

VOLUNTEERING NORTHLAND INFO PACK FOR ORGANISATIONS

This Organisation Info Pack explains what the organisations registered with Volunteering Northland, the volunteers and Volunteering Northland can expect from one another.

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1 INTRODUCTION

Volunteering Northland is a non-profit organisation that connects and strengthens the community and voluntary sector through volunteer engagement, professional development, networking opportunities, support and mentoring services. We act as a recruitment and referral service for volunteers and non-profit organisations and provide advice and training for the community.

Local organisations and organisers of one-off community events that employ volunteers sign up at the volunteer centre and list their available opportunities. The opportunities are accessible online, at the centre, advertised in local media and promoted at public events. The volunteer centre matches potential volunteers with opportunities.

The following policies and procedures have been carefully composed, in the hope that questions and gaps will be minimal. If there are any questions or there is an issue that needs more clarification, do not hesitate to contact Volunteering Northland.

Voluntary work is done of one's own free will, unpaid, for the common good. It is a meaningful and purposeful activity. All motives for volunteering are valid. Let's make it work!

2 SERVICES PROVIDED BY VOLUNTEERING NORTHLAND

- A Volunteer Recruitment and Referral Service. You may list as many volunteer opportunities as you choose for one annual membership fee.
- A profile of your organisation on our website, enabling potential volunteers to find out more about your organisation.
- Advertising – we advertise volunteer opportunities widely around the Northland Region, in local newspapers, through extensive social media, on our website and at community events.
- Access to groups of volunteers for specific projects through our Corporate & Team Volunteering Programmes.
- An opportunity to take part in our celebrations for volunteer events like International Volunteer Managers Day and National Volunteer Week.
- Advice and support in all aspects of volunteering and volunteer management.
- Access to current volunteer management information and resources.
- Discounted training opportunities for volunteer leaders and volunteers.
- Invitation to join our regular networking opportunities.
- Bi-monthly newsletter.

3 REGISTERING WITH VOLUNTEERING NORTHLAND

- Volunteering Northland shall register any non-profit or charitable organisations or groups, but not individuals, offering volunteer placement in the Northland region who will consistently work within our policies and guidelines.
- The Organisation Registration Form can be filled out online.
- The organisation will name a primary contact on sign up, as well as a contact for invoicing – this can be the same person. We will register the contact(s) on our online service Connect.
- The organisation can request several individual accounts for one organisation on Connect if you have more than one volunteer coordinator. Please notify us if the coordinators change or if you want to add a new account.
- With signing up, the organisation agrees to Volunteering Northland’s terms and policies displayed on sign up.
- The registered organisation will receive an invoice for the annual fee. If payment of fees would cause hardship to your organisation, you can apply in writing for the fee to be discounted or waived.
- Our membership fees are based on your organisation’s gross revenue.
 - Koha – annual income under \$140,000
 - \$110 – annual income \$140,000 - \$400,000
 - \$210 – annual income over \$400,00
 - One off events – Get in touch

Koha Membership: We know that a sizeable number of community groups/organisations in our region are run mainly or solely by volunteers and funds are hard to come by. This is why we changed to a Koha-based membership model for organisations with an annual income under \$140,000. If your organisation falls into that category, you can give as much or as little as you can afford. There are 2 ways to provide a koha: You can make a donation to Volunteering Northland and we will provide you with a GST receipt, as it is still a service-related donation. Or you can request a GST invoice for the amount of your choice.

4 POLICIES ON REGISTERED ORGANISATIONS

Volunteering Northland shall register any non-profit or charitable organisations or groups, but not individuals, offering volunteer placement in the Northland region who will consistently work within our policies and guidelines.

