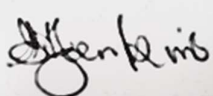


VOLUNTEER RECRUITMENT POLICY

Date approved	27/6/22	Signature by Management representative	
Previous titles	Workforce Policy 19/9/19, Volunteer Recruitment 2010		Chairperson, Suzanne Jenkins
Previous versions	N/A		



VOLUNTEER RECRUITMENT POLICY

Internal ECS References	
In S:\0 CURRENT POLICY & PROCEDURES:	In S:\1 CURRENT FORMS:
<i>Workforce Policy</i>	<i>Team Agreement</i>
<i>Duty of Care Policy</i>	<i>Policy Sign off</i>
<i>People & Communities Policy</i>	<i>Team Worker Information Form</i>
<i>Management Committee Policy</i>	<i>Interest in Volunteering Questionnaire in S:\1 CURRENT FORMS\AGED SERVICES</i>
<i>WHS Policy</i>	<i>Wanted signs etc in S:\2 BROCHURES & FLYERS</i>
	<i>individual Job Description, Contract of Employment in M:\HR</i>
	<i>internal distribution lists in S:\0 current data base, S:\2 CHILD & FAMILY TEAM\interagencies, S:\Abuse Collaborative</i>
	<i>Office Procedures, Orientation for New Workers in S:\2 OFFICE SYSTEMS</i>

External References	
<i>Child Safe Standards at https://ocq.nsw.gov.au/resources</i>	<i>Aged Care Quality Standards at https://www.agedcarequality.gov.au/providers/standards</i>
	<i>https://www.health.gov.au/resources/publications/commonwealth-h-home-support-programme-chsp-manual/</i>
<i>National Volunteer Standards at https://www.volunteeringaustralia.org/resources/national-standards-and-supporting-material/</i>	<i>https://www.health.gov.au/resources/publications/commonwealth-h-home-support-programme-guidelines</i>

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VOLUNTEER RECRUITMENT POLICY

1. POLICY STATEMENT

ECS is committed to following all relevant guidelines and to ensuring that equal opportunity principles are followed in the recruitment of volunteer workers. [See separate recruitment processes in **Management Committee Policy**]

1.1 Definitions

ECS workers = anyone who carries out work on behalf of ECS, including staff, volunteers [including management committee members], contractors and students on placement
volunteer = unpaid worker

1.2 Acronym

CHSP = Commonwealth Home Support Programme
ECS = Engadine Community Services
TEI = NSW Targeted Earlier Intervention Program

2. GENERAL POLICY

ECS follows a set of procedures for engaging volunteers to meet its legal and moral responsibilities to prospective ECS Team members and clients, in order to ensure appropriate people are delivering ECS services. To find the best candidates for the position, ECS focuses on the requirements of the job, rather than questions or assumptions about the candidate's circumstances or background.

2.1 National Volunteer Standards

ECS processes are consistent with the principles of Standard 4 [Selection and Recruitment] of the National Volunteer Standards 2015:

- 4.1 If the organisation recruits volunteers, it uses planned approaches to attract volunteers with relevant interests, knowledge, skills or attributes.
- 4.2 Potential volunteers are provided with relevant information about the organisation, the volunteer role and the recruitment and selection process.
- 4.3 Volunteers are selected based on interest, knowledge, and skills or attributes relevant to the role, and consistent with anti-discrimination legislation.
- 4.4 Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation.

3. THE NEED FOR VOLUNTEERS

The ECS Coordinators are responsible for recruiting the volunteers needed for their teams to deliver services. According to the ECS Organisation Structure, there are two levels of volunteer roles, which are detailed in *ECS Job Descriptions*.

3.1 Volunteers

Each team has two service delivery roles, which require as many volunteers as possible to match shifts:

- Aged Services volunteers provide services that receive funding from the Commonwealth Home Support Programme (CHSP)
- Child & Family Services volunteers provide services that receive funding from the NSW Targeted Earlier Intervention Program (TEI)

Aged Services Team: Social Support Volunteers

Skills, knowledge, experience, qualification &/or training	<ul style="list-style-type: none">• knowledge of work activities performed within ECS for Aged Services clients eg. social visiting, community access, supported shopping, social activities & bus outings• interest in providing a service to aged people• good oral, written & interpersonal communication skills• ability to follow instructions• ability to work as part of the ECS Team• clearance through Police Check & Working with Children Check• current 1st Aid Certificate
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VOLUNTEER RECRUITMENT POLICY

