



VOLUNTEER MANAGEMENT POLICY AND PROCEDURES

Policy Number:		Version:	2
Drafted by:	Strategic Finance Executive	Board approval on:	September 2023
Responsible Person:	Strategic Finance Executive	Scheduled Review Date:	September 2024

INTRODUCTION

Big Yellow Umbrella relies heavily on the unpaid work of volunteers and values their contribution highly. The safety, wellbeing, recognition, and interests of volunteers are treated with the same importance as that applicable to employees. The policies of Big Yellow Umbrella comply with the National Standards for volunteering in Not-for-profit Organisations.

PURPOSE

This Policies and Procedures is intended to ensure that volunteers working at Big Yellow Umbrella have work that is safe, significant, fulfilling, and appreciated and have a smooth transition into the organisation and their roles.

POLICIES

All volunteers shall be treated with respect and gratitude for their contribution.

The following policies will come into effect from the date this document is approved:

- volunteers shall carry out duties assigned by the Chief Operations Manager or designated staff member.
- volunteers are required to record their commencement and finishing times as directed by the Chief Operations Manager.
- volunteers are required to comply with all Big Yellow Umbrella's policies and procedures.
- volunteers are required to report any incidents to the Chief Operations Manager as soon as possible after they occur.
- volunteers are required to advise a staff member of any issues they come across whilst performing their role, including detail of any faulty equipment.

ROLES AND RESPONSIBILITIES

The Chief Operations Manager and the Strategic Finance Executive are responsible for the implementation and monitoring of all aspects of this Policy and Procedures.

All staff and volunteers are responsible for ensuring they fully comply with this Policies and Procedures.

The Chief Operations Manager shall be responsible for organizing the recruitment, training, and supervision of volunteers.

The Chief Operations Manager shall assign staff members to volunteers and shall monitor the work of the nominated staff member.

The appointed staff member shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The Chief Operations Manager shall meet with each volunteer on a regular basis, if needed, or six months to discuss the volunteers' needs and performance. Regular Volunteer Group Meeting will also be facilitated by the Chief Operations Manager.

PROCEDURES

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/Updates/Volunteer Management Policy/Volunteer Management Policy.docx>

The following procedures apply:

Recruitment & Induction

All volunteers are required to complete a [Volunteer Application Form](#), available through Big Yellow Umbrella's website, prior to commencing.

All volunteers are subject to the screening procedures and induction process set out in the appropriate section of Big Yellow Umbrella's Recruitment and Induction Policy, to ensure they have a smooth integration into their role. Volunteer induction programs are well planned and conducted to enable the new volunteer to learn about the organisation, its culture, and the requirements of their role.

All volunteers will be offered appropriate information and training to perform their role. Successful completion of this training will be a condition of recruitment. The assigned staff member is required to complete an Induction Checklist in line with the volunteer completing the following induction through Our Culture.

Big Yellow Umbrella uses a HR Portal called [Our Culture](#), which includes induction processes for new volunteers.

Our Culture HR Portal:

All new volunteers are required to log in to [Our Culture HR Portal](#) prior to commencing their appointment and sign off on:

- Reading Big Yellow Umbrella's **Company Handbook** that provides a guide to expectations and succeeding as a volunteer of the organisation.
- Reading **Workplace Safety**, which contains forms and procedures that ensure the Health and Safety of all volunteers.
- Completing the **Office Induction** as part of the **Volunteer Section** which ensures workers are fully informed about the hazards and controls while working on site.
- Completing all **Induction Documents** which includes personal details, Big Yellow Umbrella's Strategic Plan, and all key policies.
- The provision of current Working With Children's Check, COVID Vaccination Certificate and Police Check.
- Reading all Big Yellow Umbrella's policies and procedures as part of the induction period.

The Leadership Team will use the [New Volunteer Induction Sign Off Table](#) to ensure all induction requirements are complete and filed in the new volunteer's file.

Other documents that are part of Our Culture that require signing are:

- Photograph & Video Consent Form
- Dress Code Declaration
- Code of Conduct Declaration
- Confidentiality Agreement

Recruitment of volunteers shall also consider Big Yellow Umbrella's commitment to cultural diversity and equal opportunity.

Supervision

All volunteers shall receive appropriate supervision from the Chief Operations Manager or an assigned staff member.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their role, as set out in Big Yellow Umbrella's Reimbursement of Expenses Policy.

Health and Safety:

BYU is committed to provide its volunteers with a healthy and safe work environment, as outlined in BYU's WH&S Policy.

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/Updates/Volunteer Management Policy/Volunteer Management Policy.docx>

Privacy & Confidentiality:

BYU respects the privacy and confidentiality of the personal information supplied by volunteers. All information will be securely filed, in line with our Confidentiality Policy.

Recognition:

Volunteers play a valuable role in the operations of Big Yellow Umbrella and will be recognised on a regular basis by the management and staff.

Termination and Resignation:

Termination of volunteers may be necessary where it is determined that a volunteer fails to adhere to the relevant policies and procedures of BYU or breaches safety or confidentiality of the organisations.

Volunteers are requested to give reasonable notice to the Chief Operations Manager or the assigned staff member of the program they are working on if they chose to resign.

Reviewing of the Policy:

This Volunteer Management Policy shall be reviewed by the Board in consultation with the Chief Operations Manager, Strategic Finance Executive, and the staff annually.

Code of Practice for Organisation involving volunteers:

- Acknowledge the contribution of volunteers at appropriate opportunities.
- Interview and employ volunteer staff in accordance with BYU's anti-discrimination policy.
- Provide an induction, orientation, and training in the role they will be taking on.
- Provide a safe and healthy work environment.
- Ensure an appropriate and specific insurance coverage is maintained for volunteers.
- Provide clear Job Descriptions for volunteers with proper differentiation between paid and unpaid jobs.
- Always treat them equally as valuable team members.
- Provide them with opportunities for professional development.

RELATED DOCUMENTS
Access & Equity Policy
Anti-Discrimination Policy
Bullying & Harassment Policy
Code of Conduct Policy & declaration
Complaints Management Policy
Confidentiality and Declaration Policy
Conflict of Interest Policy
COVID-19 Policy
Customer Service Policy
Data Security Policy
Disclosure of Information Policy
Dress Code Policy & declaration
Drug & Alcohol Policy
Housekeeping Policy
LGBTIQ+ Policy
Managing Difficult Behaviours Policy
Photo & Video Consent Policy & declaration
Privacy Policy
Risk Management Policy

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/Updates/Volunteer Management Policy/Volunteer Management Policy.docx>

Smoking Policy
Social & Electronic Media Policy
Staff Induction Policy
WH&S Policy
Working with Children & Young People Policy

AUTHORISATION

The Board of Big Yellow Umbrella have reviewed and approved this policy.

Signature of Board Secretary: _____

Date of approval by the Board: _____

On behalf of the Big Yellow Umbrella