

# VOLUNTEER MANAGEMENT PROCEDURE

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## Table of Contents

- 1 Purpose and Objective..... 2
- 2 Scope..... 2
- 3 References.....2
- 4 Definitions..... 3
- 5 Responsibilities.....5
  - 5.1 Executive.....5
  - 5.2 Management.....5
  - 5.3 Employees and other Stakeholders..... 5
  - 5.4 Volunteer Coordinator.....5
  - 5.5 Volunteer Supervisor..... 5
  - 5.6 Volunteer..... 5
- 6 Process.....6
  - 6.1 Recruitment.....6
    - 6.1.1 Recruitment.....6
    - 6.1.2 Volunteer Selection..... 6
    - 6.1.3 Volunteer Screening..... 7
    - 6.1.4 Right to offer a Volunteer Role..... 7
  - 6.2 Induction.....7
    - 6.2.1 Policies and Procedures..... 8
    - 6.2.2 Training.....8
    - 6.2.3 Supervision and feedback..... 8
  - 6.3 Holidays..... 8
  - 6.4 Volunteer Reimbursement of out-of-pocket expenses.....9

- 6.5 Workplace Health and Safety.....9
  - 6.5.1 Accident and Incident Reporting..... 10
- 6.6 Termination of Agreement..... 10
  - 6.6.1 Resignation.....10
- 6.7 Management Reporting Requirements.....10
- 7 Insurance.....10
- 8 DOCUMENT CONTROL..... 11
  - 8.1 Document History..... 11

## 1 Purpose and Objective

The aim of the Housing Plus Volunteer Management Procedure is to support the achievement of our vision to improve people’s lives through independence and choice. We aim to do this by identifying and creating meaningful Volunteering opportunities for our community, tenants, and clients so they can thrive in our community.

This procedure aims to ensure that persons volunteering at Housing Plus undertake volunteering in a manner that is safe, significant, appreciated and fulfilling.

This procedure also aims to ensure persons volunteering at Housing Plus are:

- a) Appreciated and welcomed.
- b) Trained to conduct their role effectively and safely.
- c) Supported to work in such a way that reflect the values and code of conduct of Housing Plus.
- d) Aware of Work Health and Safety policy and procedures.
- e) Adding value to the existing services offered by Housing Plus for the benefit of our clients.
- f) Aware that volunteer activities will complement, but not replace the services provided by paid Housing Plus employees.

## 2 Scope

- a. This procedure applies to all Housing Plus and its’ subsidiaries Employees, Management and Other Stakeholders including Volunteers.
- b. This procedure describes the organisation’s objectives, procedures, and policies regarding Volunteer Management.

### 3 References

1. Housing Plus Volunteering Strategy
2. Housing Plus Volunteer Management Procedure
3. Housing Plus Volunteer Handbook and Volunteer Portal
4. Alcohol Drugs and Smoking Policy
5. Bullying, Harassment and Discrimination Policy
6. Code of Conduct
7. Conflicts of Interests Policy
8. Diversity and Inclusion Policy
9. External Communications and social media
10. Gifts and Benefits Policy
11. Privacy Policy
12. Use of Motor Vehicle
13. Vulnerable Clients Policy
14. WH&S and Risk Management Policy
15. Whistle-blower Policy
16. Workplace Surveillance Policy

### 4 Definitions

**Term:** Company

**Definition:** Housing Plus, ABN 83 147 459 461, and all of its related and associated entities

**Term:** Employee

**Definition:** An individual who is directly engaged and paid by the Company as an Employee

**Term:** Manager

**Definition:** An Employee who has direct reports (includes Executive, Senior Management and Team Leaders). In situations involving volunteers, 'Manager' refers to the Volunteer Supervisor

**Term:** Executive

**Definition:** A member of the Executive team

**Term:** Volunteer or Other Stakeholders

**Definition:** Collectively refers to any individual(s) who is not an Employee but who carries out work (whether paid or unpaid) for the Company, including (but not limited to) work as a volunteer, contractor, secondee, consultant or subcontractor, labour hire company, an apprentice or trainee, and a student gaining work experience.

**Term:** Registered Volunteer

**Definition:** Volunteer that has entered into a Volunteer Agreement with Housing Plus.

**Term:** Volunteer Coordinator

**Definition:** A Housing Plus Employee who responsible for the implementation and coordination of the Housing Plus Volunteer Program.

