

# Volunteer Placement Procedure

## 1. Overview of the Procedure

This procedure is a guide for **[insert organisation name]** staff supervising a volunteer.

This procedure should be read with the accompanying the Volunteer Policy, and the Volunteer Induction and Orientation Checklist.

## 2. Considerations

A primary consideration for managing and supervising volunteers at **[insert organisation name]** is that staff should have experience in supervising staff or volunteers. If they do not have this experience or expertise, they should approach their supervisor to support their activities.

The volunteer and any activities undertaken should be considered under the organisation's Work Health and Safety policies and procedures.

## 3. Procedure Steps

### 3.1 Identify Volunteer Placement Opportunity

Discuss with CEO/Manager and/ or **[relevant positions]** regarding the possible recruitment of a volunteer.

Discuss possible volunteer recruitment at next available staff meeting.

### 3.2 Recruitment of Volunteers

Develop position description for the volunteer opportunity and selection criteria if appropriate.

Identify appropriate methods of advertising, **[insert methods used]**.

Provide an Information Package to potential volunteers. The information package will include: activities and roles, information about the organisation and **[insert specific documents to be included]**.

Suitable candidates will be offered an interview with the staff member who will be the direct supervisor and at least one other staff member **[insert position]**.

Volunteers will be selected based on personal competencies, relevant experience which demonstrates ability to achieve agreed outcomes, and capacity to attend at agreed times.

Relevant screening checks, such as; criminal record and working with children checks will be completed before a volunteer can commence working at the organisation.

### **3.3 Commencing Volunteer Placements**

The volunteer's supervisor will ensure the Volunteer Induction and Orientation Checklist is completed.

The supervisor is also responsible for ensuring that all the relevant paperwork is completed, such as; the Volunteer Agreement and Induction and Orientation Feedback Form. A copy of all documents is given to the volunteer.

All human resource responsibilities will be the responsibility of the **[relevant position]**. Human resource documentation will be filed in the appropriate volunteer file on the human resources drive and/ or filing cabinet.

The feedback from the orientation and induction will inform future volunteer induction and orientation processes and the review of the policy, checklist and procedure.

### **3.4 Supervision and Support**

The volunteer's supervisor will ensure the volunteer receives regular supervision and will monitor work progress of the volunteer. The supervisor will provide the volunteer with an alternative contact at the organisation, for supervision and support if they are unavailable.

The volunteer may be encouraged to participate in staff meetings and events.

Additional information about volunteer support will be noted in the Volunteer Agreement.

### 3.5 Completing Volunteer Placements

A final supervision session should be held between the supervisor and volunteer.

The volunteer will return all confidential information, keys and any other **[insert organisation name]** property upon completion of the placement.

The volunteer supervisor will provide a reference at the request of the volunteer to include details of their contribution to the organisation (hours of work, activities and achievements).

The volunteer should complete a Volunteer Evaluation Form which will be stored in the volunteer file on the human resources drive and/or filing cabinet.

Any anecdotal or other feedback supplied from the volunteer should be noted by the supervisor and attached to the Volunteer Evaluation Form.

This feedback will be provided to staff and used to review the Volunteer Policy documents and the volunteer program at the organisation. .

### 3.6 Resignation and Termination of Volunteers

Volunteers may resign prior to the completion of the placement, by providing notice in writing to the **[insert relevant position]**. It is desirable for volunteers to provide **[insert length of time, eg 4 weeks]** notice of resignation.

Volunteers who fail to attend volunteer activities for **[insert number of sessions]** without notifying the volunteer coordinator in advance will be considered to have resigned from the position. **[insert relevant position]** will write a letter to the volunteer that it has accepted such a resignation, the letter which will be signed by the CEO/Manager.

Where the organisation is initiating termination of the volunteer placement, **[insert organisation name]** is to provide notice of termination in writing outlining final date of placement and reasons for termination.

**Reference:** *This is taken from the NADA Volunteer Procedure.*

[http://www.nada.org.au/index.php?option=com\\_content&task=view&id=236&Itemid=44](http://www.nada.org.au/index.php?option=com_content&task=view&id=236&Itemid=44)