Responsibilities of all Social Support Volunteers	<ul style="list-style-type: none"> • follow agreed roster & advise Aged Services Coordinator as soon as possible if you are unable to work • refer all client requests or changes to service times to the Aged Services Coordinator; do not make promises to clients or guarantee services • conduct all planning communication with clients via the office; do not ring clients directly or accept calls from them [note: only the Lead Volunteer, Coordinator or Manager is permitted to exchange mobile numbers with clients] • do not visit a client's home or perform work unless you have approval from the Aged Services Coordinator & it is on the roster • do not come to work if you are sick • arrive on time for rostered duties • wear ECS ID badges & uniforms, if provided, when appropriate [if a client is embarrassed, you can remove ID] • dress appropriately in smart, casual attire, with closed shoes; avoid strong perfume, cologne or smoke smells in clothes that may affect clients' allergies or breathing • do not smoke, consume alcohol or illegal drugs during performance of rostered duties • do not take a client out of their home if they are unwell; call the ECS office to report the change of plans & if there is no answer at the door • call emergency services immediately if you see that a client is unconscious or seriously ill during their rostered service time, even if they say not to; then call the ECS office to report • report any serious concerns to the Aged Services Coordinator as soon as possible ie. issues such as extreme changes in health or behaviour & suspected abuse • observe & discuss other concerns with the Aged Services Coordinator; do not provide advice or interfere with a client's care plan • identify & avoid immediate risks to your safety &/or clients, then report to the Aged Services Coordinator • follow the ECS <i>WHS Policy</i> & relevant <i>Safe Working Instructions</i>; report all incidents & near misses on the <i>Incident Form</i> • abide by road rules & parking laws, if driving in your role as ECS volunteer, whether as a bus driver or transporting a client in your own vehicle • enter clients' homes only when invited &/or necessary ie. part of home visiting or to carry shopping bags • abide by the ECS <i>Privacy & Confidentiality Statement</i>; & do not discuss ECS business with clients • focus your attention on the client; keep mobile phone use to a minimum • provide minimal physical assistance to clients; do nothing requiring weight-bearing
Specific responsibilities of Social Support Group Volunteers	<ul style="list-style-type: none"> • follow instructions by the Lead Volunteer, Social Support Group • do not leave the group to accompany one client to leave the venue eg. in an ambulance • enable independence when possible eg. only walk a client to their door when necessary as safety & to carry bags • only handle money if instructed by the Lead Volunteer or delegate
Specific responsibilities of Social Support Individual Volunteers	<ul style="list-style-type: none"> • complete a <i>Volunteer Worksheet</i> for each client & return it to the ECS office by the 3rd Friday every calendar month • document non-urgent [see above] observations about a client in a <i>Feedback Sheet</i> & return it to the Aged Services Coordinator as soon as possible • only handle money by arrangement with the Coordinator

Child & Family Services Team: Reception Volunteers

Skills, knowledge, experience, qualification &/or training	<ul style="list-style-type: none"> • thorough knowledge of work activities performed within ECS • good oral, written & interpersonal communication skills • ability to work as part of the ECS Team • basic computer skills & use of office equipment • ability to communicate appropriately with ECS client target groups & business partners • clearance through Police Check & Working with Children Check • current 1st Aid Certificate
Responsibilities	<ul style="list-style-type: none"> • assist the centre coordinator/s with daily processes to open/close the office • support ECS marketing through daily review & re-stocking of brochure trolley & brochure stands at reception

VOLUNTEER RECRUITMENT POLICY

	<ul style="list-style-type: none"> • delivery of receptionist duties, including front desk enquiries & telephone calls, taking & relaying messages • ensure visitors to the building follow sign-in procedures & follow safety instructions • support ECS public relations through professional & helpful response to front counter enquiries & phone calls • provide Resource Centre services to ECS clients, including information, printing, syringe disposal, & taking bookings for appointment services • assist activities of ECS paid staff per staff instructions, including document production, proofreading, mailouts, calls to clients & running small errands • assist ECS clients with payment of fees, registration to attend one-off events & referral to specific staff for complex issues & when requested • assistance with meeting preparations, including room set-up/pack-up & catering • provision of administrative support to ECS paid staff to assist sustainable operations, risk management & compliance with legal responsibilities & contracts per ECS policies & procedures
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Child & Family Services Team: Toy Library Volunteers	
Skills, knowledge, experience, qualification &/or training	<ul style="list-style-type: none"> • knowledge of work activities performed within ECS for Toy Library eg. basic computer skills • interest in providing a service to young children & their families • good oral, written & interpersonal communication skills • attention to detail • good organisational skills • ability to work as part of the ECS team • clearance through Police Check & Working with Children Check
Responsibilities	<ul style="list-style-type: none"> • follow agreed roster & advise Building Communities Coordinator as soon as possible if you are unable to work • arrive 10 minutes before Toy Library opening time to set up sign outside front door & table in corridor • assist in the care of the Toy Library collection to ensure toys are kept clean & stored in an organised fashion • follow <i>Process for Checking Toys In</i> [ie. check that the toy set is complete, clean & in good condition] • follow <i>Process for Checking Toys Out</i> [ie. check that the toy set is complete & record the date borrowed by the Toy Library member] • conduct annual stocktake & cleaning of toys, if requested by Lead Volunteer • in addition to the above, follow the Toy Library Procedures including those relating to Work Health & Safety

