

# Volunteer Policy

## Introduction

Beanies Family Support, based in the Huon Valley, Tasmania, is committed to providing exceptional services to children, young people, and their families. Our services, which include child and young person advocacy, youth coaching, and community event support, rely on the invaluable contributions of our volunteers. This Volunteer Policy outlines the standards and practices that ensure the consistency, quality, and effectiveness of our volunteer program.

## Purpose

The purpose of this policy is to:

- Define the standards for volunteer engagement, management, and development.
- Ensure a consistent and high-quality approach to volunteer involvement.
- Outline the responsibilities and expectations of volunteers and staff.
- Establish procedures for recruiting, training, and supporting volunteers.

## Scope

This policy applies to all Beanies Family Support volunteers, staff, and contractors involved in the management and coordination of volunteers.

## Volunteer Standards

### 1. Commitment to Volunteer Involvement

Beanies Family Support values the contributions of volunteers and is committed to providing meaningful and rewarding volunteer opportunities. We recognize that volunteers bring unique skills, perspectives, and energy that enhance our services. Our commitment involves creating a supportive environment where volunteers feel valued and respected, and their contributions are recognized and celebrated.

### 2. Inclusive Volunteer Practices

We are committed to ensuring that our volunteer program is inclusive and accessible to individuals from diverse backgrounds. Beanies Family Support will actively seek to engage volunteers from various cultural, socio-economic, and educational backgrounds. We will make reasonable accommodations to ensure that all individuals, regardless of their abilities, have the opportunity to contribute as volunteers.

### 3. Clear Roles and Expectations

To ensure clarity and consistency, Beanies Family Support will provide detailed role descriptions for all volunteer positions. These descriptions will outline the responsibilities, expectations, and required skills for each role. Volunteers will be provided with a clear understanding of their duties and how their work contributes to the overall mission of the organisation.

### 4. Recruitment and Selection

Our recruitment and selection processes are designed to identify and engage individuals who are committed to our mission and values. Beanies Family Support will use fair and transparent methods to recruit volunteers, including advertising opportunities through various channels and conducting interviews to assess suitability. We will ensure that our selection criteria are based on the skills and attributes required for each volunteer role.

### 5. Orientation and Training

All volunteers will receive a comprehensive orientation to introduce them to Beanies Family Support, our services, and our policies. In addition, volunteers will receive role-specific training to equip them with the knowledge and skills needed to perform their duties effectively. Ongoing training opportunities will be provided to support the continuous development of volunteers.

### 6. Supervision and Support

Beanies Family Support is committed to providing appropriate supervision and support to all volunteers. Each volunteer will be assigned a supervisor who will provide guidance, feedback, and assistance as needed. Regular check-ins and support sessions will be conducted to ensure that volunteers feel supported and valued in their roles.

### 7. Recognition and Appreciation

We recognize the importance of acknowledging and appreciating the contributions of our volunteers. Beanies Family Support will implement various methods to recognize and celebrate volunteer efforts, including formal recognition events, informal thank-you gestures, and opportunities for volunteers to share their experiences and achievements.

### 8. Volunteer Rights and Responsibilities

Volunteers have the right to:

- Receive a clear description of their role and responsibilities.

- Be provided with appropriate training and support.
- Work in a safe and respectful environment.
- Be recognized and appreciated for their contributions.

Volunteers have the responsibility to:

- Adhere to Beanies Family Support's policies and procedures.
- Respect the confidentiality of client information.
- Complete their assigned tasks to the best of their ability.
- Communicate openly with their supervisors and seek assistance when needed.
- Act in a manner that upholds the values and mission of Beanies Family Support.

## Specific Guidelines for Service Areas

### 1. Child and Young Person Advocacy

Volunteers involved in child and young person advocacy will receive specialised training on child protection, legal rights, and effective communication with children. They will work under the supervision of experienced staff to support and advocate for the best interests of children and young people. Volunteers must adhere to strict confidentiality and child protection policies to ensure the safety and well-being of the children they serve.

### 2. Youth Coaching

Youth coaching volunteers will be trained in youth development, mentoring techniques, and goal-setting strategies. They will provide guidance and support to young people, helping them to build confidence, develop skills, and achieve their goals. Volunteers in this role must demonstrate patience, empathy, and a commitment to fostering positive relationships with young people.

### 3. Community Event Support

Volunteers supporting community events will assist with the planning, organisation, and execution of events that promote social inclusion and community well-being. This may include tasks such as setting up venues, coordinating activities, and engaging with community members. Volunteers must be able to work collaboratively, communicate effectively, and adapt to the dynamic nature of event support.

# Volunteer Management Procedures

## 1. Recruitment and Selection

Beanies Family Support will advertise volunteer opportunities through various channels, including our website, social media, local community centres, and volunteer organisations. Interested individuals will be invited to complete an application form and participate in an interview process. Selection will be based on the alignment of the applicant's skills, interests, and availability with the needs of the organisation.

## 2. Orientation and Training

All new volunteers will participate in an orientation session that covers the mission, values, and services of Beanies Family Support, as well as relevant policies and procedures. Role-specific training will be provided to ensure that volunteers are prepared to perform their duties effectively and safely. Ongoing training opportunities will be available to support volunteer development.

## 3. Supervision and Support

Each volunteer will be assigned a supervisor who will provide regular guidance, feedback, and support. Supervisors will conduct regular check-ins to address any questions or concerns and to provide additional training or resources as needed. Volunteers will also have access to a support network of staff and fellow volunteers.

## 4. Recognition and Appreciation

Beanies Family Support will implement a variety of recognition and appreciation initiatives to acknowledge the contributions of our volunteers. This may include annual recognition events, certificates of appreciation, spotlight features in newsletters, and informal thank-you notes. We will regularly seek feedback from volunteers to ensure that our recognition efforts are meaningful and appreciated.

## 5. Rights and Responsibilities

Volunteers will be provided with a clear understanding of their rights and responsibilities as part of the orientation process. This includes information on confidentiality, safety protocols, and expectations for conduct. Volunteers will be encouraged to communicate openly with their supervisors and to seek support whenever needed.

## 6. Complaint and Grievance Procedures

Beanies Family Support is committed to addressing any complaints or grievances promptly and fairly. Volunteers who have concerns about their role, treatment, or any aspect of their volunteer experience are encouraged to report these to their supervisor or the Volunteer Coordinator. All complaints will be investigated thoroughly, and appropriate actions will be taken to resolve any issues.

## Monitoring and Evaluation

To ensure the effectiveness of our volunteer program, Beanies Family Support will conduct regular monitoring and evaluation. This includes gathering feedback from volunteers, assessing the impact of volunteer contributions on service delivery, and reviewing the success of our recruitment, training, and recognition efforts. The findings from these evaluations will inform continuous improvements to our volunteer program.

## Conclusion

Beanies Family Support is dedicated to creating a supportive and rewarding environment for our volunteers. By adhering to the standards outlined in this Volunteer Policy, we aim to ensure that our volunteers are well-prepared, supported, and appreciated in their roles. Together, we can continue to deliver high-quality services that make a positive impact on the lives of children, young people, and the community in the Huon Valley.