

Volunteer Policy

Policy Ref

PN0129

Policy

Volunteer Policy

Procedure

Performance Standard(s)

Te Aka Ora Vision, Mission, Code of Practice, Code of Ethics and Code of Conduct underpins and is fundamental to the activities of all staff and volunteers.

Te Aka Ora Charitable Trust Values:

- Aroha
- Oranga
- Manaakitanga
- Whanaungatanga
- Mauri

Te Aka Ora recognises the valuable contribution to the service made by volunteers and actively encourages their participation which enables volunteers to contribute to the Te Aka Ora kaupapa and allows for wider community participation in the service. It also recognises the reciprocal benefit between the organisation and the volunteers.

Volunteers provide a vital service for Te Aka Ora – they give their time, knowledge, experience and skills to support the activities, services and programmes provided by Te Aka Ora. The value of this service is recognised by staff and management, and every effort is made to provide a rewarding and personal experience.

All paid staff are encouraged to assist in involving volunteers in meaningful and productive roles, to promote the recruitment of volunteers from the community, and to assist with retention by giving recognition and providing acceptable levels of support to develop the confidence and competence of volunteers.

Rationale

In order to attract and retain volunteers who perform effectively, volunteers must feel engaged and supported. Their performance can have a strong influence on the effective running of Te Aka Ora House, the health, safety and wellbeing of clients and staff, and the ability for Te Aka Ora House to provide additional services reflective of teen parent's requirements.

Volunteers undertake activities that complement but do not replace the services provided by paid staff, however, they may be utilised to perform activities that enhance and extend these. Volunteers may also provide specialist services or advice which is needed from time to time.

Purpose

To establish and maintain and administer the volunteer service within Te Aka Ora in the best interests of our teen parents, families and whanau, Te Aka Ora staff and volunteers.

Scope

Unless specifically stated, this policy applies to all volunteers in all activities undertaken on behalf of Te Aka Ora and to all sites of operation of Te Aka Ora.

Definitions

Volunteer:

A volunteer is any person who is enrolled at Te Aka Ora, and who without compensation or expectation of compensation performs a task at the direction of the Manager or delegated staff on behalf of Te Aka Ora.

The Volunteer Programme

Overall Policy on Utilisation of Volunteers Practice Principles

- a) The achievement of goals of Te Aka Ora is enhanced by the active participation of members of the community.
- b) We encourage the involvement of volunteers within all appropriate activities. All staff are encouraged to assist in the inclusion of volunteers in meaningful and productive roles.
- c) Volunteers have reciprocal rights and responsibilities with staff and the organisation with regard to fair treatment.
- d) A performance review satisfaction survey of volunteers is undertaken at regular intervals and appropriate action taken where required.
- e) Programme evaluation is undertaken.
- f) There is a range of opportunities to show the organisation's appreciation of volunteers

The Chief Executive

The Chief Executive, provides strategic leadership for the Te Aka Ora wide volunteer services including specialised areas ensuring a sustainable and quality volunteer service is delivered.

The primary responsibility is to ensure volunteer services meet the needs of Te Aka Ora House and the interests of volunteers. The role enrolment process is volunteer recruitment, orientation, training recognition, maintaining volunteer information records, and ensuring practice principles are applied throughout the organisation.

Service of Volunteers

Te Aka Ora welcomes the service of volunteers with the understanding that such service is at the sole discretion of Te Aka Ora, and that their services may be terminated at any time for whatever reason, cease their association with Te Aka Ora, by giving notice to the Chief Executive.

PROCEDURE

Recruitment

Recruitment will be through the local Volunteer Centre mainly and occasionally through other local networks.

Selection

Te Aka Ora presents to the referrals the tasks and roles required to work with Te Aka Ora and TAOH teen parents. The referrals self-select to enter into the next part of the process or decline to participate.

Screening

All volunteers are required to go through a vetting process, in partnership with the Gisborne Volunteer Association.

Te Aka Ora meets with the volunteers to identify the passions, interests, skills, knowledge, attitude and culturally appropriate fit to work at Te Aka Ora. If a fit is agreed upon the referral proceeds to the next part of the process.

Representation of Te Aka Ora

Volunteers are authorised to act as representatives of Te Aka Ora only as specifically indicated within their job descriptions and only to the extent of such written specifications.

