



ALL SERVICES

VOLUNTEER MANAGEMENT PROCEDURE

1.0 PURPOSE

1.1 To implement the following Wesley Mission Victoria (Wesley) Policy 3 – Our Volunteers.

2.0 SCOPE

2.1 This procedure applies to applicants for all volunteer vacancies and subsequent appointments. This is the minimum standard for the management of volunteers.

2.2 To describe the processes of:

- Advertising and Recruitment,
- Interview and Selection,
- Induction and Training,
- Support , Communication and Supervision
- Exit and termination
- Record keeping

3.0 PROCEDURE

3.1.1 Coordinator / Supervisor will ensure volunteer practices:

- Comply with the health and safety requirements;
- Comply with equal employment opportunity and anti-discrimination law;
- Promote the prevention of sexual harassment and bullying in the workplace

3.1.2 Coordinators / Supervisors are responsible for the recruitment, selection, training and ongoing support and management of volunteers within their own programs.

3.1.3 Volunteers must be 16 years of age or over. As volunteers aged 16 to 17 years cannot complete a police check, the following assessment and recruiting procedures must be followed (with a specific PD available):

- Completion of 2 independent references (not family members)
- One to one interview to assess suitability for role
- Only placed in supervised role and with no client contact

3.1.4 Volunteers 18 years and over must have a satisfactory police check and 100 point ID check before commencing training.

3.1.5 Any volunteers working with children (under 18 years) must have completed a “working with children check” before they commence training.

3.1.6 Managers can expand on this procedure by implementing their own program specific Volunteer Management Procedure. A copy of any additions should be forwarded to the Quality Coordinator for approval before implementation.

3.1.7 For additional information and documentation refer to the Volunteer Management Process (Appendix A).

4. Before volunteer enters program

4.1 Advertising and Recruitment

4.1.1 Refer to the Volunteer Pre-Recruitment Checklist



ALL SERVICES

VOLUNTEER MANAGEMENT PROCEDURE

- 4.1.2 Before advertising a volunteer position, if not already in place, a current and relevant position description must be created. All volunteer position descriptions must be reviewed every 2 years, using the People & Culture template.
- 4.1.3 Advertising of volunteers can be managed by the Program and/or supported by the Coordinator of Volunteer Programs. For recruitment processes refer:
- Guideline – Volunteer Recruitment & Advertising
 - Advertising Volunteer roles on “Go Volunteer & Seek”
 - Guideline - Job Seekers and Voluntary Work
- 4.1.4 Initial enquiries made by a potential volunteer are to be followed up within 1 – 2 weeks. Follow-up communication processes should be determined by the programs Coordinator / Supervisor.

4.2 Interview and Selection Process

- 4.2.1 It is recommended prospective volunteers attend an ‘information session’ or visit the Program site to gain further information and insight into the program and the volunteer role prior to attending Induction Training.
- 4.2.2 Prospective volunteers will undergo a selection process involving either a 1 on 1 interview, or group interview during which the applicant will be assessed against key selection criteria as outlined in the Volunteer Position Description. Refer to Guideline for Volunteer interview questions
- 4.2.3 Before commencement of induction training, prospective volunteers must complete:
- Volunteer Application Form P&C F32
 - Police Check Consent form & 100 point ID, (refer 3.1.4)
 - Volunteer Position Description (program specific), to be read, signed and returned prior to or at induction training
- 4.2.4 For all potential volunteers, Coordinator / Supervisor must complete two referee checks, either by telephone or in writing, in line with the Volunteer Reference Check P&C F19.
- 4.2.5 Coordinators / Supervisors have the authority to refuse a potential volunteer application if there is an appropriate reason to do so ie. poor reference check, unsatisfactory police check, skills not matched in selection criteria. Non-selection must be done using appropriately, ensuring that the equal opportunity legislation is adhered to.

5. Volunteer Active at program

5.1 Induction of Volunteers

- 5.1.1 Volunteer Training should not commence before the police check / WWCC are returned
- 5.1.2 Coordinators / Supervisors will ensure all volunteers complete an appropriate induction training session for their role, using the Wesley checklist, Volunteer Induction Training P&C WI07. Each volunteer will be introduced to relevant Policies, Procedures and Work Instructions and advised of their use as a reference; provision of WMV Volunteer Induction Pack