**Term:** Volunteer Supervisor

**Definition:** A Housing Plus Employee who is appointed to supervise a Volunteer whilst engaged in voluntary work for Housing Plus.

**Term:** Volunteer

**Definition:** A Volunteer:

- Undertakes activities without monetary reward.
- Undertakes activities of their own free will.
- Undertake activities that are of benefit to Housing Plus clients and our customers and the wider community.
- Undertake activities that complement, but do not replace the services provided by paid employees.

**Term:** Out of pocket expense

**Definition:** Approved cost incurred by a volunteer while undertaking agreed volunteer roles and activities.

**Term:** Volunteer Portal

**Definition:** The Volunteer Portal is a page on the Housing Plus Intranet that will hold all the relevant information for Volunteers, including induction and training material, links to relevant policies and procedures.

**Term:** Work Environment

**Definition:** Includes but is not limited to:

- during and outside normal working hours;
- all functions, events and places which are work related (e.g. including working from home under the Flexible Work Policy, work lunches, conferences, Christmas parties and client functions);
- during the recruitment process; any environment which has sufficient connection to employment; decisions about promotions and other career opportunities, or in the termination of employment; and
- in the course of providing goods and services.

## 5 Responsibilities

### 5.1 Executive

- 1) Establish program objectives
- 2) Ensure adequate resources are provided to implement and support this policy;
- 3) Manage the implementation of and adherence to this policy;
- 4) Model appropriate standards of behaviour;
- 5) Provide a safe and healthy environment for Volunteers.

### 5.2 Management

- 1) Ensure that all Employees and Other Stakeholders are aware this policy and understand their obligations.
- 2) Ensure effective implementation of and adherence to this policy.
- 3) Model appropriate standards of behaviour;

### 5.3 Employees and other Stakeholders

- 1) Understand and comply with this policy; and
- 2) Model appropriate standards of behaviour
- 3) Ensure that volunteers are made to feel welcome and are treated as part of the team

### 5.4 Volunteer Coordinator

- 1) Develop relevant policies and procedures.
- 2) Ensure that all Volunteers are made aware of the relevant policies and procedures and understand their obligations.
- 3) Coordinate the recruitment, training, and supervision of Volunteers.
- 4) Assign a Volunteer Supervisor to each Volunteer or group of Volunteers and monitor the work of the supervisor.
- 5) Ensure the Volunteer Induction process is completed for each individual Volunteer.

### 5.5 Volunteer Supervisor

- 1) Ensure that Volunteer induction process is completed for each Volunteer
- 2) Ensure that all Volunteers are made aware of this policy and understand their obligations.
- 3) Ensure that each volunteer is trained and capable of fulfilling their functions.
- 4) Role model the expected behaviours of Housing Plus.
- 5) Ensure Volunteers are made to feel welcome and are treated as part of the team.
- 6) Regularly report Volunteer activities back to Volunteer Coordinator
- 7) Ensure volunteer activities are carried out in a safe manner.

## 5.6 Volunteer

- 1) Understand and comply with Housing Plus policies, procedures, and the Volunteer Handbook and Volunteer Portal.
- 2) Only engage in activities as directed by the Volunteer Supervisor or Coordinator or other authorised representative of Housing Plus.
- 3) Volunteers are not to provide advice to clients unless on direction from an authorised representative of Housing Plus.
- 4) Volunteers are to use resources in an efficient manner and as directed by the Volunteer Supervisor or Coordinator.
- 5) Understand and comply with all reasonable directions from the Volunteer Supervisor or Coordinator or other authorised representative of Housing Plus.
- 6) Role model the expected behaviour of Housing Plus volunteers.

## 6 Process

The steps outlined below are intended to provide guidance as to the management of Volunteers at Housing Plus.

### 6.1 Recruitment

#### 6.1.1 Recruitment

When Volunteering roles are identified the Volunteer Coordinator will work with Housing Plus Team Leaders and Management to create the appropriate position description.

The positions will then be advertised via one or more of the following:

1. Tenant newsletters
2. Social media
3. External Stakeholder Newsletters
4. The Housing Plus website
5. SEEK Volunteers

Housing Plus is committed to ensuring that recruitment and selection decisions are based on the principle of merit. Volunteers will be selected based on whether they have the right skills and qualifications required to perform the role.

Housing Plus is an equal opportunity employer and is committed to equity and diversity in all employment practices including recruitment and selection of volunteers.

