



Representing Students
ASA.AC.NZ

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ASA Volunteer Policy & Procedures

Contents

1	Purpose.....	2
2	Organisational Scope.....	2
3	Definition of Volunteer / Tūao	2
4	Recruitment.....	2
5	Screening	3
6	Utilisation of Volunteers.....	3
7	Position Descriptions	4
8	Volunteer Training.....	4
9	Volunteer Supervision	5
10	Worksite Safety	5
11	Dress Code.....	5
12	Professional Services	5
13	Reimbursement of Expenses.....	5
14	Access to Association Property and Materials	6
15	Insurance	6
16	Confidentiality	6
17	Representation of the Association	6
18	Recognition.....	6
19	Volunteer Involvement in Staff Evaluation	6
20	Maintenance of Records	7
21	Termination of Service	7
22	References.....	7

1 Purpose

Volunteers are seen as a central part of the organisation and it is recognised that without their contribution, the organisation would not achieve its goals. The Association aims to engage best practice in all components of its volunteer programme.

This policy provides guidelines to staff, executive and volunteers engaged in volunteer management for the Association.

The Association reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to, or exceptions from these policies may only be granted by the Executive Committee or General Manager and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the General Manager.

2 Organisational Scope

Unless specifically stated, this policy applies to all non-elected volunteers in all programmes and projects undertaken on or on behalf of the Association, and to all departments and sites of operation of the Association.

3 Definition of Volunteer / Tūao

Volunteers (Tūao) are a valuable resource to the Association, its staff, and its clients.

A Volunteer is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the Association.

A Volunteer must be officially accepted and enrolled by the Association prior to performance of the task. Volunteers shall not be considered as 'employees' of the Association.

Being an Association Volunteer does not constitute an employment agreement.

4 Recruitment

Volunteers shall be pro-actively recruited by the Association, with the intent of expanding the volunteer involvement of the membership.

No form of discrimination will be applied to the recruitment of Volunteers for the Association and diversity is to be encouraged in volunteer recruitment. The sole qualification for volunteer recruitment shall be the suitability to perform a task on behalf of the Association.

Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer or without a volunteer code of conduct form being signed. In the case of Class Advocates, an online declaration will constitute the signature.

Staff as Volunteers

Association staff may act as a volunteer for the Association provided that the volunteer service is provided without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours.

Family members of staff are not encouraged to volunteer with the Association but may do so at the discretion of the General Manager.

Recruitment of Minors

Volunteers who have not reached the age of 18 years must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labour laws.

Conflict of Interest

No person who has a conflict of interest with any activity or programme of the Association, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the Association.

5 Screening

Prior to being assigned, volunteers may be interviewed to ascertain their suitability for and interest in that position. Wherever possible, staff and executive who will be working with the volunteer should participate in the design and conduct of any interview.

No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all paperwork and any necessary screening.

Criminal Records Check

As appropriate for the protection of clients, volunteers may be asked to submit to a background criminal check. Volunteers who do not agree to the background check may be refused assignment.

University Disciplinary Action

Volunteers must declare that they have not in the past or are not currently subject to any Massey University disciplinary matters.

6 Utilisation of Volunteers

The Association accepts and encourages the involvement of volunteers at all levels of the Association and within all appropriate programmes and activities.

All Association Executive Committee members and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the membership.

Volunteers shall be extended the rights:

- to be given meaningful assignments
- to be treated as equal co-workers
- to effective supervision
- to full involvement and participation
- to recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to adhere to the goals and procedures of the Association.

Placements shall not be made unless the requirements of both the volunteer and the supervising staff can be met.

7 Position Descriptions

A position description must be developed for each volunteer position. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All position descriptions shall include:

- a description of the purpose and duties of the position
- a designated supervisor and worksite
- a timeframe for the performance of the job
- measurable indicators of whether the work is accomplished

8 Volunteer Training

All volunteers will receive a general orientation on the Association and the programme or activity for which they are recruited.

