

**SOUTHERN
PENINSULA
COMMUNITY
SUPPORT**



Volunteering

**with Southern Peninsula
Community Support**

VOLUNTEER HANDBOOK

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Welcome to Southern Peninsula Community Support

Thank you for your interest in volunteering with Southern Peninsula Community Support (SPCS). This pack contains information about the services provided by SPCS and information about volunteering opportunities.

Volunteers enable us to provide assistance to the community that we would otherwise be unable to attempt. Volunteers bring a wealth of skills and abilities much appreciated at SPCS and your interest is both welcome and appreciated.

SPCS operates under a guiding set of values and ethics, which form the backbone of all service delivery. We thank you for taking the time to understand these ethics prior to making a commitment to SPCS. Our goal is to provide a happy, challenging and fulfilling environment for our volunteers.

This volunteer information pack includes information about volunteering opportunities at SPCS, a volunteer application form, the CISVIC Confidentiality and Impartiality and Objectivity Policy and SPCS Codes of Ethics and Conduct. After perusing this information, if you are interested in becoming part of the SPCS volunteering team, please complete the Volunteer Application Form as well as the Photography consent and Codes of Ethics, Conduct and Child Safety, and return your application to SPCS at 878 Pt Nepean Rd Rosebud, or mail to:

Volunteer Support Coordinator
Southern Peninsula Community Support
PO Box 91
Rosebud, VIC 3939

Or email us on: admin@spscic.org

A Volunteer Support Coordinator will contact you to arrange an interview time.

If you have any questions regarding the application process please don't hesitate to contact the Volunteer Support Coordinator on 5986 1285. We look forward to welcoming you to our team.

Volunteer Roles & Training

There are many volunteer roles at SPCS which can be matched to your interests and skills. With the exception of Community Support Worker, most roles require only on-the-job training.

Client contact roles:

- **Community Information Worker** – General reception and administrative duties.
- **Community Support Worker** – Interviewing clients to provide support, information, referral and Emergency Relief services.
- **No Interest Loan (NILS) Volunteer** – Assisting clients to submit NILS applications.
- **Fresh Food Program Volunteer** – program set up and general delivery
- **Southern Peninsula Shower and Laundry Program (SPLaSh) Volunteer** – program set up and general delivery.
- **Tax Help Program Volunteer** – assist clients to lodge straight forward tax returns.
- **Energy Mentor Program** – assist clients with lowering energy bills and getting support with outstanding bills.

Community Support Workers are required to complete a 50-hour nationally accredited unit of competency: Assess Co-existing Needs (CHCCCS004). The 50 hours comprises 36 hours of training and 14 hours of placement at SPCS. This is followed by a period of supervised interviewing, during which you will receive support, guidance and assistance to enable you to carry out the role of a Community Support Worker. This role may include:

- Interviewing people who need assistance with a range of issues
- Advocating on behalf of clients where appropriate
- Sourcing information using a range of information resources including databases, the internet, directories and pamphlets
- Providing practical assistance, through advocacy and negotiation, filling out forms and referring to other services
- Record keeping and statistical recording
- Working as a team member to support the aims and objectives of the agency
- Keeping informed of agency policies and procedures
- Attending training sessions organised by the agency or other organisations
- Keeping up to date with relevant community, state and national issues.

Once you have successfully completed the training requirements you will receive a statement of attainment from the training provider, and after the placement period has concluded you will receive a certificate of accreditation from CISVic (Community Information and Support Victoria).

Non-client contact roles include:

- Development and management of information resources
- Statistical collation and Data Entry
- Membership of the Board of Management
- Centre maintenance
- Fundraising support
- Administration and IT
- Mentoring & supporting other volunteers
- SPCS pantry program

Volunteer rights and responsibilities

As a volunteer you have the right:

- To receive accurate information about the organisation and its policies and philosophies
- To receive a clearly written, comprehensive job description.
- To have an understanding of the lines of accountability.
- To be seen as belonging – through inclusion at meetings, social functions, etc.
- To receive support while performing your role.
- To receive proper training, initially and on an on-going basis.
- To know who to turn to with problems and difficulties.
- To have your work valued by the organisation.
- To regularly receive constructive feedback.
- To be trusted with confidential information if it is necessary to carry out your work.
- To be safe on the job and to be covered by insurance.
- To have choice and be able to negotiate.
- To be listened to and to be able say no.
- To carry out your role without being exploited.
- To be informed of the organisations policy on reimbursement for out-of-pocket expenses incurred while on the job.
- To be consulted on matters which directly or indirectly affect you and your work.

Volunteer rights and responsibilities

As a volunteer you have the responsibility to:

- Understand and respect confidentiality.
- Have a non-judgemental approach.
- Respect the rights of clients and other workers in the organisation.
- Be reliable.
- Arrive on time.
- Notify the appropriate person in the organisation if you are not available or if you are running late.
- Agree to organisational policies regarding volunteers.
- Represent the interests of the organisation – not yourself.
- Carry out the specified job description.
- Give feedback and communicate relevant and important information.
- Be accountable and accept evaluation.
- Be committed to the program.
- Recognise personal and external limitations on commitment.
- Acknowledge decisions made by staff.
- Undertake training and have a good understanding of the organisation.
- Address areas of conflict with the appropriate staff member – the co-ordinator of volunteers or similar worker.
- Ask for support when it is needed.

