



Volunteer Management Policy

Wonthaggi Neighbourhood Centre at Mitchell House Inc. (WNC) is a non-profit, charitable organisation, based on community development principles, whose purpose it is to:

- *Provide a safe, welcoming and inclusive environment where people can meet to learn and share ideas, friendship, skills and information and improve social health and well-being.*

This central and fundamental purpose informs policy development and is reflected in all WNC policy documentation.

Wonthaggi Neighbourhood Centre at Mitchell House (WNC) relies heavily on the unpaid work of volunteers and values their contribution highly.

Purpose

This policy is intended to ensure that volunteers working at WNC have work that is safe, significant, fulfilling, and appreciated.

Policy

All volunteers shall be treated with respect and gratitude for their contribution. Volunteers shall carry out duties assigned by the management of WNC.

Volunteer Management Procedures

The Centre Manager of Wonthaggi Neighbourhood Centre at Mitchell House (WNC) shall be responsible for organising the recruitment, training, and supervision of volunteers.

The Centre Manager shall assign mentors to new volunteers.

The Centre Manager shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The Centre Manager shall report to the Committee of Management (COM) board regularly on the WNC volunteer program.

Procedures

Recruitment

In line with DFFH requirements all prospective volunteer applicants including those nominated for Committee of Management positions are subject to the following screening procedures:

- Satisfactory reference check (from previous employer, previous place where applicant has volunteered, or a current member of the WNC or WNC Committee of Management provided there is no conflict of interest).
- Complete a new police record check
- Complete proof of identity check
- Provide a summary of their employment history
- Secure and maintain a valid Working with Children Check (WWCC)

All volunteers are required to read and sign the WNC Volunteer Agreement Form and the WNC Childsafe Code of Conduct.

Recruitment of volunteers shall also take into account WNC's commitment to cultural diversity under its Access and Equity Policy.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions, as set out in WNC's Reimbursement of Expenses Policy.

Related Documents

Recruitment Policy

Access and Equity Policy

Reimbursement of Expenses Policy

Appendix A

Volunteer Satisfaction Survey

Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- *Encourage the prompt return of the surveys.*
- *Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.*
- *Encourage volunteers to answer as many questions as they want, but say they don't have to answer them all.*

Sample Survey

Following your recent volunteer activity, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve volunteering activity.

Thank you for your time.

Name (optional):

- How often have you volunteered?
- What role(s) have you undertaken as a volunteer?
- Are you planning to volunteer again in the future?
- Why did you choose to volunteer with WNC?

Training

- Was there any training needed for your volunteer role?
- If so, what sort of training was needed, and how many hours of training did you receive?
- Was this on-the-job training or a special training session?
- Was the training you received (Please circle one):

Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (circle one):

Very well/Somewhat/Didn't relate/Received none

- If you have comments you'd like to share, please include them below.

Supervision

- Were you provided with a clear outline of what was expect from you?
YES/NO
- Does your direct supervisor provide adequate support?
YES/NO
- Does he/she make you feel like a valuable member of the team?
YES/NO

- Do you feel that the Wonthaggi Neighbourhood Centre at Mitchell House (WNC), as a whole, supports volunteers?
YES/NO
- Do you feel that the WNC got as much from your service as it could have?
YES/NO
- If you have comments you'd like to share, please include them below.

Recognition

- Do you feel that your efforts were being/have been recognized and appreciated?
YES/NO
- Do you receive recognition for your service? If so, what was it?
- Was the recognition you received sufficient?
YES/NO
- Are the efforts of volunteers recognised publicly, or in the media? If so, how?

Feedback

- Were your views on the Wonthaggi Neighbourhood Centre at Mitchell House program sought out?
YES/NO

- Were your views listened to?
YES/NO

Overall Satisfaction

- How would you rate your overall volunteer experience? (Please circle one): Excellent/Good/Fair/Poor
- Are you treated properly and with respect?
YES/NO
- Do you enjoy working with other volunteers?
YES/NO
- What is the highlight of your volunteering stint?
- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?
- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.