



Volunteer Policy

INTRODUCTION

Psychology for a Safe Climate (PSC) relies heavily on the unpaid work of volunteers and values their contribution highly.

PSC is dedicated to maintaining a quality volunteering program to enable volunteers to develop within their volunteering roles while also making a contribution to PSC's mission.

PURPOSE

This policy is intended to ensure that volunteers working at PSC have a volunteering experience that is safe, fulfilling, and appreciated. The Policy will support good practice in the way we involve volunteers in the work of PSC.

POLICY

All volunteers will be treated with respect and gratitude for their contribution. Volunteers will carry out the duties assigned to them by PSC management.

Active Volunteers and those volunteers who make a regular commitment to PSC and have a defined volunteer role. Active volunteers will be properly integrated into the organisational structure. PSC recognizes that Active Volunteers as a core part of the PSC team. They undertake roles which complement the work of paid staff.

PSC recognises that volunteers seek satisfying volunteering experiences. PSC is committed to helping volunteers develop personally and professionally in their volunteer roles by providing training and support.

Authorisation

Secretary
Psychology for a Safe Climate

29/5/2021

Approved by	PSC Advisory Board	Approval Date	29/5/2021
Version	1	Review date	29/5/2021



Volunteer Procedures

RESPONSIBILITIES

The PSC Executive Director is responsible for appointing a Volunteer Coordinator.

The Volunteer Coordinator is responsible for organising the recruitment, training, and support of volunteers. The Volunteer Coordinator will report to the Executive Director.

The Volunteer Coordinator will assign a support person for each volunteer. The appointed volunteer support people will ensure volunteers are inducted and receive ongoing support to fulfill their roles.

Volunteers are required to be members of PSC while they are PSC volunteers. They are responsible for operating in accordance with PSC's Policies & Procedures.

The Executive Director will report to the Advisory Board regularly on the PSC volunteer program.

PROCEDURES

Recruitment

PSC operates a fair, effective and open system for recruiting and selecting volunteers.

All volunteers are subject to screening procedures in accordance with good practice in recruiting. PSC will undertake other checks to ensure a volunteer's suitability to undertake a particular voluntary role if the role involves working with children or vulnerable adults.

Recruitment of volunteers takes into account PSC's commitment to diversity. PSC ensures equality of access to its volunteer opportunities and equal treatment for volunteers.

Volunteer Role Description

Volunteers are provided with a Volunteer Role Description outlining the expectations and responsibilities of both the volunteer and PSC. Where the volunteer is a member of a Working Party, their role description is set out in the Terms of Reference for the Working Party.

Induction and Training

All volunteers, whether volunteering for ongoing, short-term or "one off" roles, will undergo an induction process. The induction will help the volunteer understand the work of PSC and the requirements of the volunteer role.

Training will also be provided if this is required for the volunteer role.

Induction arrangements will vary according to the nature of the voluntary role to be undertaken. Where needed, volunteers will be offered additional training to enable them to fulfil their voluntary role more effectively.

Support

All volunteers will receive appropriate support and supervision in the exercise of their functions. Each Active Volunteer will be allocated an appropriate Support Person who will either be a staff member or a more experienced volunteer.

Staff, Board members and Working Group Convenors all have a role to play in supporting volunteers with the Volunteer Coordinator having overall responsibility for the management of the volunteer program.

Volunteers have the opportunity to attend volunteer support meetings where they are provided with support and feedback and have the opportunity to discuss any ideas or concerns.

Communication and Recognition

PSC communicates regularly with volunteers and recognises the importance of seeking volunteers' ideas and input into our work. PSC will consult will volunteer via email when needed and twice a year at our Reflection and Connection Days.

To ensure the feedback of volunteers is considered, an Annual Survey of Volunteers will be conducted to gather feedback on PSC's Volunteer Program. For details see Appendix A.

PSC appreciates the valuable contribution its volunteers make to the organisation and will take steps to formally recognise and celebrate their contribution.

PSC provides volunteer references on request.

An exit interview of the volunteering experience is provided for all volunteers leaving PSC to enable them to give feedback on their experience.

Reimbursement

Volunteers may request reimbursement of reasonable expenses incurred related to their PSC volunteer roles.

Expenditure should be pre-approved and claimed in accordance with PSC's *Reimbursement of Expenses Policy*.

Managing Risk

PSC is committed to ensuring the safety and well-being of its volunteers. In turn, PSC expects volunteers to contribute to maintaining a safe volunteering environment.

PSC's Occupational Health and Safety Policy and Procedures apply to volunteers as well as staff.

All volunteers are covered by PSC's insurance policy whilst engaged in voluntary activity for PSC.

Volunteer Conduct

All Volunteers are required to adhere to the PSC Code of Conduct for Volunteers and Employees.

If a volunteer has a concern or difficulty related to volunteering for PSC, PSC takes this very seriously and will make every reasonable effort to address the concerns. PSC will work with the volunteer to seek an informal resolution. If this does not resolve the issue, PSC’s Grievance Policy which is detailed in the PSC Model Rules will be used.

Where PSC has concerns about a volunteer’s conduct or performance in their volunteer role, the volunteer will be treated fairly and a proper process will be followed to seek a resolution. The PSC Disciplinary Procedure is detailed in the PSC Model Rules.

If circumstances arise where the organisation deems a volunteer not a good fit for a particular role, they may be asked to change their role. If a volunteer’s behaviour is repeatedly or seriously unacceptable, they may be asked to leave the organization if the issues cannot be resolved using the formal disciplinary procedure.

RELATED DOCUMENTS

- PSC Model Rules
- Reimbursement Policy and Procedures
- Occupational Health and Safety Policy and Procedures (still to be developed)

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PSC VOLUNTEER SATISFACTION SURVEY

As a PSC volunteer, we would like you to take a few minutes to complete our Volunteer Satisfaction Survey.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve your PSC volunteer experience.

Thank you for your time.

- Name (optional): _____
- How long have you been a PSC volunteer? _____
- Are you planning to continue volunteering? _____

TRAINING

- Was there any training needed for your volunteer role?

YES/NO

- If you answered “Yes”, what sort of training was needed, and how many hours of training did you receive?

- If you answered “Yes”, was the training you received (Please circle one):

Excellent/Good/Fair/Poor/Received none

- Were you well enough prepared to undertake your volunteering role? (Please circle one):

Very well/Somewhat/Didn't relate/Received none

- If you have any comments you'd like to share, please include them below.

SUPPORT

- Were you provided with a clear outline of what was expected from you as a volunteer?

YES/NO

- Were you allocated a Support Person?

YES/NO

- Did your Support Person provide adequate support?

YES/NO

- Did they make you feel like a valuable member of the team?

YES/NO

- Overall, does PSC support its volunteers well?

YES/NO

- If you have comments you'd like to share, please include them below.

RECOGNITION

- Did you feel that your contribution has been recognised and appreciated in the last 2 months?

YES/NO

- If you answered "Yes", what form of recognition did you receive?

- Was the recognition you received sufficient?

YES/NO

FEEDBACK

- Were your views on PSC's work sought out?

YES/NO

- Were your views listened to?

YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):

Excellent/Good/Fair/Poor

- Were you valued and treated with respect?

YES/NO

- What was the highlight of your volunteering experience in the last 12 months?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for you and others.

Thank you for taking the time to complete this survey.