

VOLUNTEER POLICY

2019-2021



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 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 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 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 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.