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| **Purpose:** | This policy aims to ensure that volunteers working at name of organisation have work that is safe, significant and satisfying, and that their contribution is appreciated. | | |
| **Scope:** | This policy applies to all Volunteers, including Trustees. | | |
| **Principles:** | Name of organisation will not discriminate on any level when recruiting for new volunteers. All contact and communication will be open, honest and transparent. | | |
| **Version:** | Draft | **Date:** | Add date |
| **Approved by:** | Board | **Due for Review:** | 12 months |
| **Templates** | * Volunteer Application Form * New Volunteer – Referee Check * Volunteer Agreement * Volunteer Code of Practice * Volunteer Exit Interview Form * Volunteer Position Description Template | | |
| **Legislation:** | * Human Rights Act * Incorporated Societies Act * Charities Act * Health and Safety at Work Act 2015 (HSWA) | | |
| **Reference Documents:** | * Name of organisation Trust Deed / Constitution / Rules *delete not applicable* * Governance Policy * Trustee Induction Policy * Delegated Authority Policy * Financial Policy * Health & Safety Policy | | |

**Policy**

Name of organisation recognises the valuable contribution to the service made by volunteers and actively encourages their participation, which:

* + enables volunteers to contribute to their community
  + provides volunteers an opportunity for work experience and the development of new skills
  + enhances the range of services available
  + allows for wider community participation in the service

Volunteers will not be used to replace paid workers in the organisation.

**Procedures**

* All volunteers will be provided with a Position Description
  + All volunteers must sign a Volunteer Agreement before starting work
  + Volunteers are expected to abide by name of organisation policies and procedures.

Volunteer Recruitment

**Policy**

Name of organisation will advertise through stakeholders any reoccurring Volunteer Positions.

**Responsibilities**

It is the responsibility of the Trustees / Board Members *delete not applicable* or a person delegated by the Board to recruit new Volunteers.

**Process**

* Prepare a Volunteer Position Description for the role or use an existing Position Description if one is available
* Requests for volunteers are promoted within networks and through stakeholders.
* Interested volunteers should complete and submit a Volunteer Application Form
* A Trustee or a person delegated by the Board of Trustees to arrange for an interview with the potential Volunteer
* If the person who meets with the volunteer applicant thinks they will be a good fit with the organisation they will conduct a referee check using the New Volunteer – Referee Check form
* The Trustee / Board Member *delete not applicable* or person delegated by the Board will inform the volunteer applicant as soon as possible of the decision.
* If a volunteer's application is rejected, they will be advised why

Volunteer Induction

**Policy**

Any new Volunteer shall be provided with all the information and training necessary to enable them to contribute appropriately to the organisation and the position they have been recruited for.

**Responsibilities**

It is the responsibility of a Trustee / Board Member *delete not applicable* or a person delegated by the Board:

* To induct the Volunteer so that they are familiar with the organisation and the way it operates

**Procedures**

The Volunteers Induction pack will include, either in hard copy or through sharing of online resources, the following documents:

* Copy of Volunteer Agreement
* Relevant Volunteer Position Description
* Volunteer Code of Practice
* Health & Safety Policy
* Financial Policy
* Expense Reimbursement Form
* Name of organisation Trust Deed / Constitution / Rules *delete not applicable*

Sufficient time should be allowed for the volunteer to read the information and ask questions before signing the Agreement.

Volunteer Acknowledgment

**Policy**

Volunteers will be thanked and acknowledged for their contribution to name of organisation and its projects.

**Responsibilities**

It is the responsibility of the Board or a person delegated by the Board to consistently, and without discrimination, publicly thank and acknowledge Volunteers.

**Procedures**

* Align thank you and acknowledgement with National Volunteer Week in June each year <https://nationalvolunteerweek.nz/>
* Some form of celebration at the end of a completed project
* End of year social gathering for the team

Volunteer Exit

**Policy**

All volunteers who finish with the organisation to complete an exit interview so that name of organisation can review the success of their Volunteer Programme.

**Responsibilities**

It is the responsibility of a Trustees / Board Members *delete not applicable* or a person delegated by the Board who has not lead or directly managed the volunteer to conduct the exit interview.

**Procedure**

* The delegated person should not comment or engage in debate around responses provided by the exiting volunteer
* Responses are provided to learn what is working well and what is not from the volunteers perspective

**Process**

* Delegated person to meet with exiting Volunteer
* Delegated person to go through the questions contained in the Volunteer Exit form and record responses
* Completed Volunteer Exit form to be returned to the Chairperson for consideration and tabling at next Board meeting if anything of noted raised that requires a change to any policies or that needs to be addressed as a personnel issue.