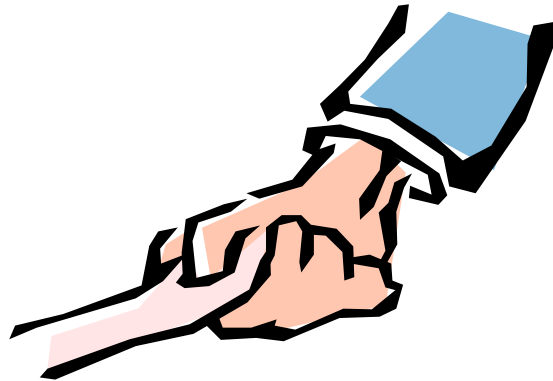




VALUING PEOPLE

VALUING VOLUNTEERS



VOLUNTEER HANDBOOK

DECEMBER 2009

VOLUNTEER HANDBOOK

Welcome to the Men's Advisory Network (MAN) Inc., we look forward to your participation as a volunteer.

Introduction

Valuing People - Valuing Volunteers

Volunteer support is a vital part of providing access to information and support to the general public plus individual and organisational members of MAN. This handbook is part of the information and support being developed by MAN to promote a positive and supportive environment for volunteers. This environment is expected to provide positive outcomes for the many people who depend on our support to develop their health and well-being.

1 History

M.A.N. is the peak body for service providers, organisations and individuals concerned with men's health, well-being and other issues affecting males of all ages in Western Australia. It receives financial support from the W.A. Department of Health.

2 What We Do

The primary role of M.A.N. is resourcing service providers, organisations and professionals from various disciplines, who work with males. In addition, M.A.N. provides information to individuals about appropriate services and provides general community education and raises awareness of the issues affecting males.

3 What You Can Do

MAN attempts to match the interests, skills and experience of volunteers with the needs of the Organisation. There are a wide range of opportunities that are available.

4 Volunteer Rights and Responsibilities

Unlike paid staff, volunteer staff are not covered by award conditions or work place agreements. Volunteers however, do have rights, some of which are included in legislation, and some of which are the moral obligations of the Men's Advisory Network (MAN) Inc.

4.1 Police Clearance

A Police Clearance is currently not required.

4.2 Volunteer Rights

The following list is the basis of your rights as a volunteer.

As a volunteer, you have the right to:

- work in a healthy and safe environment (refer to Occupational Health and Safety Act/s),
- be interviewed and employed in accordance with equal opportunity and anti discrimination legislation,
- be reimbursed for travel cost/s or out of pocket expense/s incurred while volunteering,
- be given adequate orientation and training,
- be given accurate and truthful information about the Men's Advisory Network (MAN) Inc.,
- be provided with the Men's Advisory Network (MAN) Inc policies that pertain to volunteering and any other policy that affects your work,
- be placed into volunteer work which best suits your needs and interest/s,
- be given a job description,
- be given adequate supervision in your role as a volunteer,
- be given adequate support and direction in order to complete required tasks,
- be adequately covered by insurance,
- say no to requests that you feel you would not be able to complete or in which you do not want to be involved,
- voice any queries, concerns and/or complaints to your supervisor,
- be informed of any new policy decision which may affect your position and/or delivery of the service/s,
- participate in your performance evaluation,
- not to do the work of paid staff during industrial disputes,
- not to fill the position previously held by a paid worker.

4.3 Volunteer Responsibilities

As a volunteer your Obligations and Responsibilities to Men's Advisory Network (MAN) Inc. are:

- to assist in achieving the goals of Men's Advisory Network (MAN) Inc.,
- to make the length of your commitment to Men's Advisory Network (MAN) Inc. known to the Executive Officer,
- to give 2 weeks notice of resignation in advance - when you terminate your voluntary position,
- to accept your duties seriously, be reliable and dependable,
- to work with other volunteers and staff as a team member,
- to respect the confidentiality of Men's Advisory Network (MAN) Inc. and the service user/s to whom you provide service/s,
- to be open, honest and understanding,
- to be willing to accept constructive feedback relating to your performance.