All recruitment activity must adhere with Housing Plus' Code of Conduct, Bullying, Harassment and Discrimination Policy, the Diversity and Inclusion Policy and all relevant legislation.

### 6.1.2 Volunteer Selection

Selection involves the process of matching a person to a role. While Housing Plus seeks Volunteers to meet its needs, Volunteers similarly seek an organisation which meets their needs. Matching therefore involves focusing on a win-win outcome for Housing Plus and the Volunteer.

Volunteers interested in undertaking voluntary activities with Housing Plus will be asked to complete the Volunteer Application outlining their skills and availability.

### 6.1.3 Volunteer Screening

All Volunteer applications are considered on a merit basis.

Assessment of suitability will include review of relevant experience and competencies that demonstrate the ability to achieve agreed outcomes, and capacity to attend at agreed times.

The following Checks will be completed prior to an applicant being offered the Volunteer role:

- a) Personal Reference checks (2)
- b) WWCC (Working with Children Check)
- c) Police Checks
- d) For some volunteer roles, a valid Driver's Licence may also be required.

The return of an invalid Working with Children check will deem an applicant unsuitable for a volunteer role due to the nature of our work.

Should a National Police Check be returned with a disclosable outcome a decision will be made in consultation with the CEO, HR Manager, Relative Executive and Volunteer Coordinator, on a case-by-case basis as to the applicants suitability for a volunteer role at Housing Plus with consideration given to type, severity and dates of disclosure.

### 6.1.4 Right to offer a Volunteer Role

Housing Plus has the right to offer or withhold an offer of a volunteer role to any applicant at any time. The offer of a Volunteer role at Housing Plus is in no way a commitment of a future paid role at Housing Plus.

## 6.2 Induction

All Volunteers will be offered appropriate information and training to conduct their roles including training on Housing Plus policies and procedures as they relate to volunteers. Successful completion of this training is a condition of ongoing engagement with Housing Plus.

All Volunteers will be expected to read, understand, and agree to the policies and procedures as outlined on the Volunteer Portal. Upon reading the policies and procedures, the Volunteer will be required to acknowledge and agree to the policies and procedures.

All Volunteers are expected to sign a copy of their volunteer role description indicating that they are equipped for the duties expected of them and agree to the responsibilities of their role.

A Volunteer Agreement will be part of the Volunteer Induction process and Volunteers will be asked to sign prior to commencing their role.

A Formal Induction program will include:

- a) Meet and Greet with CEO
- b) Overview of Housing Plus – Conducted by the Volunteer Coordinator
- c) Volunteering at Housing Plus – overview of Code of Conduct, policies and procedures including WHS, rights and responsibilities,
- d) Meet the team – introduction to the Volunteer Supervisor and team they will be part of during their time at Housing Plus
- e) Review of Volunteer Role Description
- f) Allocation of equipment where necessary

### 6.2.1 Policies and Procedures

All volunteers will be expected to read, understand, and agree to the policies and procedures as outlined during the Induction and on the Volunteers Portal.

Successful completion of training modules on SharePoint via the Volunteer Portal is a condition of ongoing volunteer engagement at Housing Plus.

### 6.2.2 Training

Volunteers will be provided with appropriate information and practical training to perform their roles.

The Volunteer Supervisor will work with the Volunteer Coordinator to identify initial training needs in line with the Volunteer Role Description.

Successful completion of this training is a condition of ongoing volunteer engagement with Housing Plus.

Volunteer Supervisors are responsible for identifying and communicating to the Volunteer Coordinator any ongoing training needs of the Volunteers.

### 6.2.3 Supervision and feedback

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

The Volunteer Supervisor will conduct a pre-shift check-in to clarify the Volunteer's duties and responsibilities for that shift. The Supervisor will also conduct a post-shift check-in to discuss any issues, successes, and share information.

In addition, Volunteers will have regular monthly discussions with their Volunteer Supervisor to ensure that the volunteer role is meeting both the expectations of the Supervisor and the individual Volunteer.

A formal review will take place every six months between the Volunteer Coordinator and the Volunteer.



### 6.3 Holidays

Housing Plus acknowledges that taking holidays is an important part of looking after your wellbeing.

Volunteers will be asked to provide as much notice as possible to the Volunteer Supervisor if he or she is to be away for a period. If a Volunteer is away for an extended period (i.e. longer than 3 months), the Volunteer Agreement may be terminated however the Volunteer will be welcome to re-apply upon their return.

