

	<b>VOLUNTEER POLICY</b>		
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## DEFINITION OF VOLUNTEERING

Brophy Family & Youth Services currently has formal volunteering roles in these areas of the agency:

- Brophy Board
- Out of home care - Foster Care and Kinship Care
- Community Outreach Programs - community volunteers in
  - Community Reconnections Program
- CDEP Kulcha Shift & Youth Enterprise
  - Youth volunteers
  - Mentoring

Brophy Family & Youth Services refers to the Australian Volunteer Standards definition of volunteering which is as follows.

Formal volunteering is an activity which takes place in not for profit organizations or projects and is undertaken:

- To be of benefit to the community and the volunteer;
- Of the volunteer's own free will and without coercion;
- For no financial payments; and
- In designated volunteer positions only.

## PRINCIPLES OF VOLUNTEERING

**Brophy Family & Youth Services** adheres to the Principles of Volunteering as defined by the Australian Volunteer Standards.

1. Volunteering benefits the community and the volunteer.
2. Volunteer work is unpaid.
3. Volunteering is always a matter of choice.
4. Volunteering is not compulsorily undertaken to receive pensions or government allowance.
5. Volunteering is a legitimate way in which citizens can participate in the activities of their community.
6. Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
7. Volunteering is an activity performed in the not for profit sector only.
8. Volunteering is not a substitute for paid work.
9. Volunteering respects the rights, dignity and culture of others.
10. Volunteering promotes human rights and equality.

## VOLUNTEER RIGHTS

Unlike paid staff, volunteers are not covered by award conditions or work place agreements. Volunteers, however, do have rights, some of which are enshrined in legislation and some of which are moral obligations from the organizations philosophy for involving volunteers. The following list forms the basis of the rights of a Brophy Family and Youth Services Volunteer.

### **Brophy volunteers have the right to;**

- Work in a healthy and safe environment according to the Victorian Occupational Health and Safety Act 1985;
- Be interviewed and employed in accordance with Equal Opportunity and anti-discrimination legislation;
- Have their confidential and personal information dealt with in accordance with the Principles of the Privacy Act 1988;
- Be adequately covered by insurance;
- Be given accurate and truthful information about the organisation for which you are working;
- An appropriate orientation process which also assists in determining the volunteers match with the organization;
- Be given a copy of Brophy's volunteer policies and procedures and any other policies that affect their work;
- Be provided with sufficient training to do their job;

- A job description and agreed working hours; where appropriate
- Negotiate regarding tasks not included in their job description including the right of refusal of those tasks
- Not to fill a position held by a paid worker, nor do the work of paid staff during an industrial dispute.
- On the job supervision provided by a designated staff member ;
- Be reimbursed for out of pocket expenses incurred on behalf of the organization;
- Access to a grievance procedure and support through such a process;
- Be given opportunities for providing feedback, suggestions and recommendations regarding their job or the wider program;
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor

## **VOLUNTEER RESPONSIBILITIES**

As a volunteer with Brophy Family & Youth Services you have responsibilities to this Agency, to other volunteers, to paid staff and to yourself. Some of these are enshrined in legislation and/or specific program obligations. The following list forms the basis of your responsibilities in your volunteering role.

- Be committed to Brophy Family & Youth Services mission statement and values as well as the aims and objectives of the Program you volunteer with.
- You must abide by all relevant legislative guidelines/requirements relating to both the Agency and the individual programs.
- Notify your Supervisor if you are no longer able to fulfill your voluntary role, preferably in writing.
- Responsible and accountable to the Program Supervisor in terms of consultation around any queries or concerns.
- To undertake on-going training sessions as prescribed by program standards beyond the initial orientation training.
- Be committed to continuous improvement and quality assurance requirements around ongoing Program specific reviews and assessments.
- Adhere to the Agency policy on confidentiality and privacy in relation to the Agency, Paid Staff, Other Volunteers and Clients.
- To work in a safe and healthy way and not jeopardize the health and safety of others.
- Inform your Supervisor of any past or existing medical conditions or special needs that the Organization should be aware of.
- Report any injury to yourself, clients, as soon as practicable.
- Be reliable and commit, where possible, to regular days and times of voluntary work.
- Show enthusiasm and loyalty and respect to other volunteers / staff / agency.

- Be committed and participate, wherever possible, in program development and social events that celebrate volunteer / program / agency successes.

## **VOLUNTEERS CODE OF CONDUCT**

### **Background**

This code of conduct is designed to assist all volunteers within BFYS to understand their responsibilities and obligations and to provide guidance for those volunteers who may be faced with an ethical dilemma or conflict of interest. The code covers various areas relating to volunteer conduct and details the minimum standards of behaviour expected of all volunteers.