- The organisation complies with relevant legislation.
- The organisation has in place reasonable volunteer engagement policies and documentation, including volunteer role-descriptions, training, supervision, support, recognition and the reimbursement of agreed out-of-pocket expenses as appropriate.
- The organisations shall be required to provide one referral contact and relevant information for volunteer referral.
- Volunteering Northland will charge the organisations an annual fee for services. The annual fee shall be determined by the Board from time to time.
- Volunteering Northland retains the right to waive the annual fee for groups or organisations which do not employ paid staff and have minimal available funds.
- Volunteers shall be referred to organisations to supplement, extend or reinforce services and shall not take the place of paid staff or fill positions for which funding is available or was a paid position within the previous six months.
- The organisation shall prevent the distribution of any excess of income over expenditure to members, individuals or other purposes.
- The organisation is responsible for any risk and liability arising out of their engagement of volunteers and for obtaining any insurance against this, including in relation to volunteer health and safety. Volunteering Northland will not accept any responsibility in this area.
- Volunteer placement is ultimately the organisations decision.
- Volunteering Northland reserves the right to decline, remove or suspend the registration of organisations that do not meet the above criteria.

5 TERMS FOR REGISTERED ORGANISATIONS

- Volunteering Northland will list your Volunteer Opportunities on their website and in other ways for recruitment and/or promotion purposes.
- *You will be responsible for updating our organisation profile, creating and updating volunteer advertisements, and accessing available referrals and statistics.*
- You understand that Volunteering Northland assists potential volunteers to find volunteering activities. Volunteers then self-select volunteer opportunities that appeal to them, based on the information provided.
- You understand that the volunteers referred to your organisation from Volunteering Northland are referrals only. At no time does this referral imply a recommendation of specific applicants.
- You accept the responsibility of evaluating the applicants for appropriate placement in your organisation, including requesting police vetting and MoJ checks if needed.
- You will make initial contact with all referred volunteers, generally, within five business days.
- You agree the final decision on the placement of the volunteer rests with your organisation.
- You will provide all accepted applicants with appropriate training, supervision and support to ensure a worthwhile experience.
- The decision to appoint a volunteer is the responsibility of the NFP member organisation. You accept responsibility for any eventualities which may arise in connection with any volunteer involved in your organisation and hereby release and discharge Volunteering Northland from any claim, liability or demand of any kind which may arise as the result of actions, or failure to act on the part of any volunteer.
- You agree to ensure the outcome of each individual volunteer referral is communicated to Volunteering Northland in a timely manner.
- You confirm that you are up to date with your Health and Safety policies, procedures and reporting.

- You agree that the information supplied will be used by Volunteering Northland in the recruitment and referral process, as well as for statistical, funding and administrative purposes.
- You agree that Volunteering Northland uses your published media content (pictures, videos and other material) to advertise your organisation and its volunteer roles.

6 VOLUNTEERING NORTHLAND'S VOLUNTEER REFERRAL PROCEDURE

- We will double-check the new role you created before we publish it on our website.
- A potential volunteer, recruited by us, can have up to three referrals, as the volunteer might want to check out different opportunities before committing.
- We will email you with the details of the person who wants to volunteer for you. We would like you to contact them within the following 5 business days to keep the motivation alive.
- The volunteers get a notification when they apply for a volunteer role, but they don't get your contact information and cannot contact you if you don't get in touch.
- Please be aware that some volunteers don't check their phone or email that often, so try to reach out to them via phone and email if possible.
- Once the match has been made let us know. If the volunteer is unsuitable, doesn't want the job, or does not take the position for any other reason, also let us know.
- We record all information for funding and statistical purposes.
- Since anyone can search for a volunteer role on our website, someone might contact your organisation, bypassing the volunteer centre. Please let us know, especially when there is a match.
- If a volunteer role no longer exists, please let us know.

7 REGISTERING VOLUNTEER ROLES ON THE WEBSITE

- Registered organisations are able to log into Volunteering Northland’s online system Connect and create their own Volunteer Roles.
- Registered organisations may list as many opportunities for volunteers as they need, although Volunteering Northland will monitor ‘fair use’ of resources.
- A guide on how to create new volunteer roles in Connect can be found on our resources page. Volunteering Northland will double-check all information before it is published.