4.4 Recognition of Voluntary Work

When appropriate the Management Committee will authorise the Executive Officer to recognise outstanding work carried out by a volunteer. The nature of the recognition will be subject to recommendation by the Executive Officer.

4.5 Confidentiality

Confidentiality relates specifically to the protection of private information acquired through the service, - (Freedom of Information Act 1982).

The right to privacy and confidentiality will be protected and promoted in the following ways:

Men's Advisory Network (MAN) Inc. will ensure that:

- Service users may choose whether or not to discuss their feelings, relationships or other aspects of their private lives
- Management and staff will always treat consumers with respect and professionalism,
- Staff / volunteers will be sensitive when discussing individuals personal details with any other party. E.g. Only discuss an issue which has relevance to the service user's situation.
- Written information about a service user will contain only relevant information necessary to the service user's case. Remember files may be subject to an FOI application or used in a court case.
- Use of any information is limited to the service user and staff who need to use it and is stored securely and accessible only by staff
- Service users will be advised of the information kept retained and their written / verbal permission will be sought prior to releasing any information
- A record will be kept regarding the information released and the recipient.

4.5 Confidentiality (continued)

- Staff and volunteers will refrain from engaging in gossip or unnecessary discussion about service users and / or their families
- Where a service user reveals his/her intention to engage in acts that may eventuate in physical or psychological injury to any person this information should be conveyed to the Executive Officer urgently.

5 Protocols

5.1 Personal Details/Phone Numbers

For the protection of you as a volunteer, we ask that you do not give service users your phone number. If this information is released for service users may bypass the office and contact you directly. There may also be a threat to your personal safety.

6 Smoke Free Environment

MAN maintains a smoke free environment and smoking is not permitted either in the building or service vehicles. We also ask that you refrain from smoking in front of service users.

7 Training

Men's Advisory Network (MAN) Inc. has a commitment to ensure that all staff / volunteers have access to any training deemed necessary in completing the tasks required. Training and support needs can be identified via volunteer meetings or individual meetings with the Executive Officer.

8 Meetings

Meetings for volunteers will be held throughout the year at which attendance is optional. These meetings are a good opportunity for volunteers to meet and discuss the highs and lows of volunteering and to be informed of any changes within the organisation. If unable to attend a meeting, please advise the Executive Officer.

9 Orientation and Training

Orientation provides both a formal and informal introduction to Men's Advisory Network (MAN) Inc., members of staff and the organisation's operations, Policies and Procedures. Your orientation will also include practical information such as the location of staff & visitor sign in / out register, rest rooms, kitchen facilities and parking requirements.

10 Insurance

Volunteers are covered for personal injury through our volunteer insurance policy. If you have an accident no matter how small, it must be reported immediately to the Executive Officer.

11 Other / General Information

11.1 Administration

Volunteers assist with administrative tasks such as answering the phones, taking details of client bookings, photocopying, filing, and other general office duties. Remember, if you are asked to do something with which you are unfamiliar, please ask staff for assistance.



VOLUNTEER ORIENTATION / INDUCTION CHECKLIST

	Item	Date	By Whom
1	Volunteer Handbook		
2	Job Description		
3	Insurance		
4	Training		
5	Emergency Procedures		
6	Telephones And Fax		
7	Messages		
8	Answering Enquiries		
9	Computer Usage		
10	Emails		
11	Newsletter		
12	Photocopiers		
13	Filing		
14	Receipt Of Money		
15	Policy And Procedures <ul style="list-style-type: none"> • Code Of Ethics • Communications • Men & Suicide • Occupational Health & Safety • Privacy Policy 		
16	Dispute Resolution Procedures		
17	Disciplinary and Dismissal Process		
18			