

### **INTRODUCTION – VOLUNTEERS**

Sonshine recognises the valuable contribution made by volunteers to the quality of services we offer to residents and actively encourages their participation because it:

- enables volunteers be involved in Christian ministry and to contribute to their community,
- provides volunteers with an opportunity for work experience and the development of new skills,
- enhances the range of services available through Sonshine,
- allows for wider community participation in the services provided, and
- multiplies the value of the work done by paid staff.

### **ORGANISATIONAL NEEDS**

#### **Policy**

- The Manager of each area is responsible to continually assess the need for volunteers in that area. Volunteer work may compliment that being done by paid staff or may be dedicated solely to tasks that are not done by any paid staff.

### **RECRUITMENT**

#### **Policy**

- The manager responsible for an area, in consultation with the Senior Management Team, will be responsible for recruitment of volunteers.

### **ORIENTATION**

#### **Policy**

- Volunteers have the right to be treated as staff and need to be properly oriented into the workplace.

### **RECORD KEEPING**

#### **Policy**

- The Manager shall ensure that records of volunteers and the duties they perform are kept in a secure place, maintaining Sonshine's commitment to confidentiality in dealing with its staff and volunteers.

### **OUT OF POCKET EXPENSES - REIMBURSING VOLUNTEERS**

#### **Policy**

- Sonshine will provide funds to reimburse volunteers for out of pocket expenses that are directly related to the performance of their duties for Sonshine and that have received prior approval by the Manager.

### **REVIEWING VOLUNTEER CONTRIBUTION**

#### **Policy**

- Volunteers will be given regular informal feedback about their performance from the person who manages their work with the view to increasing their awareness, confidence and commitment to further skill development and possibly adaptation to a changing role if this is appropriate.

### **DEALING WITH VOLUNTEERS**

#### **Policy**

- With respect to work carried out, volunteers will be treated as staff, with the same rights and responsibilities. Where poor performance or misconduct are evident or suspected, the appropriate manager will deal promptly and fairly with the volunteer in the matter. Where termination is considered to be necessary, in all cases the volunteer will be given the opportunity to answer allegations and redress the poor performance with acceptable performance, before action is taken.