Tips for designing a volunteer role:

- The more information that is provided, the easier it is to find the right volunteer(s).
- One opportunity might need several volunteers (one-off project or events) in which case it is sufficient to fill out only one form. For different opportunities fill out a form for each one.
- A volunteer should not usually be requested for a position that is in excess of 20 hours per week.
- Make it possible to share the role between several volunteers if it requires a considerable amount of hours. You are more likely to get five people one morning a week than to get one person to work all mornings.
- Ensure the position is interesting, challenging and fun. Volunteers want to develop their skills, meet people, contribute to their community and enjoy their work.
- A voluntary position should not replace a job that was paid within the last six months.
- Opportunities should be open to everybody. However, occasionally there will be a valid reason why there must be a specific requirement, such as gender or age group.
- Plan needs for volunteers for one-off events well in advance to make sure you will have volunteers when you need them.
- Think about the work you do. Is there any project you have wanted to commence, but for which you had no one available? Are there any tasks that you do – such as filing, word processing, writing media releases, answering telephones etc, that could be done by a volunteer? There are many high skilled people looking for roles.
- Let us know if you want support to write up an attractive role.

Event Roles/ Driver Roles/ Street Collections: We have a growing volunteer database for volunteers showing an interest in one off roles, like events assistance, driver roles and street collections. This means that we keep a list of people who have expressed interest in these types of roles. We will send a *monthly email in the last week of each month* to the volunteer database to encourage them to volunteer for upcoming events but it will be up to the volunteers if they respond.

Additionally to advertising your event roles on our website anytime, we are very happy to include your event in that mailout. For that, we need information on your event 2 months in advance. For example, if you have an event scheduled in April, you need to get the information to us by the end of February.

8 WHAT MAKES A VOLUNTEER ROLE APPROPRIATE?

Sometimes, organisations face challenges in determining what positions are appropriate for volunteers. Below are factors that tend to make the involvement of volunteers appropriate or inappropriate.

Appropriate:

- Where the work is for the benefit of voluntary, non-profit charitable organisations.
- Where the job has not been performed by a paid worker within the last six months.
- Where the job will not usually require more than 20 hours per week.
- Where new areas of work are being explored and volunteers may pave the way for the creation of new jobs.
- Where there is an agreement within the organisation about the nature and purpose of the volunteer involvement.
- Where staff acknowledges the value of the contribution of volunteers and adequate resources are made available to support, supervise and train the volunteers.
- Where there is an opportunity for the volunteer to benefit from the work by achieving personal goals.
- Where a task can be carried out better by a volunteer than by paid staff. This might include one-to-one befriending, advocacy, visiting, etc.

- Where a distinct area of work can be identified for which the volunteer can take responsibility and which complements or extends the work of paid staff.

Inappropriate:

- Where the work is for the benefit of a profit-making organisation.
- Where the volunteer receives remuneration implying low-wage status rather than voluntary work.
- Where the work will typically require more than 20 hours per week.
- Where the work is normally considered to be the responsibility of a statutory service, e.g. nursing care, teaching etc.
- Where the volunteer would be undertaking work that is the subject of an industrial dispute.
- Where the volunteer would be performing tasks carried out by paid staff in the past six months or where their involvement would reduce the likelihood of employment of paid staff.
- Where the involvement of volunteers would jeopardise the wage or employment conditions of paid staff.
- Where there is a disagreement within the organisation about the nature and purpose of volunteer involvement.
- Where there are insufficient resources to provide proper support, supervision, training and workspace for volunteers.
- Where there is no money available to pay volunteers out-of-pocket expenses or provide appropriate insurance cover.
- Where the work offers no rewards to the volunteer, e.g. work is too demanding, tedious, dirty and unpleasant and the volunteer does not have an opportunity to achieve personal goals.
- Where unacceptable risks to health and safety are involved, e.g. physically dangerous work, potentially violent work etc.