### 6.4 Volunteer Reimbursement of out-of-pocket expenses

All Volunteers shall be reimbursed for pre-approved expenditure approved by the Volunteer Coordinator incurred in the exercise of their functions.

If there are costs associated with the service delivered by a Volunteer, he or she is to apply in writing via email, if possible, text message if email is unavailable, prior to incurring the cost to the Volunteer Coordinator.

If the Volunteer Coordinator approves the expense, the Volunteer can then make the purchase and complete a Receipts Expenses Claim form, attach copies of the receipts, and send to the Volunteer Coordinator via email for approval.

If the Volunteer does not have access to email, they are to present the completed paperwork along with receipts to their Volunteer Supervisor who will forward to the Volunteer Coordinator on their behalf. Once approved, the Volunteer Coordinator will send these documents on, including the approval (email is ok), to [accounts@housingplus.com.au](mailto:accounts@housingplus.com.au) and the Volunteer will be reimbursed.

Claims for reimbursement of approved expenses must be supported by a valid receipt and /or evidence of purchase from the dealer to whom the expense was paid, and which identifies the service or product purchased, the date(s) the service/product was provided, and the total cost (approved vehicle mileage costs are an exception).

Housing Plus will not reimburse Volunteers for prohibited or non-approved expenses incurred while undertaking agreed Volunteer roles and activities. All reimbursements for out-of-pocket expenses are to be processed in accordance with Housing Plus' Schedule of Delegations.

### 6.5 Workplace Health and Safety

Housing Plus understands its obligations to Volunteers under both the Work Health and Safety Act 2011 and Regulation 2017. Housing Plus provides a safe working environment for Volunteers.

Housing Plus' work health and safety practices and procedures apply to Volunteers. Accordingly Housing Plus will communicate the relevant safety requirements and responsibilities to Volunteers.

All employees and other stakeholders including volunteers have a shared responsibility for ensuring the health and safety of all persons in the workplace, including visitors.

Housing Plus is committed to:

- The achievement of a physically and psychologically safe and incident free Work Environment.
- The promotion of good health within the workplace .
- Ensuring risks are identified, eliminated, or controlled.
- Continuously improving our Workplace Health and Safety Management System thereby ensuring safety practices are maintained and enhanced.
- Ensuring that Employees and Other Stakeholders including Volunteers are appropriately trained in WHS in line with position accountability and responsibilities including individual obligations to personal safety.
- Ensuring WHS is an integral part of all project planning and work activities.
- Providing appropriate facilities, equipment, resources, and services to enable Volunteers to perform their role safely.
- Regular consultation and communication with Employees and Other Stakeholders including Volunteers in relation to WHS initiatives and programs; and
- Compliance with all relevant Acts, Regulations, Standards and Codes of Practice.

### 6.5.1 Accident and Incident Reporting

Volunteers must report any incident or injuries to their Volunteer Supervisor immediately. The Volunteer Supervisor must then log the incident using the Incident Reporting form on PlusUs.

## 6.6 Termination of Agreement

Housing Plus reserves the right to terminate a Volunteer work agreement without cause or notice.

### 6.6.1 Resignation

A Volunteer may decide to finish their Volunteering for a variety of reasons. Notice of resignation should be communicated as soon as possible, preferably with at least two weeks' notice.

Any Housing Plus equipment such as identification badges and safety items are to be returned at the conclusion the Volunteer's last shift.

## 7 Insurance

All volunteers will be covered by the Housing Plus Public Liability and Personal Accident insurance policies.

Volunteers can request to see a copy of the Housing Plus Insurance Policies that relate to Volunteers.

Volunteers are advised to check with their own insurance company that their comprehensive cover for loss/damage to their own vehicle includes cover while driving to and from the place of volunteer activities.

## 8 Management Reporting Requirements

The Volunteer Coordinator will report regularly to Executive and Board on Volunteer activity hours including feedback from Volunteer Supervisors and Management generally regarding the effectiveness of the program.

Volunteer Supervisors will report regularly to the Volunteer Coordinator on Volunteer activity hours and productivity.

## 9 Document Control

### 9.1 Document History

Action	Responsible Person	Date
Created Draft	Rochelle Monaghan	July 2021
Reviewed and amended	Anthea Basha	July 2021
Approved	David Fisher	July 2021
Reviewed and amended	Rochelle Monaghan	March 2024
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