



Engagement of Volunteers

Guidelines / Procedures





INFORMATION ABOUT THIS DOCUMENT

Guidelines Responsibility	Corporate and Community Services		
Review Timeframe	As required		
Last Review Date:		Next Scheduled Review Date	

Document History

Doc No.	Date Amended	Details Comments eg Resolution No.
E2014/48727	July 2014	Draft Operational Document
E2014/48727	December 2014	Minor Amendments

Further Document Information and Relationships

Related To*	Volunteering with Council Policy Volunteer General Handbook Volunteer Committee Members Handbook	
Templates associated with these Guidelines (subject to change with Policy / Legislation and Volunteer Role)	A. Example of a Project Plan B. Position Description example C. Volunteer Committee EoI D. Volunteer General EoI E. Volunteer Agreement – S355 committee members F. Volunteer Agreement – Other Committees G. Volunteer Agreement – General H. Engagement Letter - Committee Member I. Engagement letter - General Volunteer J. Unsuccessful Volunteer K. Sign On / Off Register – L. Volunteer Induction Checklist M. Risk Assessment Form N. Committee Members Volunteer Induction Handbook O. General Volunteer Induction Handbook P. Certificate of Appreciation Q. Volunteer’s Evaluation R. Statement of Service	E2014/51861 E2014/51840 E2014/50196 E2014/50211 E2014/50371 E2014/50372 E2014/50373 E2014/54913 E2014/51899 E2014/52007 E2014/50392 E2014/50434 E2014/55261 E2014/24248 E2014/55146 E2014/54936 E2014/50417 E2014/54953
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PROCEDURES / GUIDELINES FOR ENGAGEMENT OF VOLUNTEERS

1. Summary

In accordance with Council's "Volunteering with Council Policy" Council workers who engage Volunteers are required to ensure the Objectives of the Policy are carried out this includes:

- To ensure that volunteering remains a mutually beneficial activity.
- To recognise the important contribution volunteers make to achieving Council and community goals.
- To clarify the relationship between Council workers and volunteers.
- To engage volunteers in accordance with the approved Guidelines and Procedures.
- To provide a safe and healthy workplace for volunteers.
- To identify training requirements to ensure associated activities are undertaken in a safe manner.
- To provide appropriate supervision and where the volunteer role is recruited by Council, equipment to ensure the role can be satisfactorily performed.

These Guidelines will assist you in engaging Volunteers and ensuring the Policy is adhered to.

2. Creating Volunteering Roles

Volunteering roles can be created by:

- a) a Council resolution,
- b) a Council worker with approval from the General Manager;
- c) a community member making a request to the General Manager to volunteer on a particular role.

3. Project Plan

Some volunteer roles may require a Project Plan prepared prior to approval and commencement. The purpose of the Project Plan should outline but not limited to:

- the benefits to Council and why the role would be suitable for volunteers to perform
- the role of the volunteer
- what the volunteers will gain from the experience of volunteering
- mentoring / supervision required
- training and resources required
- a risk assessment
- estimated time for the project (this could be ongoing)
- estimated costs of the project and budget allocation
- the proposed method of recruitment of volunteers
- the proposed Supervisor, Coordinator / Council worker overseeing the project.

See Templates associated with these Guidelines

A. Example of a Project Plan



4. Volunteer Role

Tasks to be performed by volunteers need to be clearly defined so that everyone understands their respective responsibilities. Volunteers are to be provided with a Position Description, Statement or Guidelines to ensure the Volunteers understands their role. The role of a volunteer cannot be that of a paid worker. For example the following should be addressed at a minimum:

Key responsibilities

- What will the volunteer do? What are the core duties?
- Might duties outside of the core duties also arise? If so, what are they?
- Who will the volunteer work with?
- What training and /or induction required?
- Does Council require and provide a uniform or equipment?
- How is the volunteer reimbursed if the role involves travel?

Some characteristics of the role

- Is the position physically demanding?
- Does it require extended periods of activity that may place particular requirements on a person (sitting, typing, walking, lifting, bending etc)?

Personal attributes

- Would the role benefit from someone with a specific attribute
i.e. will the role require repetitive tasks that need patience?

See Templates associated with these Guidelines

B. Example of a Position Description

5. How Volunteers can be recruited

Depending on the volunteer role to be filled, Volunteers may be recruited by advertising, word of mouth, contact associated organisation eg. Dunecare / Landcare or request from a community member to Council.

6. Nomination Form

All volunteers are required to complete an Expression of Interest form which relates to the particular volunteer role.

See Templates associated with these Guidelines

- C. Expression of Interest Committee Member (may be amended to reflect the position requirements)
D. Expression of Interest Volunteer General (may be amended to reflect the position requirements)

7. Volunteer Agreement

After Volunteer appointed either by Council or General Manager (or delegate) a Volunteer Agreement must be completed and received by Council prior to commencement:

See Templates associated with these Guidelines

- E. Registration for Section 355 Committee member
F. Registration for Advisory Committee member
G. Registration for General Volunteer (to be amended to reflect volunteer position)



8. Volunteers' Details and Council Records

Volunteer' Expressions of Interest are to be recorded in Council's document system along with engagements letters.