It is acknowledged that in no way can a code of conduct govern the private life of a volunteer, but it should be recognized that a volunteer is frequently in the public eye and any act which is likely to be detrimental to the high trust relationship with clients must be regarded as inappropriate.

This code is based on and applies the organizational values.

It is noted that the application of the code of conduct may vary in the diverse working areas across the organization. Team Leaders therefore have a particular responsibility to guide and oversee the application of these values.

### **Scope**

BFYS is committed to providing high standards of volunteerism. All volunteers are expected to carry out their duties with efficiency integrity and impartiality and to strive to ensure that a high standard of service is delivered.

### **Principles**

The objectives of the code are

- to promote amongst the volunteers a collective quality of service to BFYS clients
- maintain appropriate standards of integrity and conduct of all organizational volunteers.

### **Procedures & Performance Duties**

In the performance of their duties volunteers should:

- Treat members of the public, other organizations, Brophy staff and other volunteers with courtesy, integrity and sensitivity.
- Treat those with whom they deal equitably and with confidentiality.
- Volunteers will act without prejudice or bias and seek to advocate on their behalf when necessary.
- Volunteers will respect people's right to have views that differ from their own or from those that are generally held.
- Comply with relevant legislative or administrative requirements.

- Observe relevant OHS requirements and bring to the attention of their supervisor any situation which is likely to be a health or safety hazard.
- Report to management any unethical behavior or breach of the code of conduct.
- Volunteers will maintain and expand their current level of knowledge and skill in order to provide a quality service.
- Volunteers will take active steps to ensure they receive appropriate supervision and support.
- Volunteers will take appropriate action if ill health, impairment or any other factor is likely to interfere with their judgment or performance of duty.
- Volunteers will acknowledge the significance of culture, recognising the impact of their own racial and cultural identities can have on culturally different clients.

### **Personal Behaviour**

With respect to personal behavior volunteers are expected to:

- Commit to work within the policy and procedures of their relevant program area
- Not put into practice personal values and beliefs that are contrary to the values of BFYS.
- Behave in a law abiding manner.
- Volunteers will avoid any physical contact which may violate personal boundaries. Volunteers will remain sensitive to the variety of ways in which others may interpret physical contact with particular reference to cultural, gender and age differences.
- Volunteers will not engage in any form of sexual conduct with clients, supervisors or others directly involved in a professional relationship which invites trust and confidence in the volunteer's role and/or involves an unequal distribution of power or authority in the volunteers favour.
- Avoid making contact with client outside volunteer role.
- Where the potential for exploitation or harm exists, volunteers will not enter into an intimate or sexual relationship with a former client. In circumstances where any such relationship is considered volunteers are to consult with their supervisor.
- Maintain cooperative working relationships at all levels within the organization
- Maintain appropriate boundaries within the volunteering role, including not divulging personal information to clients' i.e. private addresses and telephone numbers, except in the case of CAPS volunteers.
- Not to comment publicly in any way on behalf of the organization unless specifically authorized to do so by the Director.
- All volunteers will distinguish between any statements or activities as a private individual and their statements or actions when in the role of a volunteer with BYFS.
- Volunteers will report to their supervisor any concerns relating to misconduct or unethical behaviour by other volunteers or staff within the organization.
- Volunteers will ensure that professional relationships are not exploited to gain personal, material, or financial advantage.

- Volunteers will remain aware of the potential for conflicts of interest, which may affect their ability to exercise professional discretion and unbiased judgement. These interests may derive from personal, emotional, sexual, conscientious, familial, social, religious, financial, business, political, professional or organizational.
- Recognising that conflicts of interest can arise from engaging in dual or multiple relationships with clients, former clients, students, supervisors, or colleagues, volunteers will set and enforce explicit and appropriate professional boundaries to minimize the risk of conflict, exploitation or harm.
- Where such a situation arises or is foreseeable volunteers must consult with their supervisor.

**Breach of this code of conduct may lead to disciplinary action, dismissal or legal action.**

## **VOLUNTEER RECRUITMENT**

### **Background**

Brophy recognises the important contribution volunteers make to the organisation and in meeting our clients' needs. Brophy recognises that volunteers approach the organisation for a variety of reasons, including; a desire to help, a commitment to community welfare, personal development, or resume building.

With this in mind Brophy understand that each volunteer may have specific goals or achievements in mind when approaching the organisation to volunteer. Brophy will endeavour to meet the needs of our volunteers, while meeting the needs of the organisation, our client's and the community.

### **Scope**

For the purpose of volunteer recruitment at Brophy Family and Youth Services, parts of this policy may be divided into two categories, these are:

- General Volunteer Information.
- Volunteer Caregiver Information. (Volunteer caregivers provide out of home care for young people who cannot live at home for a variety of reasons).