9 TYPES OF VOLUNTEERING

- **Ongoing:** The traditional type of volunteering. A volunteer commits to a role at an organisation for at least three months and might work for the organisation for many years.
- **One-off:** A volunteer helps to complete a project that only takes a day or a few hours (for example, painting a fence or mailing out flyers). If you publish a one-off role, it will deactivate automatically when the date of the one-off opportunity has passed.
- **Events:** Organisations that run community events need volunteers for them to happen. If you publish an event role it will deactivate automatically when the date of the event has passed. Recruitment of volunteers might start a year before the event.
 - **Note:** We are very happy to include your event in our monthly volunteer mailout. For that, we need information on your event 2 months in advance. For example, if you have an event scheduled in April, you need to get the information to us by the end of February.
- **Project:** A volunteer helps with a short-term project for up to three months, like updating a database, building a shed etc.
- **Team:** A group of friends or like-minded people may want to volunteer together as a group. Younger people tend to prefer to work in teams as well, on specific projects that have a clear beginning and end. A mentor might accompany the team.
- **Home based:** A volunteer completes tasks, off-site, for instance by using the Internet. This could be website maintenance, designing the newsletter, copywriting, etc.
- **Skills-based:** An organisation might need the specialized skills and talents of an individual.
- **Corporate:** Companies allow their employees to volunteer during work hours. These formalised Employee Volunteering Programs (EVPs) are regarded as a part of the companies' sustainability efforts and their social responsibility activities. They might offer their specialised skills, or work as a team on a one-off project.

10 TYPES OF VOLUNTEER ROLES

Areas in which your organisation might offer volunteer placements:

Administration	Fundraising	Mentoring
Animal Care	Gardening	Practical Help
Arts & Crafts	Group Leadership	Promotion
Business Support	Health & Medical	Research
Committee & Board	Hosting	Retail
Companionship	Information & Advice	Social Support
Conservation	IT	Sport
Driving	Languages	Trades & Maintenance
Emergency Services	Management	Tutoring
Events	Marketing &	Youth & Children
Food Services	Communications	

11 CODE OF PRACTICE FOR ORGANISATIONS WORKING WITH VOLUNTEERS

To maximise the quality and make the experience for the volunteer worthwhile, the organisation will:

- Empower the volunteers to meet their own needs and the needs of the organisation.
- Offer volunteers work opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with clear duty statements and orientation to their work and the organisation.
- Offer training and support for volunteers to help them achieve personal and work goals.
- Implement procedures to safeguard volunteer safety and wellbeing.
- Offer reimbursement to cover out-of-pocket expenses.
- Recognise volunteers as valued team members with opportunities to participate in relevant organisational decisions.
- Provide mechanisms to acknowledge contributions made by volunteers.

12 HEALTH & SAFETY: KEEPING YOUR VOLUNTEERS SAFE

It is important to Volunteering Northland that all volunteers are kept safe and well in their voluntary roles, and that both the volunteers and the organisations they volunteer for take all practicable steps to ensure this...

The Health and Safety at Work Act 2015 (HSWA) states that an organisation that is a 'Person Conducting a Business or Undertaking' (PCBU) has a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of their workers (including volunteers) and other people on site (such as visitors or customers, including casual or one-off volunteers). Examples of a PCBU are a local council, school or a not-for-profit organisation that employs staff. The Act makes workplace health and safety everyone's responsibility. 'Reasonably practicable' means actively identifying any risk or hazard, assessing the likelihood of that occurring and the degree of harm that might result, and then eliminating or minimising the risk or hazard

The primary duty of care includes, but is not limited to providing:

- a work environment that is free from risks to health and safety
- safe equipment, structures and systems of work
- provision for safe use, handling, and store of plant, substances, and structures
- adequate and accessible welfare facilities
- the necessary information, training, instruction, or supervision to do the work safely
- monitoring of worker health and workplace exposures to assess effectiveness of controls

The same level of protection must be given to volunteers as paid workers.

It is vital that all organisations Volunteering Northland works with understand their responsibilities, and we encourage you all to ensure you are up to date with your Health and Safety policies, procedures and reporting.

Please download the Work Safe new Zealand fact sheet 'Information For PCBUs That Engage Volunteers' [here](#).

13 **CODE OF PRACTICE FOR VOLUNTEERS**

To maximise the quality of my experience as a volunteer, I will:

- Recognise my own motives for being a volunteer and ensure the organisation is aware of these.
- Seek work opportunities appropriate to my skills, interests and aspirations.
- Be committed to giving high quality service.
- Consider opportunities for job training and personal development.
- Carry out all work I agree to do responsibly and ethically.
- Speak out about any concerns that might affect my work relationships or quality of service.
- See myself as a valued team member with the right to contribute to decisions which affect my work.
- Value and support other team members.