Volunteers are not permitted to make public comment or media comment on the conduct or delivery of services to clients or any other matter related to the business contacted by Te Aka Ora without permission from the Chief Executive.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as a volunteer, whether this information involves staff, volunteers, clients, or other persons, or involves any Te Aka Ora business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Te Aka Ora.

Orientation – staff induction from House Parent

Placement

Placement is a collaborative decision based on the passions, interests, skills, knowledge, attitude and culturally appropriateness of the volunteer and the need of Te Aka Ora.

Training

Is dependent on the placement and the skills, knowledge, attitude and culturally appropriateness of the volunteer.

Depending on the developmental need, volunteers may be offered training in a range of topics. These can be fixed or flexible.

Fixed includes but is not limited to:

- Child protection and will be in line with the Child Protection Policy
- Making a notification and will be in line with the Notification of Concern Policy
- First Aid
- Parenting
- Child physical, emotional and neurological developmental stages
- Teenage physical, emotional and neurological developmental stages
- Family planning

Recognition

Volunteers are recognised in a number of ways:

- Petrol and food vouchers
- Koha
- Nomination to Youth Volunteer awards
- Nomination to Men of the Year Awards

Roles

Roles are varied dependant on passions, interests, skills, knowledge, attitude and culturally appropriateness and may cover:

- Child care duties
- Cleaning duties
- Mentoring young parents
- Driving with Staff to assist on trips and excursions
- Educator in various interests
- Educator in literacy and numeracy
- And others as are applicable.

Evaluation/Key Performance Indicators

- Te Aka Ora Code of Practice
- Te Aka Ora Code of Conduct
- Te Aka Ora Code of Ethics
- Staff Complaints Policy
- Incident/Event Management Policy/Form
- Vehicle and Transport Policy
- Volunteer Service Policy

Relevant Legislation/Standards

Health and Disability Commissioner (Code of Rights) Regulations 1996

Health Information Privacy Code 1994

Health and Safety in Employment Act 1992

Human Rights Act 1993

Privacy Act 1993

The Children, Young Persons, and Their Families Act 2017

Appendix 2

Volunteer Rights:

To expect consideration to be given to the preferences, temperament, education and experience of volunteers when allocating duties and tasks.

To be provided with suitable training and continuing education, and to be provided with appropriate tools to complete volunteer assignments.

To provide guidance and direction by staff, or the Chief Executive.
To address queries or complaints with relevant staff member.

To be treated as a bona-fide co-worker of the paid staff.

To be listened to by staff colleagues.

To find opportunities for personal development in volunteer work.

To be kept informed of new development in the organisation, particularly those that impact on the volunteer role.

To be involved in any evaluation of volunteer work.

Volunteer Responsibilities

To recognise and respect the wishes of Te Aka Ora, Teen Parents, Whanau, Hapu and Iwi, and to ensure confidentiality at all times.

To respect clients, management and staff of Te Aka Ora services.

To accept direction and supervision provided by staff.

To seek clarification and direction when uncertain of duties or responsibilities or boundaries.

To report problems as they arise.

To work within capabilities and within the limits of the task.

To advise on availability and to give adequate notice of periods of absence.

Organisational Rights

To determine the qualities and skills required in a volunteer and to screen volunteer applicants for their suitability.

To ask volunteers to sign a contract or agreement document including a confidentiality clause.

To expect loyalty to the organisation.

To release a volunteer for unsatisfactory performance.

Organisational responsibilities

To ensure volunteer experience are rewarding.

To offer roles that are clearly defined, supported by training and information to enable the volunteer to complete those roles.

To inform volunteers of any legal liabilities and organisational risk management policies, especially those relating to Health and Safety procedures and to potential hazards.

To provide volunteers with support and communication channels for addressing concerns.

Provide volunteers an opportunity for work experience and enhance career planning or education and employment within the social sector. (NGO's)

This document is controlled

Version:	2.0.0.0	Created Date:	30/11/2015 12:38:26 p.m.
Created By:	Tracey Tangihaere	Modified Date:	04/11/2018 1.50 pm
Modified By:	Te Aka Ora Board	Status:	In Progress
Tag:		Approved By:	Te Aka Ora Board