Volunteers for specified projects or roles within each team may be recruited using similar job descriptions, as needed.

3.3 Lead Volunteers

Each team has a volunteer with a supervisory role. This position is allocated to an individual who has been with ECS for some time and recruited internally from within the existing ECS Team:

Aged Services Team: Lead Volunteer Social Support	
Skills, knowledge, experience, qualification &/or training	<ul style="list-style-type: none"> • knowledge of work activities performed within ECS for Aged Services clients eg. social visiting, community access, supported shopping, social activities & bus outings • interest in providing a service to aged people • good oral, written & interpersonal communication skills • ability to follow instructions • high level organisational skills • ability to work independently & as part of the ECS team • understanding of issues affecting ECS client target group: frail older people • ability to deliver instructions • clearance through Police Check & Working with Children Check • current 1st Aid Certificate
Responsibilities	<ul style="list-style-type: none"> • oversee bus outings to ensure ECS clients receive a safe & appropriate service, including scheduled pickups & deliveries arranged by ECS Manager & documented on ECS list form

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	<ul style="list-style-type: none"> • identify & assess risks • collect fees from clients & signatures on ECS list form when change is given • pay for volunteer expenses during the outing from fees collected • deliver completed ECS list form & remaining fees to ECS office for receipting • monitor clients & report to Coordinator when individuals require reassessment [ie. service delivery is no longer safe] • ensure that volunteers are implementing procedures for bus outings • perform basic volunteer role [see Responsibilities of all Social Support Volunteers]
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Child & Family Services Team: Lead Volunteer Toy Library

Skills, knowledge, experience, qualification &/or training	<ul style="list-style-type: none"> • thorough knowledge of work activities performed within ECS for Toy Library & office • interest in providing a service to young children & their families • very good oral, written & interpersonal communication skills • high level organisational skills • ability to work independently & as part of the ECS team • computer skills eg. word processing, Mibase & Access data bases, email & production of simple publications • understanding of issues affecting ECS client target groups: frail older people, people with disability, children & families • clearance through Police Check & Working with Children Check
Responsibilities	<ul style="list-style-type: none"> • oversee Toy Library collection to ensure toys are kept clean & stored in an organised fashion • monitor demand for toys & recommend the disposal of toys no longer being borrowed, & the purchase of new toys • with Communications Officer, ensure all toys have a barcode & toy label where required & that they are registered on the Mibase online catalogue • with ECS Manager, coordination of Toy Library Members' List & e/mailouts for renewals, new updates etc • with Building Communities Coordinator, ensure volunteers are rostered to cover each shift & organise back up where required • provide an orientation for each new volunteer on the role & responsibilities of a Toy Library Volunteer, including WHS obligations [see separate job description] • ensure that volunteers are implementing procedures for borrowing & return of toys • follow up late returns, & missing or broken toys • delivery of receptionist duties, including front desk enquiries & telephone calls, taking & relaying messages • direct support to clients of Resource Centre, including photocopying, faxing, laminating & mail duties

3.3 Lead Volunteer Data Administration

The Lead Volunteer Data Administration is recruited by the ECS Manager, when an individual is available and meets the criteria:

Skills, knowledge, experience, qualification and/or training	Specific Responsibilities
<ul style="list-style-type: none"> • thorough knowledge of work activities performed within ECS • oral, written and interpersonal communication skills • ability to work independently and as part of the ECS team • ability to apply computing concepts eg. word processing, data base, email and simple publications • understanding of issues affecting ECS client target groups: frail older people, people with disability, children and families • clearance through Police Check & Working with Children Check • current 1st Aid Certificate 	<ul style="list-style-type: none"> • coordination of ECS Members' List and e/mailouts for renewals, AGM etc • delivery of receptionist duties, including front desk enquiries and telephone calls, taking and relaying messages • providing administrative support to ECS staff, including phone calls and photocopying • assistance to ECS Manager with information management data base • administration of 50+ Club planning meetings • direct support to clients of Resource Centre, including photocopying, faxing, laminating and mail duties

4. ADVERTISING A VACANCY

4.1 Affirmative Action

ECS is welcoming to people from all culturally and linguistically diverse backgrounds, especially Australia's First Nations Peoples and encourages applications from people of all backgrounds (see *People & Communities Policy*). Where possible, people with a disability are encouraged to apply; although some roles may not be appropriate for an individual's support needs.

