about your role, your health and safety, or if there is any assistance you need to help you undertake your role, please contact the volunteer coordinator as soon as possible. Please ask administration for the contact details of our CEO should you wish to discuss a matter without the involvement of the Volunteer Coordinator.

Position Description and details

You have been provided with a Position Description. It is important you only perform the tasks in this position description and that you follow the instructions of the Volunteer Coordinator and Fitzroy Learning Network staff.

One of the key factors in ensuring you are protected is that you are performing voluntary community work that is directed or supervised by Fitzroy Learning Network. It is therefore important that you only perform tasks in the Position Description and as instructed by Fitzroy Learning Network.

If you are unsure if a particular task is authorised, please ask your contact person.

Health and safety of you and others

At Fitzroy Learning Network volunteer safety, and the safety of everyone who is involved in our organisation, is a priority!

Fitzroy Learning Network has a duty of care to minimise risks to everyone affected by its conduct.

You have OHS duties too. These are included in our OHS and Policies relevant to health and safety.

We will provide you with this information and training when you commence as a volunteer at our organisation. It is your responsibility to talk to your contact person if you have any health and safety concerns.

Information we require before you start in the volunteer role

Before you can commence the volunteer role we need;

- Police Check including ID
- Working with children Check (if relevant to role)
- CV
- Two referees whom we will conduct a reference check with

Insurance

Fitzroy Learning Network has the following insurance applicable to volunteers acting in good faith within the requirements of their designated role: *Public Liability, Professional Indemnity*. Please ensure you report any incidents that cause distress or harm to yourself or others that occur while you are volunteering with us to the Volunteer Coordinator or other staff members.

Consent to use photographs

You agree that Fitzroy Learning Network may take photographs and video footage of you carrying out your volunteer work and use it for the purpose of marketing and promotion of Fitzroy Learning Network and its services. This may include printed and digital marketing, including the use on social media platforms.

You agree that you will not photograph or record images of any staff, students, clients or others using our services without their consent.

Please sign to acknowledge that you have read and understood this Volunteer Agreement and have had an opportunity to ask questions.

Executed as a deed on/...../.....

X

Volunteer Signature

X

Volunteer Coordinator