



VOLUNTEER RECRUITMENT & RESOURCE HANDBOOK

The information contained in this booklet will be updated on a regular basis as regulations and procedures change.

If you have any ideas for information that you think should be included please let us know and we will look at it.

Volunteers are a valued asset to any organisation and some programs run entirely on volunteer labour.

We thank our volunteers for the generous donation of their time and expertise.

Welcome

Manna Gum Community House Committee of Management acknowledges the valuable contribution of its volunteers.

As a not-for-profit organisation, we rely on volunteer support to reach our full potential and provide the Foster and district community with the services it deserves.

This Volunteers Handbook is for those donating their precious time to volunteer at the Manna Gum Community House. It is an important resource you can refer to for information and advice.

The handbook outlines the services Manna Gum Community House offers and what you can do as a volunteer to help make these services sustainable and of benefit to the community. The handbook also outlines our facilities and the role of volunteers.

Manna Gum Community House is home to a range of user groups that provide support and health information to a variety of people in the community. We are used by a variety of organisations that provide a valuable resource to the community, as well as being a Centrelink Agency and providing referrals.

Manna Gum Community House runs a variety of courses including arts and crafts, cooking, sustainability, music, health and wellbeing, Learn Local courses and general education. We also run a range of accredited courses.

The main hall, kitchen, Centrelink office and Digital Hub can be hired by groups and the general public.

What is a Volunteer?

A volunteer is a person who is a representative from the community who gives their time freely and uses their skills and experience to offer support to an organisation, usually the organisation is a Not-For-Profit Organisation.

Volunteers are a diverse group and they should all be treated with dignity and respect as they offer a service that is of great value to the community.

Volunteers may potentially be a:

Member of Committee of Management	Gardener
Maintenance Officer/Worker	Caterer
Lounge & Shop Worker	Fund-raiser
Bookkeeper	Marketing Officer
Publicity Officer	Project Officer
Tutor	General Welcomer

There may be other titles – it all depends on skills and expertise and what sort of volunteer work they would like to do.

Volunteers do not always fit into a set category and they do not all share the same interests, expectations or reasons why they volunteer. The main reasons why people volunteer are:

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| To give something back to their community | To build self confidence |
| To learn new skills | To explore career opportunities |
| To share skills and experiences | To secure job references |
| To have fun | To make new friends |
| To gain a new direction in life | |

Volunteering with Manna Gum Community House

The key to having happy volunteers is to match your needs with the needs of our organisation and to respect volunteers as valuable assets to our organisation.

Volunteer Application Form

The information on this form will help us to become familiar with you and your interests.

This information will be kept on our Volunteer Database for our use only.

Expected Behaviour

As with any program, there is a minimum standard of behaviour that is expected of the students whilst participating as a volunteer. This behaviour includes:

- **Respecting yourself and others, and their property**
- **Respecting your personal space and other people's personal space.**
- **Language that may offend others is not acceptable and will not be tolerated**
- **Presenting a professional and welcoming manner**

References and Checks

- All volunteers' references are checked

- All volunteers will need to complete a Police Check and Working with Children Check
- All volunteers are required to attend an interview and be involved in training where relevant and as needed

Program Evaluation

The feedback we receive from volunteers, student participants and other workers is valued and will be incorporated into any positive future modifications to our processes and programs. We welcome your comments regarding the delivery and development of the volunteer program at any time.

House Membership

It is not compulsory for volunteers to become House Members, but it is advisable. Being a House member entitles you to a vote at the Annual General Meeting and supports the Community House.

Policies & Procedures

We have a Policy Folder in the front office that has Policies that relate to Volunteers, Grievance Procedures, Remuneration, Behaviour, and Confidentiality.

Hours and Facilities

- Office hours are Monday - Thursday 10am - 3pm.
- The Manna Gum Lounge can be variable, currently Mon and Tues 10am - 1pm
- Office facilities (Internet, photocopier, printer and laminator) are available for use by the general public, staff, committee members, students and tutors
- The photocopier, scanner, printer, Internet and laminator are available for public use at a reasonable cost

Time sheets

For a variety of reasons, including OH&S, timesheets must be completed by all volunteers and staff.

- The number of hours worked at the community house must be negotiated between you and relevant house office staff
- Volunteer time sheets (located in the office) must be completed at the end of each working day

Thank you for becoming a valuable member of the Manna Gum Community House team. We look forward to working with you and hope that the volunteering time you share with us will be rewarding for you, Manna Gum Community House and the community.

If there is anything in this handbook you would like to discuss, please do not hesitate. We welcome any opportunity to improve our services and your input is valuable to us.