Volunteers will additionally receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

Staff members with responsibility over delivery of services should have an active role in the design and delivery of training of their volunteers.

Experienced volunteers may be included in the design and delivery of volunteer training.

Additional training and educational opportunities should be made available to volunteers during their connection with the Association. This additional training may be provided either by the Association or by assisting the volunteer to participate in programmes provided by other groups.

9 Volunteer Supervision

Each volunteer must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer.

In situations where standards of performance have not been met by the volunteer:

- additional training may be supplied by the Association
- the volunteer may be re-assigned to a new position
- the volunteer may be suspended for a period
- the volunteer may be dismissed by the Association

10 Worksite Safety

The Association shall ensure that the volunteer's worksite shall contain necessary facilities, equipment, and space to enable to volunteer to perform their duties effectively, comfortably, and safely.

The Association shall ensure that all volunteers know where to access a First Aid Kit if required.

Attendance / Non-attendance

Individual volunteers are responsible for keeping accurate timesheets of their involvement with the Association. Where volunteers are volunteering for a group activity, this may be done using a sign-in/out form.

Volunteers are expected to perform their duties at the scheduled time / on a timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their Association supervisor at least 24 hours in advance so that alternative arrangements may be made. Repeated absenteeism will result in a review of the volunteer's work assignment or term of service.

11 Dress Code

As representatives of the Association, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties and, depending on the situation, may be required to wear ASA branded clothing or costumes and/or a name tag identifying them and their area of responsibility.

12 Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of the qualification should be provided to the General Manager.

13 Reimbursement of Expenses

Volunteers will not usually be expected to incur any expenses on behalf of the Association.

Prior approval must be sought by the volunteer from their Association staff supervisor, if it is anticipated that the volunteer will require a reimbursement.

In all cases for reimbursement, receipts / proof of payment will be required. Refer to the ASA Financial Policy for relevant processes.

14 Access to Association Property and Materials

Volunteers shall have access to Association property and materials necessary to fulfil their duties and shall receive training in the operation of any equipment.

Property and materials shall be utilised only for Association purposes and upon the approval of the volunteer supervisor. This policy includes access to and use of Association vehicles.

15 Insurance

Liability and accident insurance is not provided for volunteers engaged in Association business. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

16 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall Association business.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Association and any corrective action the Association deems necessary.

17 Representation of the Association

Volunteers are not authorised to make any public statements on behalf of the Association. This is the role of the President.

18 Recognition

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year.

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the Association. Volunteers will be consulted and involved to develop an appropriate format for the event.

19 Volunteer Involvement in Staff Evaluation

Examination of their effective utilisation of volunteers may be a component in the evaluation of staff persons who are assigned to work with volunteers. Supervisors may ask for the input of volunteers in evaluating relevant aspects of staff performance.

20 Maintenance of Records

Volunteer records shall be held confidentially.

Records will be maintained for each volunteer including dates of service, positions held, duties performed, and awards received.

21 Termination of Service

Termination by Volunteer

Volunteers may resign from their volunteer service with the Association at any time. It is requested that volunteers who intend to resign provide advance notice of their departure to their supervisor or ASA General Manager and a reason for their decision.

Exit interviews may be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position and request any suggestions the volunteer may have to improving the position.

Termination by ASA

Volunteers agree that the Association may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Association.

Volunteers who do not adhere to the rules and procedures of the Association or who fail to satisfactorily perform their volunteer assignment may be subject to dismissal as a volunteer.

Prior to taking any action that could result in the dismissal of a volunteer, supervising staff must consult with the General Manager.

Volunteers will be given the opportunity to discuss the reasons for possible dismissal with supervisory staff.

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of Association equipment or materials, abuse, harassment or mistreatment of staff, clients or co-workers, failure to abide by Association policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Where a volunteer is dismissed, the General Manager will inform relevant staff.

22 References

- ASA Volunteer Code of Practice
- ASA Finance Policy
- ASA Privacy Policy