Youth Solutions – Human Resources

1   Policy statement

This policy will outline how volunteers are involved with Youth Solutions in a number of appropriate key areas of business operations and service delivery.

2   Purpose, scope and outcomes

The purpose of this policy is to outline the areas of involvement for volunteers as well as the structures that support the effective management of the volunteer program.

This policy will outline the:
- areas of involvement for volunteers
- application and recruitment process for volunteers
- orientation and supervision process for volunteers
- process for volunteers to be recognised for their contributions

3   Definitions

Term	Definition
Fundraising Committee	Made up of community members who work together to create events and activities to raise funds for Youth Solutions.
The Board	Made up of Directors of the Macarthur Drug and Alcohol Services Committee Incorporated.
Workers	Is a broad terms that reflects diverse employment arrangements. A worker is any person who performs work in any capacity for Youth Solutions, including: • Apprentices • Contractors or sub contractors • Committee members • Employees • Outworkers • Trainees • Work experience students • Volunteers
Volunteer	Any person who works for Youth Solutions on an unpaid basis.
Volunteering	An activity which takes place through not for profit organisations or projects and is undertaken (Volunteering Australia, 2012): • to be of benefit to the community and the volunteer • of the volunteer's own free will and without coercion • for no financial payment • in designated volunteer positions only
Worker	Is a broad terms that reflects diverse employment arrangements. A worker is any person who performs work in any capacity for Youth Solutions, including:

	- Employees - Volunteers - Subcommittee members - Work experience students - Contractors or sub-contractors - Apprentices - Trainees Outworkers
Youth Advisory Group (YAG)	Made up of unpaid young people 12 – 25 years of age (service users).

4 Principles

Youth Solutions values the work and contribution of volunteers and actively encourages volunteering in line with the Service's visions and goals.

This policy is informed by Youth Solutions' values, strategic directions and principles. See the Strategic Directions Statement for more information.

5 Policy detail, action and procedures

5.1 Principles of volunteering

Youth Solutions is informed by the principles of volunteering that Volunteering Australia ascribes to.

These principles include:

- volunteering benefits the community and the volunteer
- volunteer work is unpaid
- volunteering is always a matter of choice
- volunteering is not compulsorily undertaken to receive pensions or government allowances
- volunteering is a legitimate way in which citizens can participate in the activities of their community
- volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- volunteering is an activity performed in the not-for-profit sector only
- volunteering is not a substitute for paid work
- volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- volunteering respects the rights, dignity and culture of others
- volunteering promotes human rights and equality

5.2 Volunteer roles

Youth Solutions volunteer roles include the Board, the YAG and the Fundraising Committee, as well as other volunteering opportunities.

Volunteer roles at Youth Solutions include participation in the following areas:

- administration
- advocacy
- Board membership
- community engagement
- events
- fundraising
- service promotion

5.3 Recruitment

All volunteers are subject to a screening and approval process. This process may vary depending on the nature of the volunteer role. If an individual is interested in becoming a volunteer they must complete one of the appropriate forms below:

- Form – Volunteer Expression of Interest
- Form – Youth Advisory Group Application Form
- Form – Application for Membership to the Board

Youth Solutions will recruit volunteers from 12 – 70 years of age to participate in business operations and service delivery. Recruitment of volunteers will take into account Youth Solutions' commitment to cultural diversity. See Policy – Recruitment and Selection.

5.4 Induction and orientation

All volunteers must participate in the orientation process. This process involves, but is not limited to an Occupational Health and Safety induction, general information about Youth Solutions and an explanation of the volunteer role as appropriate.

See Policy – Induction and Orientation for Board Members and Policy – Induction and Orientation for Other Workers.

Volunteers, together with their Youth Solutions supervising team member, should fill out the following paperwork:

- Induction and Orientation Plan – Workplace Health and Safety – Volunteer Specific
- Form – Confidentiality Agreement
- Form – Media Consent
- Form – Personal Information Record

Volunteers should also read and sign the Youth Solutions Volunteer Fact Sheet.