Volunteers' personal details are treated in accordance with Council's Privacy and Personal Information Protection Act.

See Templates associated with these Guidelines

- H. Committee member Engagement letter see Corporate Template
- I. General Volunteer Engagement letter
- J. Letter to community member unsuccessful

9. Volunteer and Staff Relations

A volunteer enhances the work of paid staff and does not replace it. The presence of volunteers in a service is a privilege not a right and volunteers and paid staff are partners in fulfilling the programs of Council.

There needs to be understanding and respect for each other's role, responsibilities and abilities.

10. Supervisor/ Coordinator

When volunteers are engaged they will have a supervisor/coordinator with the responsibility of supporting and overseeing the volunteers and the associated processes and procedures. That person will have the appropriate skills and training to undertake the role and this responsibility should be reflected in their Position Description.

The supervisor/coordinator is required to:

- provide the volunteer related information, statements or Guidelines, equipment if required to fulfil their role;
- have regular communication with the volunteer to identify any issues or training and support needs that would assist them;
- monitor the volunteers, to ensure the volunteer project is undertaken satisfactorily. This also provides opportunity to provide feedback and to raise issues.

11. Training

Volunteers will have access to the training required to fulfil their role. Council will aim, where possible, to make provision for additional identified training and development needs of volunteers and volunteer supervisors/coordinators, required for their role.

12. Volunteer Sign On / Off Register

The intent of a project sign on/off register is to enable Council to determine what volunteers were / are involved in what task and where and when.

See Templates associated with these Guidelines

- K. Volunteer Sign On / Off Register

The mode of the "sign on register" could vary according to the project. In some circumstances an actual sheet requiring daily signatures may be appropriate, however, in remote areas it



may be impracticable for a volunteer to travel a considerable distance to sign on and off. A practicable solution may be to conduct this process via phone and this information should be recorded on Council's records system.

Whatever the mode adopted the intent remains, to ensure that Council is aware of what volunteers are participating in what tasks, where, when and duration. This information not only for the supervisory/coordinator to know the volunteer role is being carried out and by whom, it will also be required by Council's Insurers if there is any potential claim against Council.

13. Volunteer Induction

In accordance with Work Health and Safety all Volunteers are to be provided with an induction. The induction should consist of but not limited to the following:

- Description / Guidelines of the Volunteer Role
- Work Health and Safety requirement
- Risk Management Assessment
- Volunteers Rights
- Volunteers Limitations
- Insurance cover
- Code of Conduct
- Confidentiality
- Grievances / Complaints
- No Smoking Policy
- Provision of a Volunteer Handbook
- An other matter relating to the volunteer role

See Templates associated with these Guidelines

- L. "Volunteer Induction Checklist" Template is provided to assist you with the induction.
- M. Site Induction Risk Assessment Form

The volunteer is to be provided with Byron Shire Council Volunteer Handbook which does not replace Council's Policies or Guidelines but has been designed to briefly assist the Volunteer with understanding Council's requirements with the role.

See Templates associated with these Guidelines

- N. Committee members Volunteer Induction Handbook
- O. General Volunteer Induction Handbook

14. Personal Presentation / Dress Code

Volunteers are to be provided with the appropriate safety wear to carry out their role. Council will supply adequate eye and ear protective equipment and reflective clothing as required. It is the responsibility of the volunteer to provided appropriate footwear and adequate UV protection (long pants, long sleeve shirt, broad-brimmed hat).

While carrying out volunteer work, volunteers are responsible for ensuring their personal presentation and dress is appropriate.



15. Future Volunteering/Employment

Volunteers are not automatically engaged in future volunteer work or paid employment. Applications for recruitment of paid positions are considered in accordance with HR Procedure.

16. Appropriate Acknowledgement of Volunteers

After ceasing a role as a Volunteer, the community member / organisation should at a minimum be sent a Certificate of Appreciation and the opportunity to complete a Volunteer Evaluation.

See Templates associated with these Guidelines

P. Certificate of Appreciation

Q. Volunteer Evaluation (make available online)

Where appropriate for a volunteer project, if budget allows, all Volunteers on the project should be invited to a morning tea / lunch (BBQ-sausage sizzle) and officially thanked for their role in the project.

17. Intention to Cease of Volunteer Role

A volunteer's service with Council can be discontinued if:

- Council receives notice from the volunteer of their decision to cease the role.
- Council considers the volunteer has acted contrary to the Volunteer Agreement, Handbook, relevant program guidelines and documentation and/or Council Policy.
- Council determines that the volunteer role is no longer required.
- Council determines that the volunteer does not have the capacity to undertake the role.

When a Volunteer leaves, Council property in their possession is required to be returned to the supervisor.

18. Statement of Volunteer Services

If requested by the Volunteer a Statement of Volunteer service can be requested. It will contain the following information only:

- Commencement Date
- Length of voluntary service
- Volunteer role, key duties and responsibilities.

The Statement of Service will be signed by the supervisor/coordinator. Council will not provide a personal written reference.

See Templates associated with these Guidelines

R. Statement of Service