

**DATED**

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April 2015

**TUTAKI YOUTH INCORPORATED**

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**VOLUNTEER POLICY**

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# Tūtaki Youth Inc. Trust

## VOLUNTEER POLICY

*The organisation has a sufficient body of skilled and dedicated volunteers to assist the existing staff and to support the delivery of its services.*

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Responsibility:	General Manager and Tūtaki Youth Inc. Board
Authorised By:	General Manager
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### 1. POLICY STATEMENT

- 1.1 Tūtaki recognises that volunteers are an integral part of the organisation and that our people are their most important asset.
- 1.2 Tūtaki is committed to providing a healthy and safe working environment for all volunteers.
- 1.3 Tūtaki shall observe its obligations under all applicable legislation.
- 1.4 Tūtaki will be culturally sensitive, and will acknowledge the various customs and cultural aspirations of all volunteers.
- 1.5 This policy shall apply to all volunteers of Tūtaki regardless of the size, level or scope of their role.
- 1.6 Volunteers may be involved in most Tūtaki programmes and activities and serve at all levels.
- 1.7 All relevant checks and Police vetting that could disclose any matter that may affect an employee's appointment with Tūtaki shall be carried out prior to appointment.
- 1.8 Tūtaki will not employ any person in a paid or voluntary capacity, including Trust members, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children, and unless there are exceptional circumstances, Tūtaki will not employ any person in a paid or voluntary capacity, or as a member of the Trust, who has a conviction for violence against the person or dishonesty.

## **2. DEFINITION**

- 2.1 A volunteer is an individual who for personal or charitable reasons freely (and without expectation of financial gain) contributes time, service and skills for the good of Tūtaki.
- 2.2 All volunteers will be accountable to and supervised by the General Manager.

## **3. RIGHTS OF VOLUNTEERS**

- 3.1 At the commencement of any volunteer service, volunteers shall receive an induction and the training necessary to carry out their role.
- 3.2 At the commencement of any volunteer service, a volunteer shall receive an up-to-date and relevant position description outlining the tasks associated with the role.
- 3.3 A volunteer can expect to be assigned a role that fits their interests and needs in order to perform a role that is meaningful and satisfying.
- 3.4 Volunteers shall receive supervision necessary to fulfil their role and be provided feedback on the tasks they perform.
- 3.5 A volunteer shall be trusted with the confidential information necessary to carry out their role.
- 3.6 Volunteers may expect to be treated fairly and respectfully by other volunteers and employees of Tūtaki and have their service valued and appreciated.
- 3.7 Volunteers may expect to be kept informed on relevant matters within Tūtaki.
- 3.8 Volunteers may expect to work in a safe and healthy environment and be given health and safety information relevant to their role.
- 3.9 Volunteers shall be given a copy of *Tūtaki Youth Incorporated Volunteer Policy* and other policies and procedures that affect their role.
- 3.10 A volunteer who has a grievance about any aspect of their role, or with another person (whether volunteer or employee), are encouraged to raise their grievance with the General Manager (or alternatively the Chairman or Vice-Chairman of the Board of Tūtaki).
- 3.11 Volunteers may be reimbursed for out-of-pocket expenses incurred where incurred solely for the purpose of the volunteer role. In order to be reimbursed, volunteers are required to follow the *Tūtaki Youth Incorporated Reimbursement Policy*.
- 3.12 A volunteer may decline or withdraw from any task if it is not suitable, or is placing excessive demands on the volunteer.
- 3.13 A volunteer may permanently withdraw from their role at any time by notifying the General Manager. At this time a record of service will be provided upon request.

#### **4. RESPONSIBILITIES OF VOLUNTEERS**

- 4.1 All volunteers will be recruited following the process as set out in *Tūtaki Youth Incorporated Staffing Policy* and take part in induction and orientation processes.
- 4.2 Volunteers will be expected to have a certain level of maturity, common sense, the ability to relate to young people and a commitment to volunteering. The skills required will also depend on the duties they will be performing.
- 4.3 Volunteers will be required to adhere to *Tūtaki Youth Incorporated Staffing Policy* and all other organisational policies and procedures.
- 4.4 All Volunteers will maintain good conduct and adhere to *Tūtaki Youth Incorporated House Rules*.
- 4.5 Volunteers shall make reasonable endeavours to undertake tasks outlined in any position description or otherwise agreed.
- 4.6 Volunteers will be required to respond in a timely manner to any reasonable request or directive from the General Manager, and/or communicate any objection to any such request or directive.
- 4.7 Volunteers will be honest about their expectations and abilities, accountable in their work, perform their role to the best of their ability and ask for help when it is needed.
- 4.8 Volunteers will be expected to be reliable, punctual and provide notice if required so that alternative arrangements can be made.
- 4.9 Volunteers will treat other volunteers and employees of Tūtaki fairly and respectfully.
- 4.10 Volunteers will maintain and respect any information identified as confidential, and/or sensitive.
- 4.11 Volunteers will be expected to represent Tūtaki accurately and positively to others.