

YOUR LOGO

Generic Volunteer Handbook

1. Introduction

Thanks for volunteering at <your organisation>. Your contribution is very much appreciated. This manual provides you with information about the organisation, what they expect from you and what you can expect from the organisation.

Please read this manual carefully. If you have any questions, feel free to contact us.

2. About <your organisation>

What is the history of your organisation?

3. What we do

What are the main activities/services of your organisation?

4. Our Vision

What is the vision of your organisation?

5. Our Mission

What is the mission of your organisation?

6. Our Principles

<your organisation> believes in the nationally and internationally recognised Principles of Volunteering:

- Is undertaken for the common good
- Is unpaid
- Is undertaken of one's free will
- Does not replace paid staff
- Works across all cultures
- Benefits the individual, the service and the wider community

<your organisation> believes that the volunteers have the right to be reimbursed for out of pocket expenses. This may be travel expense or it may be the cost of the activity.

7. Our Purpose

<your organisation> undertakes to:

8. Rights of Volunteer

As a volunteer I expect:

- To be treated as a co-worker with staff and other volunteers
- To be assigned work that is meaningful
- To receive appropriate orientation, training and supervision
- To be kept informed of <your organisation>' policies and services
- To have a clear job description
- To have the right to withdraw my services or say 'no' without feeling guilty
- The right to make suggestions and to be listened with respect

9. Responsibilities of Volunteer

As a volunteer I agree:

- To respect the confidentiality of <your organisation> and its clients
- To make a serious commitment to carry out the tasks agreed to in the job description
- To become familiar with the contents of <your organisation>'s Policies and Procedures Manuals and adhere to the manual
- To accept evaluation and supervision to enhance my performance
- To undertake training as required
- To cooperate with staff and volunteer in a spirit of partnership
- To give as much notice as possible of absence and resignation
- To take all reasonable steps to ensure their own safety
- To ensure no harm is caused to others during the cause of their work
- To respect other organisations of Napier Community House

10. Rights of <your organisation>

- The right to withdraw a volunteer who does not operate within the policies and philosophy of <your organisation>, or whose skills do not enable these requirements to be met.
- The right to withdraw the service of a volunteer who breaches the confidentiality of <your organisation> and its clients
- The right to expect the job description will be adhered to

11. Responsibilities of <your organisation>

- To recognize and value the volunteer as a person who makes a unique contribution to the community
- To provide appropriate orientation, training, support and supervision
- To keep volunteers informed of <your organisation>'s policies and programmes

-
- To provide clear job description
- To reimburse volunteer for approved volunteer expenses
- To take all reasonable steps to provide a healthy and safe environment

12. Administration

For administration purposes <your organisation> will create a personal file that includes:

- Application form
- Police check
- Volunteer Agreement
- Job description
- Orientation checklist
- Training attended
- Reviews
- Record of personal information
- Appraisals
- Record of exit

13. Health and Safety Policy

It is a fundamental requirement of <your organisation> to provide and maintain a healthy and safe place to work, and to protect its employees/volunteers from injury and its property from accidental damage.

It is the prime responsibility of all employees/volunteers to ensure that their duties are carried out safely and without injury to themselves, colleagues, clients or visitors.

It is a requirement that all employees/volunteers observe safety rules and regulations to ensure that a safe work environment is maintained.

Health and Safety programmes will be continuously reviewed to further improve Health and Safety in the workplace wherever possible.

Where <your organisation> has met its responsibilities to provide a healthy and safe volunteering environment, and the volunteer has been reminded of their responsibilities, and the volunteer continues to operate in a way that puts other people or themselves at risk of harm, the volunteer may be withdrawn from the assignment.

14. Problem Solving

Concerns or complaints can be an opportunity to improve our service and so should be seen positively. All incidents that cause harm or potentially could cause harm to volunteers or any other person must be reported and investigated to prevent similar incidents.

Volunteers should put in writing any verbal concerns/complaints made to them and give them to the manager or person in charge.

It can happen that your placement is not successful. But don't worry, there are many other volunteering opportunities to choose from!

14. Exit Interview

<your organisation> values its people and takes the opportunity when you leave to ask for feedback as to how you have experienced the job. The responses are confidential and participation is voluntary. We welcome all comments.

15. Contact details

Contact details of your organisation

Resources – Volunteering Hawkes Bay www.volunteeringhb.org.nz
--