Volunteer positions may advertised either or both of the following ways:

4.2 Internal Media

- Email distribution to ECS Team and ECS members
- Email to local interagency meetings convened by ECS
- On ECS website and Facebook
- On ECS street front windows

4.3 External Media

- Email to local interagency convenors
- Email to local interagency publications eg. *SGS News*
- Social media
- Paid advertising eg. Ethical Jobs, Council of Social Service of NSW

All advertisements will include ECS's website address for information about ECS and a phone number for enquiries; applications can be lodged electronically or at the office.

The ECS Manager and Coordinator also attend local expos, including Volunteer-specific expos, holding a stall representing ECS and advertising its volunteer opportunities. Expo attendees are encouraged to seek information and ask questions of ECS staff and volunteers working the stall are chosen for their skills as ambassadors.

Other methods of advertising the availability of volunteer roles include:

- Asking current volunteers to refer suitable individuals who are known to them
- Advertising and featuring examples of volunteer experiences at ECS on the ECS Facebook page
- Signage within and outside the ECS centre detailing what types of volunteer roles are available
- ECS Website promoting areas in which volunteers can assist ECS clients
- Local Interagency meetings

5. VOLUNTEER SELECTION PROCEDURE

5.1 Requirements for appointment of volunteers

Prior to appointment, all ECS volunteers are required to:

- undertake a Police Check and a Working with Children Check (*Duty of Care Policy*)
- sign a Confidentiality Agreement in the *Team Agreement*
- read and agree to relevant policy and processes via the *Policy Sign off*

5.2 Specifics for Aged Services

There are additional criteria required for volunteers to perform duties with the Aged Services (CHSP) clients, which are provided to applicants in a self-assessment, *Interest in Volunteering Questionnaire*:

- physically fit
- able to speak English
- able to read English
- be contactable via mobile phone while on duty
- hold a current drivers license (for some volunteer roles)
- have access to a currently fully insured vehicle (for some volunteer roles)

Volunteer applicants are interviewed by the Aged Services Coordinator, who determines suitability and obtains information from the applicant which will assist in the suitable matching of volunteer and client. The Coordinator ensures that the volunteer is given time to read ECS policies, understands their need to adhere to them and has the opportunity to ask any questions in regard to the policies and the role that they will be performing.

6. COMMENCEMENT OF NEW VOLUNTEERS

6.1 Conditions of Engagement

As detailed in the **Workforce Policy**, all new ECS workers are required to be cleared as appropriate to support vulnerable clients [see also **Duty of Care Policy**] and handle money [see **Financial Management Policy**]. Ideally, both will be completed prior to commencement of employment, allowing ECS Manager to also confirm the identity of the individual via a 100 ID Points check.

Other documents to be processed on their day of commencement include:

- A signed copy of their *Job Description*
- Completed *Team Worker Information Form*
- Signed agreements for HR file [ie. *Policy Sign off, Team Agreement*]
- Bank and personal details required by the Finance Officer for petrol reimbursements etc
- Copy of vehicle insurance policy

6.2 Orientation to ECS & the role

When a new worker is appointed to ECS, the Manager ensures that an orientation is provided in two parts:

1. The centre manager on duty that day explains how the office operates and key safety issues using the *Orientation for New Workers* and, as relevant to the volunteer's position in the organisation, *Office Procedures*
2. The direct supervisor of the volunteer [either Aged Services or Building Communities Coordinator] explains the specific position using the individual Job Description and any relevant documents, client files etc

When/if practicable, a handover is arranged with the previous occupant of the position.

The Coordinator also ensures:

- That the employee is given time to read ECS policies, understands their need to adhere to them and the opportunity to ask any questions
- That a personnel file is set up for the new employee and kept in a lockable filing cabinet [see **Workforce Policy**]
- That the volunteer is allocated all necessary resources to complete their work [ie. desk, computer and log-in, telephone, email address etc]
- The ECS data base and distribution systems are updated