Brophy has developed specific volunteer role descriptions and procedures for the main areas of volunteering at Brophy. Due to issues regarding privacy, and the way in which Brophy works with clients, we are unable to accept volunteers and/or work experience in other than designated programs at Brophy.

### **Procedures**

#### **Recruitment Information to be sent to all Applicants**

It is the responsibility of the Program Coordinator to ensure all the appropriate information is gathered and placed in a folder in the Administration office.

All applicants should be forwarded on request:

- "Information for the applicant" sheets
- Agency mission statement and profile
- Brophy Family & Youth Services Volunteer Information brochure

**Position descriptions should be made available on enquiries with the specific program areas, and should include at least the following information:**

- Information on the program or department.
- A description of the role.
- Information pertaining to the relevance and need of the volunteer position.
- A basic list of the tasks involved.
- Desirable skills required to carry out the position.
- Duration of the position and time commitment
- Name and position of supervisor.

### **Follow up from initial contact**

If the prospective volunteers find an area of interest and would like to pursue volunteering at Brophy, they can call our administration staff to be put in contact with an appropriate person.

Brophy staff will meet with prospective volunteers to determine their particular skills, interests and expectations. In addition to this the prospective volunteers will be assessed for suitability to work with one or more of the Brophy programs. Brophy applies the principles of equal opportunity to its recruitment processes, and will not withhold a volunteer position on the basis of race, age, gender or religion.

In regards to volunteer caregivers, the assessment and recruitment of volunteers will be completed in line with established caregiver recruitment procedure, including all relevant assessments and accreditations.

Volunteers over 18 will be required to undergo a satisfactory police check, as per agency police check policy, a working with children's check, and reference checks (two professional references).

Volunteers will be required to complete a formal interview, to discuss their interests, skills, expectations, and availability. The interview is also a chance to get to know volunteers, and inform them of the opportunities volunteering at Brophy can offer.

If volunteers are unsuccessful after the interview, the interviewer will contact them by telephone or a letter advising of the outcome. If the unsuccessful applicant requires feedback on their application, they can make a telephone appointment with the Brophy staff member who conducted their interview.

Volunteers deemed unsuitable for the designated Brophy roles will be given contact information to follow up other areas of volunteering in the wider community.

### **Acceptance of volunteer position**

Upon acceptance of a volunteer position all volunteers will be given a volunteer induction pack containing all relevant policy information, and forms. These will include a Brophy induction and orientation program for volunteers, an organisational chart, and a supervision chart. In addition new volunteers will be required to familiarise themselves with relevant Brophy policies, information specific to the program they will be working in, and information specific to volunteers.

Volunteer caregivers may be given additional information that is relevant to their position, and this will be included as part of the induction process.

## **Review**

General volunteers will be subject to a one month probationary period specific to the role. At the end of this period an interview will be conducted to review the volunteers continuing involvement.

Volunteer caregivers will be subject to annual reviews to assess their ongoing involvement.

If any issues arise throughout the volunteering process, they will be addressed in a timely and respectful manner. Issues will be dealt with on a case by case basis, and in accordance with the requirements of the particular program the volunteer is involved with.

## **VOLUNTEERS TRAINING & DEVELOPMENT**

### **Background**

BFYS recognises the value Volunteers add to our services and provide this policy as guidelines to all paid and non-paid staff, on the role, responsibility and expectations our Organisation have when recognizing Volunteers training and developmental needs.

### **Scope**

This policy covers both paid and non-paid staff of BFYS.

### **Principles**

- All Volunteers can expect to be fully inducted into the specific Program area and the wider Organisation.
- Volunteers will have access to formal supervision and performance management procedures and/or specific related Program procedures.
- All Volunteers will be given the opportunity to enhance their skills through appropriate and applicable training.
- Individual Programs and the wider Organisation will ensure Volunteers are formally and informally recognized for their contribution to our Programs, Organisation and Community.
- BFYS will formally recognize National Volunteer Week and International Volunteer Day.

### **Procedures**

- Upon completion of Induction, individual Programs will follow their procedures in relation to;
  - ▶ Volunteer access to funding re training development
  - ▶ Proteus Management Tool or equivalent Program specific requirement that monitors, appraises and feedbacks to Volunteers re their work performance

- ▶ Individual Programs will utilize their processes to ensuring accurate records are maintained in relation to Volunteers skills and knowledge base
- ▶ Where possible, Volunteers will be included and/or have access to the Agency Consumer Participation processes

## **RELATED INTERNAL DOCUMENTS**

Agency Induction Information  
Supervision policy  
Media policy  
Privacy policy  
Professional Code of Conduct  
Police Records Checks Policy

## **EXTERNAL REFERENCES**

Department of Human Services', Minimum Standards for Out of Home Care