

# VOLUNTEER POLICY

HepatitisSA



Hepatitis SA was initially established in 1993 by a group of volunteers with a vision that people with hepatitis C should have access to high quality information and support. Volunteering has continued to underpin key structures within the organisation including the Hepatitis SA Board, which is responsible for the overall governance of the organisation.

Volunteers work in various roles in the key program areas of Hepatitis SA – the Telephone Information & Support line, Information and Resources and Education. Hepatitis SA acknowledges that volunteers have and will continue to play a vital role in ensuring high quality services are provided to our constituents. Hepatitis SA acknowledges the considerable involvement and commitment of volunteers and their value to the organisation.

Undoubtedly, Hepatitis SA has benefited from the energy, skills, creativity and insight of volunteers. Continued volunteer involvement will be essential in any further growth of Hepatitis SA, and the development of organisational policies such as this Volunteer Policy, seeks to secure the position and respect for volunteers as an invaluable and fundamental aspect of organisational structure.

## **POLICY:**

Hepatitis SA acknowledges that volunteers are a fundamental, essential and valued part of the organisation.

Hepatitis SA seeks to provide opportunities for people interested in hepatitis C, particularly from people with a personal interest in hepatitis C ( that is, those at risk of, living with or affected by the virus ) to gain confidence, skills and knowledge about hepatitis C and related issues, and to reduce the isolation and stigma associated with hepatitis C. Hepatitis SA acknowledges the additional insight and personal knowledge people directly affected by hepatitis C bring to their work; we also acknowledge the additional stress that this may add to their experience. With this knowledge Hepatitis SA will endeavour to ensure that all volunteers are appropriately supported. Volunteers along with paid workers are crucial to the achievement of quality service delivery.

## **Hepatitis SA Responsibilities**

Hepatitis SA is responsible for ensuring that:

- Volunteers are recruited, trained and selected for particular duties according to their ability to perform specified duties and their agreement to comply with Hepatitis SA's policies and practices.
- Volunteers are made aware of program area standards and are provided with the necessary training and support to ensure that service quality is maintained.
- Volunteers are given a Job Description and are provided with appropriate orientation and training.
- Volunteers are provided with ongoing training, information and support (guidance, debriefing) processes according to their specific needs and abilities.

- Volunteers are encouraged to actively participate as valued team members of the organisation. This includes participating in relevant decision making processes at Hepatitis SA.
- Program area coordinators will ensure that volunteers with their team attend relevant meetings.
- Proper processes as outlined in relevant policy are followed when dealing with a range of issues including grievance/s, disciplinary action and termination of volunteer work.
- Hepatitis SA's programs involving volunteers undergo evaluation to: both ensure volunteers are appropriately supported and that volunteer roles contribute to the standards established by the relevant program area.
- Volunteers are covered under Hepatitis SA's Civil Liability and Personal Accident Cover
- Insurance and will work in a safe environment in accordance with the Occupational Health and Safety and Welfare Act 1986.
- Volunteers are entitled to the reimbursement of personal costs such as commuting, parking expenses etc, where the payment is within the budget constraints of the organisation.

## **Volunteer Rights**

### ***Volunteers have the right to:***

- Receive a Job Description and be provided with necessary orientation and training to perform the job in a successful manner.
- Have their work supervised by the relevant program Coordinator.
- Be involved in a process that allows for the best matching of skills, interests, confidence level and knowledge to the task.
- Be able to participate in ongoing decision making processes affecting the planning and evaluation of the volunteer program in which they are involved.
- Have access to ongoing training and support
- Be treated with respect by other volunteers, staff, members and others accessing the services offered by Hepatitis SA.
- Be kept informed of any developments relating to their work.
- Have complaints dealt with promptly and efficiently by relevant program Coordinator if appropriate and/or given support to utilise grievance mechanisms within Hepatitis SA.
- Have proper procedures followed regarding discipline and termination of volunteer work.

## **Volunteer Responsibilities**

Volunteers are expected to:

- Understand the significance and complexity of confidentiality issues at Hepatitis SA. Volunteers must sign a confidentiality document and make a commitment to incorporating the issues into their work. Volunteers must recognise the seriousness of breaches of confidentiality and inappropriate disclosures resulting from knowledge or information gained from work with Hepatitis SA, and accept consequences resulting from such breaches.
- Gain a good understanding of the organisation, its aims and objectives
- Report immediately to the relevant program area Coordinator
- Do only those duties as mutually agreed upon with relevant program Co-ordinator and as outlined in the Job Description
- Report for their rostered shift as previously arranged and provide adequate notice if unable to attend.
- Complete the negotiated training sessions for volunteers and be committed to ongoing training.

- Negotiate their own developmental training needs in relation to their specific position within Hepatitis SA with the relevant program Coordinator..
- Keep up to date with information provided by Hepatitis SA regarding their job and Hepatitis SA.
- Be sensitive to the needs of others in the office at all times.
- Work within Hepatitis SA's Constitution and policies.

**Updated November 2006**

**Approved by the Board of Management:**

**Review Date: November 2007**