



WESTERN AUSTRALIAN BRANCH

POLICIES and OPERATIONAL PROCEDURES MANUAL

Updated – 21-Dec-04

V1. VOLUNTEER POLICY.

Introduction.

Mission Statement

The mission for Scouting is to contribute to the education of young people, through a value system based on the Scout Promise and Law, to help build a better world where people are self-fulfilled as individuals and play a constructive role in society.

This is achieved by....

- Involving them throughout their formative years in a non-formal education process.
- Using a specific method that makes each individual the principal agent in his or her development as a self-reliant, supportive, responsible and committed person.
- Assisting them to establish a value system based upon spiritual, social and personal principles as expressed in the Promise and Law.

The Scout Association of Australia, Western Australian Branch (“the Association”) recognises and acknowledges the valuable contribution that volunteers make to Scouting in Western Australia.

Volunteers give their time, contribute expertise through their unique talents, skills and knowledge which significantly enhances the opportunities for the youth of Western Australia to participate in Scouting throughout the State

The Association acknowledges its volunteers and greatly values and appreciates the contribution made to the development of Scouting throughout Western Australia. In acknowledging their contribution the Association actively supports the training of its leaders and encourages them to provide the challenges for youth members. With this in mind it is hoped the volunteer members of the Association will continue to provide long and valuable service to the development of youth members by gaining satisfaction through their involvement with Scouting.

In acknowledging its volunteers the Association recognises that each of its volunteers are people:

- With a special and passionate interest in Scouting.
- Who seek to accept challenges outside the normal boundaries of their own paid employment and associated areas of responsibilities.
- Who contribute time and service in the belief that their contribution is beneficial to the development of the youth of Western Australia and to the community.
- Who will find personal satisfaction in training youth members.

Benefits to Volunteers.

The benefits to the Association by volunteers include:

- The opportunity to play an integral part in the development of Scouting in Western Australia.
- The opportunity to provide a valuable service within the community
- The opportunity to extend, improve, or maintain personal and professional skills within the Scouting fraternity.
- Personal satisfaction through the provision of a worthwhile and valued service to Scouting in Western Australia.

- Being a valued member of the Association.
- Enjoying shared camaraderie with fellow volunteers.

Benefits to the Association.

Benefits to the Association include:

- The quality of Scouting activities can be maintained and improved as volunteers contribute their time, ideas, talents, and skills.
- The Association is able to initiate, enhance, and extend current programs and activities.
- The Association will gain from the energy, creativity, abilities, and varied perspectives of volunteer personnel.
- Volunteers will strengthen the bond between the Association and its members.
- Volunteers and employees of the Association are able to meet and share their talents to ensure continuing and effective Scouting in Western Australia.

The Rights of Volunteers.

All volunteers have the right to:

- Receive a clearly written, comprehensive position description.
- Have their concerns listened to.
- Expect appropriate training and personal development to be *available*.
- Know who to contact if problems or difficulties arise.
- Receive constructive feedback.
- Be trusted with confidential information when necessary.
- Perform the duties of a position without being exploited.
- Be consulted on matters affecting them or their voluntary work.
- Expect appropriate management and support to achieve the agreed task.
- Be reimbursed for expenses when necessary in the normal course of scouting.
- Be respected for, and receive recognition of, their volunteer work and the service they offer to the Association.
- Be treated as co-workers.
- Receive a reference or similar upon request to the Branch Office.

The Rights of the Association.

The Association has the right to:

- Receive conscientious effort and service from its volunteers
- Respect each volunteer to be punctual, reliable, and perform given tasks to the best of their ability
- Assess the performance of all volunteers in order to increase their skills.
- Expect commitment, enthusiasm and loyalty to the development of Scouting in Western Australia.
- Define position descriptions for volunteers.
- Expect volunteers to participate in training and personal development courses to encourage performance at a high level
- Expect clear and open communication between volunteers and the Association.
- Counsel volunteers for poor performance and/or inappropriate behaviour.

The Responsibilities of Volunteers.

The Association volunteers have the responsibility to:

- Sign the Code of Conduct and Mutual Agreement
- Respect the dignity of themselves and others.
- Be committed and loyal to Scouting.