5.5 Supervision

All volunteers will receive appropriate supervision in the exercise of their functions and will be allocated an appropriate staff member for support and guidance.

Staff members allocated as a volunteer supervisor should fill out and update the Form – Hours Log – Volunteer.

5.6 Reimbursement

All volunteers will be reimbursed (where funding is available) for all approved costs that are incurred as a result of their involvement with Youth Solutions.

5.7 Dispute resolution

All volunteers will be entitled to participate in dispute resolution processes as set out in <u>Policy – Internal Grievances</u>.

5.8 Recognition

Volunteers will be recognised for their contribution to Youth Solutions through a number of incentives such as:

- acknowledgement in publications
- award nominations
- certificates of service
- education and training opportunities
- invitations to events
- networking opportunities
- skills development

6 Delegations and responsibilities

This policy has been endorsed by the Youth Solutions Board and is applicable to all of the team.

Position	Delegation or task
Board	- Endorse the policy - Ensure compliance with relevant legislation - Comply with the policy - Delegate policy implementation and procedural development to management
Executive	- Endorse the policy - Ensure compliance with relevant legislation - Delegate policy implementation to management
Management	**CEO** - Comply with the policy - Endorse associated procedures - Oversee the development and review of the policy and procedures - Manage implementation of the policy and associated procedures
Staff	**POC** - Comply with the policy - Develop and review the policy **ALL** - Comply with the policy and associated procedures - Support continuous quality improvement initiatives relating to the policy and associated procedures

	• Provide advice and expertise (relative to role) in reviewing the policy and associated procedures

7   Policy implementation

This policy is to be referred and adhered to when recruiting, orientating and managing Youth Solutions volunteers.

This policy is developed in consultation will the team and approved by the Board. All team members are responsible for understanding and adhering to this policy.

8   Risk management

Policies and procedures is a standing agenda item for Youth Solutions staff meetings to discuss any relevant issues.

Volunteering can present risks to Youth Solutions which could include damage to the Service's reputation due behaviour from unsuitable volunteers or loss of volunteers if they are not managed or recognised accordingly. By following this policy, these risks will be mitigated.

9   Breaches

There are various penalties for breaching policies. See Policy – Disciplinary Action.

10 Other relevant internal policies and documents

- Policy – Disciplinary Action
- Policy – Induction and Orientation for Board Members
- Policy – Induction and Orientation for Other Workers
- Policy – Internal Grievances
- Policy – Recruitment and Selection
- Strategic Directions Statement
- Form – Application for Membership of the Board
- Form – Confidentiality Agreement
- Form – Hours Log – Volunteer
- Form – Media Consent
- Form – Personal Information Record
- Form – Volunteers Expression of Interest
- Form – Youth Advisory Group Application
- Induction and Orientation Plan – Workplace Health and Safety – Volunteer Specific
- Youth Solutions Volunteer Fact Sheet

11 References to external sources

Volunteering Australia, 2012, *Definitions and Principles of Volunteering*, accessed on 2/10/2014 via www.volunteeringaustralia.org

12 Quality and accreditation standards

12.1 Australian Standards Excellence Standards (ASES)

Provided by Quality Innovation Performance (QIP)

Standard C.4.1 – *Human Resources*

Volunteers

- Youth Solutions implements processes for ensuring volunteers have the appropriate skills, competence

Workplace policies

- Youth Solutions creates and maintains a fair, positive, productive work environment which enables staff to contribute to their maximum potential

Document control

Please note printed this document is uncontrolled when printed.

Policy	**Volunteers**	*Effective date*	**October 2010**
Responsibility	**CEO or POC**	*Approved by*	**Board**
		Review date	**October 2015**

Record of policy review

Issued	Reviewed	Reason for review	Reviewed by	Additional Comments
July 2005	July 2006	New Policy –Commenced Quality Improvement	Linda Goldspink-Lord	
	2009	Preparation for Self-Assessment	Debbie Roberts	
	March 2011	Preparation of External Review	Sue Willoughby	
	September 2013	Add new volunteer groups	Brooke Manzione	
	October 2014	Due for review	Amanda Partridge	