

I003-2002 Volunteers Policy

Category: Operational
Last Modified: N/A
Version: 1
First Ratified: 17/04/2002
Last Ratified: 17/04/2002
Review Date: 01/02/2019

1. Purpose

- 1.1 To ensure that all OUSA volunteers have a rewarding, valuable and career enhancing experience in a safe and comfortable environment.
- 1.2 To ensure the association meets its objectives in offering valuable experience to its members through volunteering.

2. Interpretation

- 2.1 In this policy, unless the context otherwise requires –
Volunteer means a person who does unpaid work for the association under the direction of staff or executive members.
Commitment means the period at which an individual is volunteering, be it long term or on a single occasion.
Volunteer Department Liaison means the individual within the department and/or leading the activity in which the volunteer is involved. This person is also their direct contact during the volunteer's commitment with OUSA.
Event means an activity that a volunteer is involved in and contributes to.

3. Volunteering Opportunities

- 3.1 OUSA recruits volunteers for roles that present an opportunity both to extend an individual's experience and where the organisation has a role surplus or unique to the duties contained in a paid employee's job description.
- 3.2 All OUSA volunteering opportunities must have a volunteer role description that includes the task, period of commitment and any acts/items of appreciation that will be provided.
- 3.3 It is a volunteer role when there is more benefit in growth or experience for that individual rather than operational benefit for the organisation. All other situations should be the task of an employee.
- 3.4 In cases where the role is technical, physically or mentally difficult or where the level of responsibility is high, it shall not be considered volunteer work and should be an employed role.
- 3.5 When outside organisations are recruited in a voluntary capacity with OUSA they are to be covered by this policy and considered OUSA volunteers. Therefore they will be provided with the same documentation, level of care and rewards/incentives as other individual parties.

4. Communication

- 4.1 Volunteers will be provided with a detailed volunteer role description for all roles, be it a one-off or an ongoing position.
- 4.2 Prior to, during, or after their commitment, the volunteer will know to whom they will report and seek support from.
- 4.3 Staff and executive members who use volunteers will maintain the OUSA volunteer database, including contact details, and a general indication of the volunteers' level of involvement.

- 4.4 Volunteers will be provided with timely notice of upcoming volunteering opportunities and, after being enlisted, with timely reminders of their commitment.
- 4.5 Volunteers are asked for their feedback on their experiences volunteering for OUSA each calendar year by individual departments. Reports from this feedback process will be provided to all interested parties.
- 4.6 Volunteers are to be offered constructive feedback on their voluntary work. Volunteers are to be offered a letter of recognition of their commitment to OUSA which can be supplemented with personal anecdotes if known well by the department.
- 4.7 Managers of each department that utilises volunteers are to include volunteer management reporting in their monthly reporting to the CEO and as a standing item in the monthly combined managers' meeting.
- 4.8 All volunteers will act under the OUSA Constitution and will adhere to OUSA policies. Volunteers must be made aware of this and where these documents can be accessed.
- 4.9 OUSA volunteer commitments will not be longer than six consecutive hours in duration on any single day.

5. Resources and Training

- 5.1 Volunteers will be provided with relevant training, induction, information manuals and any other useful tools for familiarising themselves with their role.
- 5.2 OUSA will provide consideration to the needs of volunteers and volunteer groups in designing workspace, computers, and meeting areas.
- 5.3 OUSA volunteers will be made aware of emergency procedures in the environment in which they are undertaking volunteer work.
- 5.4 When required, volunteers will have access to first aid supplies and any supplies which may assist with hygiene during their commitment. This may include (but is not limited to) ear plugs, latex or non-latex gloves, rubbish bags, hand sanitiser.
- 5.5 OUSA volunteers will be offered training and upskilling opportunities at least twice in the calendar year.

6. Provisions

- 5.1 Volunteers will be offered foods such as sweets, drinks (non-alcoholic) and snacks during their commitment.