

Operational Policy

VOLUNTEER MANAGEMENT POLICY



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VOLUNTEER MANAGEMENT POLICY

Policy number	OP10	Version	1.0
Drafted by	Executive Officer	Approved by Board on	May 2014
Responsible person	Executive Officer	Scheduled review date	As necessary

INTRODUCTION

The New South Wales Ski Association (NSWSA) relies heavily on the unpaid work of volunteers and values their contribution highly.

PURPOSE

This policy is intended to ensure that volunteers working at NSWSA have work that is safe, significant, fulfilling, and appreciated.

POLICY

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

Volunteers shall be employed at the discretion of the management of NSWSA

Volunteers shall carry out duties assigned by the management of NSWSA

All volunteers shall, as far as possible,

- be protected from harm
- be relieved of liability for acts performed in the discharge of their volunteer functions.

AUTHORISATION

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14 May 2014

The New South Wales Association

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VOLUNTEER MANAGEMENT PROCEDURES

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RESPONSIBILITIES

It is the responsibility of the CEO of NSWSA to appoint a Volunteer Coordinator.

The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers. The Volunteer Coordinator shall report to the CEO.

The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor.

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

The CEO shall report to the board regularly on the NSWSA volunteer program.

PROCEDURES

Recruitment

All volunteers are subject to the screening, approval, and probationary procedures set out in the appropriate section of NSWSA's Recruitment Policy.

Recruitment of volunteers shall also take into account NSWSA's commitment to cultural diversity under its Access and Equity Policy.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be reimbursed for all approved expenditure incurred in the exercise of their functions, as set out in NSWSA's Reimbursement of Expenses Policy.

Dispute resolution

All volunteers shall be entitled to appeal to the procedures set out in the NSWSA Constitution.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

RELATED DOCUMENTS

- The NSW Snowsports Child Protection Policy and Working With Children Check
- The NSW Snowsports Work Health and Safety Policy
- The NSW Snowsports Risk Management Policy 1 & 2
- The NSW Snowsports Media Policy
- The NSW Snowsports Sun Protection Policy

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APPENDIX A

VOLUNTEER SATISFACTION SURVEY

Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want, but say they don't have to answer them all.

SAMPLE SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

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 the next volunteer activity we organise as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered in partnership activities? _____
- Are you planning to volunteer again in the future? _____
- Why did you volunteer? _____

TRAINING

- Was there any training needed for your volunteer role?

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- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none

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

SUPERVISION

- Were you provided with a clear Position Description, or outline of what was expect from you?

YES/NO

- Did your direct supervisor provide adequate support?

YES/NO

- Did he/she make you feel like a valuable member of the team?

YES/NO

- Did you feel that the partnership, as a whole, supports volunteers?

YES/NO

- Did you feel that the partnership activity got as much from your service as it could have?

YES/NO

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

RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO
- Did you receive recognition for your service? If so, what was it?

- Was that recognition you received sufficient?
YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

FEEDBACK

- Were your views on the partnership program sought out?
YES/NO
- Were your views on the partnership program listened to?
YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
YES/NO
- Do you enjoy working with other volunteers on the day?
YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help our partnership improve the volunteer experience for yourself and others?

- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.