General Information

Recruitment and Selection

Any individual wishing to volunteer will complete an application form and have an initial interview with the Volunteer Support Coordinator (VSC). A further interview may be arranged if deemed necessary. The interview will discuss the focus of the centre and the ethics and values under which the centre operates. The interview will also look at the areas of interest and skill of the volunteer with a view to matching those to the most appropriate area at the centre.

Commitment

Volunteers are asked to be realistic in their commitment of time to the centre. For example, volunteers wishing to train to be Community Support Workers are asked to commit to at least 12 months of volunteering, after completion of training. It can take many months to become fully familiar with the Community Support role. Other volunteering roles have different time commitments and volunteers need to understand this commitment before agreeing to undertake the role.

Mentoring

All new volunteers are mentored by an experienced volunteer who will provide guidance, support and training during the initial period of volunteering. The length of time taken for this mentoring process differs for each new volunteer and is designed to ensure the long-term success of new volunteers.

Ongoing Training

Ongoing training and information sessions are offered to volunteers at the centre on a regular basis. It is expected that volunteers attend training opportunities when possible.

Confidentiality

SPCS volunteers may be privy to confidential information about clients and other centre business. All volunteers, regardless of their role, are required to sign a confidentiality undertaking. It is important to always remember that all information regarding clients is strictly confidential and should not be discussed outside the organisation. Client matters may be discussed with the volunteer's mentor, the Volunteer Support Coordinator (VSC), Program Coordinator or CEO at any time. Volunteers must ensure that they do not enter into agreements of secrecy with clients that would not allow them to divulge information to SPCS staff. This is to ensure that both volunteers and clients are protected at all times. If a volunteer is uncertain about any aspect of confidentiality, a Volunteer Support Coordinator (VSC) should be contacted immediately to provide clarification.

SPCS recognises the right of volunteers to have their personal information kept strictly confidential. Volunteers' personal information will be kept locked, both electronically and in a locked filing cabinet and accessed by authorised personnel only.

SPCS Commitment to Child Safety

SPCS is committed to being a child-safe organisation, with zero tolerance for child abuse. We are working towards compliance with the Victorian Child Safe Standards. We all play an important role in protecting children, and any concerns for a child's safety must be discussed with a VSC, Program Coordinator or CEO. We aim to create a culture of child safety that reduces the opportunity for harm and gives SPCS workforce members a clear process to follow when someone raises concerns about child safety or reports abuse. Our Child Safe Statement of Commitment applies to all employees, volunteers, students on placement, contractors and contract employees.

Grievances

SPCS has official grievance policies and procedures which outline the avenues through which staff, volunteers, students, trainers and clients can resolve work, training or service-provision related complaints as they arise. This process pertains to all complainants, including clients, and enables the resolution of issues or concerns at the earliest opportunity with the Program Coordinator or CEO.

Parties involved in a dispute are encouraged to approach the grievance procedure with an open view, having made appropriate attempts to resolve problems through discussion and conciliation. Volunteers are directed to the location of all SPCSIC policies and procedures during the orientation program.

Insurance

All volunteers are covered by insurance whilst volunteering for Southern Peninsula Community Support. Department of Human Services (DHS) provides this coverage through an insurance broker. The insurance includes the following classes:

- Public Liability and Products Liability
- Professional Indemnity
- Directors and Officers Company Reimbursement
- Malpractice Liability
- Personal Accident – Volunteers Only

Police Check & Working with Children Check

All staff and volunteers are required to undergo a Police Check and a Working with Children Check. The Working with Children Check must be linked to SPCS and needs to be renewed every five years. Any costs associated with obtaining these checks for staff and volunteers will be covered by SPCS.

Occupational Health and Safety

Staff, volunteers, clients and any persons who visit the Centre have a general responsibility and duty to take reasonable care for the health and safety of themselves and others and to co-operate with management in meeting these responsibilities. Volunteers are required to familiarise themselves with SPCS Occupational Health and Safety policies and procedures during their orientation program.

Any accident or injury, regardless of its severity must be reported to a VSC who will assist volunteers in completing an incident/injury report.

Any concerns regarding health and safety whilst volunteering should be reported to a VSC, Program Manager or CEO.

Incident Reporting

Incident report forms are official documents to be completed when incidents occur, involving clients, staff members, students, volunteers or members of the public.

If you are involved in an incident or have injured yourself whilst undertaking SPCS duties you must report to the Daily Operations person immediately and complete an incident report form.

Emergencies & Incidents

Here are some basic steps to take if you are involved in an incident:

1. stay calm
2. assess the situation – is anyone in imminent danger?
3. alert other staff and Emergency Responder of the situation either verbally or by use of the incident alarm
4. if necessary alert appropriate emergency services (police/ fire/ambulance)

Reimbursement

SPCS will reimburse staff and volunteers for costs incurred during approved travel while on SPCS business. Approval for travel cost reimbursement must be obtained by a VSC, Program Coordinator or CEO **prior** to the travel being undertaken.