ALL SERVICES

VOLUNTEER MANAGEMENT PROCEDURE

- 5.1.3 If driving is a part of their volunteer role, (either a Wesley vehicle or their own) the volunteer must complete the Volunteer Driving Agreement P&C F49.
- 5.1.4 Once induction training has been completed, volunteers must acknowledge their attendance and confirm their induction into their role by signing the Staff / Volunteer Induction Checklist P&C F21.
- 5.1.5 Once the training induction checklist is signed and returned, a letter of acceptance will be sent with a training certificate 'WMV Certificate of Volunteer Training'.
- 5.2 Support, Communication and Supervision**
- 5.2.1 Coordinators / Supervisors will ensure volunteers are supervised and have access to clear communication processes. The support provided should be structured, timely and aim to meet the needs of the volunteers as well as the organisation; refer Guideline - Supporting our Volunteers.
- 5.2.2 Volunteers should be offered regular 'catch ups', meetings and opportunities to discuss any issues, where Coordinators / Supervisors can provide feedback on their role.
- 5.2.3 Where necessary, volunteers can access different types of debriefing, at the programs' discretion. Appropriate support will be dependent on an assessment of the nature of the incident and the immediate and long term impact on the volunteer. Two options are Wesley Contact Officers and the CARE Team. Also refer to the Directory of Community Counselling Services.
- 5.2.4 To assist Coordinators/Supervisors when communicating the death of a client or volunteer, refer to "Guideline - Responding to a client or volunteer death."
- 5.2.5 Volunteer grievances or complaints are to be actioned in accordance with Staff and Volunteer Grievance Procedure P&C P08. Formal grievances should be documented by the Coordinator / Manager using the Grievance Record Form P&C F23.
- 5.2.6 Volunteer complaints, compliments and suggestions for improvements refer to procedure QRC Proc 01.
- 5.2.7 Volunteers are encouraged to complete an Annual Review P&C F15. This is best completed at a one-to-one meeting (formal or informal), asking volunteers the key questions on the form and collating any feedback, issues, options for training and opportunities to improve their volunteer experience. The data from this review can be entered into the database and minimum details recorded on the excel template.
- 5.2.8 Ongoing training and development for volunteers is a crucial part for every volunteer role, ensuring they are kept skilled and meeting any legislation changes / requirement for their role. Refer Guideline – Volunteer Training and Development to assist programs to identify needs. The training matrix is to be used in conjunction with the volunteer position description and discussed with the volunteer at supervision or meetings, to ensure they are aware of further training opportunities.
- 5.2.9 To assist with maximising retention of volunteers, Wesley will ensure they are recognised and rewarded appropriately through social networking, training, support and recognition events. Volunteer's skills should be utilised in ways which are consistent with their knowledge, training, desires and experience. Refer Guideline – Recognition, Retention & Social Networking.
- 5.2.10 Coordinators / Supervisors will ensure that volunteers abide by all identified Health & Safety requirements and are provided with a safe and healthy working environment. In the case of an accident or injury of a



ALL SERVICES

VOLUNTEER MANAGEMENT PROCEDURE

volunteer, an Incident Report Form OHS F08 will be completed and sent to the OHS Advisor (Refer OHS P01).

6. Exit process

- 6.1.1 All volunteers resigning from Wesley will be offered the opportunity to complete a Volunteer Exit interview form P&C F20 or participate in an exit interview. They will be advised of the purpose of the exit process, how feedback will be recorded and who might have access to the information. The exit form is sent accompanied by a program thank you letter and a certificate of recognition. Refer Guideline – Exit Process
- 6.1.2 Once the form is completed, Coordinators enter part of the information into the Excel Summary of exit form, to assist with collation and analysis of data. This information will be used to create the 12 month strategic plan and form part of the continuous improvement process to evaluate the volunteer program

7. Record Keeping

- 7.1.1 Coordinators / Supervisors will ensure all volunteer details obtained from the Volunteer Application Form are maintained within a Volunteer Database. Such information will be kept in strict confidence in accordance with the Privacy Act.
- 7.1.2 Volunteer's records will be maintained within the volunteers personnel file at the program and be subject to security (locked filing cabinet), confidentiality, access and storage requirements. If a volunteer transfers to another program, the volunteers file / information should be transferred to the new program (no client information is to be kept in the volunteer personnel file).
- 7.1.3 Coordinators / Supervisors will ensure that selection, activities undertaken and training / on-going development needs, leave arrangements and termination / resignations are recorded at the program level using a database.
- 7.1.4 The collated data will be used to provide regular statistical data as required by People & Culture team for analytical and reporting purposes.

8. References

All resource documents referred are available on the Wesley portal under volunteers including the Volunteer Management Handbook.

- Policy 3 Our Volunteers
- Volunteer Application Form P&C F32
- Volunteer Reference Check P&C F19
- Volunteer Induction Training P&C WI07
- Volunteer Driving Agreement P&C F49
- Staff / Volunteer Induction Checklist P&C F21
- Staff and Volunteer Grievance Procedure P&C P08
- Annual Review P&C F15
- Volunteer Exit interview form P&C F20



ALL SERVICES

VOLUNTEER MANAGEMENT PROCEDURE

Appendix A

