

Volunteer Management Procedure

Procedure should include:

- Identification of positions responsible for volunteer management
- Management of risks associated with volunteers
 - e.g. volunteer dissatisfaction
 - Threats to volunteer / customer safety
 - Equipment failure and under-resourcing
 - Mismanagement
 - Fraud
 - Reporting deficiencies
- Volunteer recruitment
 - clear job description and selection criteria
 - privacy
 - contact person identified for various positions
 - screening e.g. National Police Check, working with children, referees
 - interview & feedback
- Volunteer induction and training
 - Full induction to all volunteers including information package, including overall strategic direction, work health and safety
 - Project and role specifics
 - Roles and responsibilities
 - Volunteer amenities, work conditions and entitlements
 - Access to procedures and signing an agreement to abide by conditions
 - All volunteers should be adequately training, with individual support as required. All training participation must be recorded.
- Position description development and review
 - Should include key areas of responsibility including key duties
 - Supervisory and support arrangements
 - Lines of accountability and communication
 - Hours of work
 - Selection criteria to include: qualifications, skills, knowledge, experience and/or any qualities necessary or desirable for volunteers to perform in role
 - Should be reviewed annually as part of volunteer review process (organisations should develop a specific procedure for this)
- Communication with volunteers
 - Work environment should include volunteers in consultation and give them the opportunity to provide feedback
 - Responsibility of supervising staff to ensure relevant information is conveyed to volunteers in timely and efficient manner.

- Feedback to assist in continuous improvement should be confidential
 - Meetings between volunteers and organisation / supervisors
 - Could include briefings, notices, reports/newsletters, project evaluation, feedback forms, surveys
 - Volunteers should record their attendance at premises and when working elsewhere. The statistics should be collected and kept as a record.
- Volunteer reimbursement
 - Organisation should determine which activities associated with voluntary work will be eligible for reimbursement of expenses. Volunteers to be advised of this at their induction.
 - Claims should be presented within appropriate pre-determined timeframe
 - Prior approval must be sought prior to incurring costs
- Work health and safety. The organisation
 - Must abide by the OSH laws in place in the state or territory.
 - Must make efforts to ensure continuous improvement in accident prevention, safer work processes, hazard identification and risk assessment, hazard control
 - OSH training must be included in induction for all volunteers and refresher training should be implemented
 - OSH matters should be included in meetings involving volunteers and supervisors
 - Must ensure clear reporting structure for OSH matters
 - Must provide current first aid kits and emergency contact information
 - Should conduct fire safety evacuation drills
 - Should plan regular worksite inspections undertaken by other than the supervisors for that area
 - Work premises should be smoke-free
 - Should minimise stress, discourage harassment and bullying and train volunteers to deal with difficult customers
 - Manual handling and hazard awareness training should be delivered
 - Must ensure volunteers complete accident / incident reports
- Volunteer Grievance and dispute resolution
 - Informal - Option 1: Take no action
 - Informal – Option 2: deal with matter individually
 - Mediation
 - Conciliation
 - Formal complaints – addressed by board or management committee.
 - Confidential notes should be retained detailing complaint, method of resolution and outcome.
- Volunteer recognition
 - Acknowledgment in reports
 - Service recognition such as certificates, badges
 - Special volunteer recognition events

- Recognition of personal milestones e.g. birthdays, anniversaries
 - Media stories
 - Personal thank yous
 - Leadership and training opportunities
 - Acknowledgement during National Volunteer week, International volunteer day
- Volunteer supervision
 - All volunteers need to understand their roles, duties, lines of accountability
 - Volunteers to have opportunities to give feedback
 - Regular monitoring
 - Supervision to note issues raised, actions taken, positive feedback from customers and other staff, training requested, volunteer performance and achievements
- Counselling and dismissal
 - All warnings, interviews, reviews and outcomes during the counselling and disciplinary process must be documented and the Board / Management Committee informed.
 - The following may constitute serious misconduct and hence warrant instant dismissal:
 - Theft of organisation property and funds
 - Wilful damage of organisation property
 - Serious neglect of duty
 - Conduct that may injure reputation of organisation
 - Failure to conduct with a reasonable or lawful direction by management
 - Harassment of any employee, volunteer or customer
 - Intoxication during working hours
 - Physical violence on organisation's premises or abuse of other volunteers or staff
 - Falsification of any organisation records for personal gain or on behalf of any other person
 - Conduct which could harm the health or safety of staff, volunteers or general public
 - Serious breach of confidentiality
 - Conviction of an offence which renders the volunteer unfit for work
 - Any other matter considered to be misconduct that justifies summary dismissal in common law.
 - The volunteer should be advised in writing before a disciplinary process meetings. If further investigation is required then another meeting may be scheduled. In some situation the volunteer may need to be suspended..
 - A warning process may be used depending on the severity of the issues.
 - If instant dismissal is required then the President (or nominated person) should complete a notice of dismissal form and give a copy to the volunteer

- Note: Volunteering Tas. document includes a good range of templates and checklists that could be adapted for use by any size organisation. It should not be expected that the templates will suit all organisations and modifications will be needed. These are:
 - Checklist of key documents
 - Record of volunteer interview
 - Reference check template
 - Volunteer induction checklist
 - Volunteer orientation checklist
 - Volunteer agreement
 - Position description and selection criteria
 - Reimbursement claim template
 - Attendance register
 - Volunteer letter of thanks
 - Exit interview template
 - Media release agreement
 - Volunteer statement of attendance from organisation
 - Volunteer suggestion / complaint