



# Volunteer Policy

## Purpose of Policy

Waitakere Arts and Cultural Development Trust – Trading as Corban Estate Arts Centre (CEAC) recognises that Volunteers are an integral part of our organisation and that our people are our most important asset.

The purpose of this policy is to:

- Define what we mean by the word volunteer;
- Outline the rights and responsibilities of CEAC and its Volunteers;

## Definitions and Scope

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 CEAC. This policy applies to all those who Volunteer for CEAC regardless of the size, level or scope of their role. Volunteers may be involved in most CEAC programmes and activities and serve at all levels of skill and decision-making.

CEAC will work to ensure that Volunteers are provided with work that is meaningful and relevant to their needs and interests, treated with respect and as equal co-workers, given appropriate induction, training and supervision, offered full involvement and participation and are recognised for the work they do.

## Rights and Responsibilities

CEAC is committed to involving its Volunteers in facilitating in most CEAC programmes and activities. In this undertaking both CEAC and its Volunteers have both rights and responsibilities:

As a Volunteer for CEAC you have the right:

- To do work that is meaningful and satisfying;
- To be assigned to a role that fits your interests and needs;
- To receive the induction, training and supervision necessary to fulfil your role;
- To receive feedback on the tasks you perform;
- To be treated with respect and as an equal partner in our organisation;
- To be trusted with confidential information necessary to carry out your role;
- To be kept informed on relevant matters within CEAC;
- To expect that your time will not be wasted by poor planning or coordination;
- To work in a safe and healthy environment, and be given health and safety information relevant to your role, and;
- To be given a copy of CEAC's Volunteering Policy and other policies and procedures that affect your role.

As a Volunteer for CEAC you have the responsibility:

- To be honest about your expectations and abilities;
- To not take on more responsibility than you can handle;
- To take part in induction, and orientation processes e.g. background checks, paperwork and training;



- To be reliable and punctual or provide notice so that alternative arrangements can be made;
- To be accountable, perform your role to the best of your ability and ask for help when you need it;
- To follow organisational policies and procedures;
- To respect those confidences entrusted to you;
- To voice your opinion and have input on ways in which your role might be performed better;
- To be open-minded and respectful of others' opinions, and;
- To represent CEAC accurately and positively to others.

CEAC will make every effort to ensure that Volunteers are advised of their rights and responsibilities.

## Procedures

- All volunteers will be provided with a job description
- All volunteers must sign a Volunteer Agreement before starting work
- Volunteers are expected to conform to CEAC's Code of Conduct

## Volunteer Recruitment Process

Requests for volunteers will be advertised primarily through the CEAC website, CEAC Newsletter or other relevant websites such as The Big Idea.

Interested volunteers should complete an Application for a Volunteer Position. CEAC will arrange an interview with the volunteer, which will cover the following areas:

- name, address, telephone number
- other languages
- area(s) of interest
- experience
- current driver's licence, insurance and vehicle registration if volunteer driver
- health record (in case of emergency)
- times available
- commitment
- policy for reimbursement for expenses
- names and contact details of two referees
- police clearance

CEAC will inform the volunteer as soon as possible of the decision. If the application is accepted, the volunteer will be given a copy of the Volunteer Worker's Agreement, the relevant job description and an induction package.

If the volunteer's application is rejected, they will be given the reasons why. sufficient time should be allowed for the volunteer to read the information and ask questions before signing the Agreement.



## Volunteer Management

CEAC has a Volunteering Management Toolkit that outlines CEAC's goals and objectives with respect to the management of volunteers. This policy together with the Toolkit will be reviewed and evaluated on a regular basis to ensure best practice is followed at all levels. CEAC will also ensure fair, equitable and transparent processes for managing any complaints, conflict and grievances raised by volunteers.