- Set a good example, in words and deeds, at all times to youth members and adults.
- Represent the interests of The Association rather than their own.
- Be reliable.
- Respect everyone's right to personal privacy at all times.
- Understand that bullying, physical or verbal abuse, neglect or any other type of abuse is unacceptable.
- Notify their Respective next senior officer if unable to perform a task.
- Agree with the Association's policy on volunteers.
- Respect confidentiality of all members and manage the records of members in line with the Association's Privacy Policy.
- Have an open-minded approach.
- Carry out the duties of the specified position description.
- Acknowledge decisions made by staff and other volunteers.
- Address conflict within the Association's procedure for conflict resolution.
- Seek support when required.

The Responsibilities of the Association.

The Association is responsible to volunteers for:

- Ensuring that all aspects of the Association's commitment as outlined in the Mutual Agreement are provided
- Providing an appropriate management structure for volunteers
- Providing orientation and appropriate training opportunities.
- Reimbursing volunteers for approved out-of-pocket expenses as appropriate.
- Ensuring volunteers are given appropriate support to perform tasks.
- Keeping volunteers informed about issues of concern.
- Providing recognition through the Scouting Award system or externally acknowledged award schemes.
- Attending to volunteers' needs, queries and concerns in a timely and caring manner

Principles of Volunteer Operation.

Relationship Between Paid Staff and Volunteers.

Volunteers and paid staff are considered partners in implementing the aims and objectives of the Association, with each having an equal but complimentary role to play.

Scouting in Western Australia is privileged to be served by its voluntary staff.

Grievance Procedures.

If a volunteer has a complaint or grievance, he/she should convey this directly to their Scouting Manager (ie., Group Leader/District Commissioner) verbally or in writing for an action to be determined. Should this be inappropriate then the Chief Commissioner should be approached and he will initiate procedures for addressing the issue. Appropriate action will be determined by the Chief Commissioner.

Every effort should be made to solve problems cooperatively and informally before presenting them to the Chief Commissioner.

All complaints will be treated as confidential.

Insurance Cover.

All Association volunteers whilst on business or attending to business activities for The Association will be covered for personal accident and public liability insurance. Details of the Insurance cover is available from the Branch Office.

Orientation and Training.

All volunteers will receive a copy of the Association's strategic plan, volunteer and committee policies.

The District should, where possible, meet with each new volunteer to introduce them to the Association's philosophies and provide support where required.

Volunteers will have the opportunity to attend personal and professional development sessions to develop and enhance skills necessary to fulfil their job description.

Payment of out-of-pocket expenses.

Volunteers are eligible for reimbursement of pre-approved expenses incurred while fulfilling assigned duties or managing specific programs.

The Branch policy on members using their own funds for the payment of any outlay for activities is to discourage the practice and all payment requests should be directed to the Section, Group, District or Branch Office depending on which entity is governing the activity.

Policy Review.

The Association Volunteer Policy will be reviewed annually.

Recruiting and Selection.

Volunteers will be recruited in accordance with the existing policies of the Association, combined with the applicant's ability and suitability to perform the required tasks. All volunteers will be required to provide appropriate information to ensure the selection process is performed without fear or favour.

Volunteer Counseling.

Volunteers who do not adhere to the rules and procedures of the Association or who fail to satisfactorily perform their volunteer role may be subject to dismissal after a process of review is undertaken by the Group, District or Branch Headquarters.

Volunteer Position Descriptions.

Each voluntary position will have a job description. Every volunteer should be familiar with his/her position description and feel comfortable in offering suggestions for changes in the position or its description.

Volunteer position descriptions:

- List desired skills, position requirements and benefits of the position.
- Provide criteria for matching volunteers and positions.
- Assist the Association and volunteers to understand the position in the same way.
- Emphasise the importance of the position.

The policy will not override any existing Association policies and will support, and in turn be supported by, the Code of Conduct and Mutual Agreement.

Authority:

The document was endorsed by the Chief Commissioner's Committee on 23 November 04 and by the Branch Management Committee on 21 December 04 for inclusion in the Policies and Operational Procedures Manual and accordingly is incorporated into the Branch Risk Register from this date.

Signed M. H. Thomas - Chief Commissioner.

J. S. Noakes - Branch Chairman.

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