

Volunteer Induction

AUTHORITY: CEO, Community Services Coordinator

RESPONSIBILITY: Community Services Coordinator, Volunteer Coordinator (VC), Children Centre Manager, Education Centre Manager, Project workers

PURPOSE AND SCOPE

The success of Laverton Community Integrated Services Inc. (LCIS) relies on its ability to attract the best staff and volunteers available. Recruitment methods must be fair, equitable, efficient, and effective.

Laverton Community Integrated Services Inc. (LCIS) is an equal opportunity employer. This consists of ensuring that all volunteers are given equal access to training, promotion, appointment or any other related issue without regard to any factor not related to their competency and ability to perform their duties.

LCIS is committed to inducting all new employees, volunteers and contractors into the organisation, in order to ensure that they have a smooth integration into their role and become operationally competent. Induction programs which are well planned, conducted and evaluated will enable new employees to learn about the organisation, its culture and the requirements of their role.

Recruitment

LCIS advertises all volunteer opportunities in a fair, equitable and transparent manner. We promote volunteer opportunities via social media, Volunteer West, and other professional networks.

Volunteer information sessions are held once a month (or as required), the purpose of this is to present to any potential volunteers about;

- the organisation,
- what volunteer opportunities are available
- Volunteer rights and responsibilities
- Provide an opportunity for potential candidates to ask questions

Only once a candidate has completed the information session are they able to complete an application form. The applications are processed in line with Privacy and Confidentiality and to ensure suitability and appropriateness of candidate.

All persons responsible for screening applicants must contact at least two references and ask the specific question "Are you aware of any allegations of inappropriate conduct with a minor?" It is not sufficient to rely on police clearances and working with children checks to determine the suitability of a person working with children, a genuine attempt to assess applicant's history and character must be made.

LCIS is an equal opportunity employer and is committed to providing a work environment that is free from harassment and discrimination. All Volunteer Position Descriptions **must** stipulate a zero tolerance of racism.

Intake

Once candidates have been processed, they are contacted by LCIS to attend a one-on-one session. This session is to determine where within the organisation a candidate is best suited and to provide a training plan including mentor pairing and schedule the volunteers' first day and induction.

At this meeting volunteers must produce;

- working with Children Checks
- Complete permission to apply for Police Clearance form (if they do not already have one that is within 6 months of issue).
- Provide copies of ID
- Ensure all contact information is completed including emergency contact
- Ensure privacy and confidentiality statements are signed (as per volunteer application form)

- Proof of Mandatory Child Safe Training enrolment or completion

Induction

All volunteers will be inducted into LCIS, The Laverton Hub and the specific program they are volunteering for.

The Volunteer Coordinator (VC) schedules all new volunteers to attend an induction on their first day, nominating the area where the induction will be conducted and ensuring all necessary resources and paperwork are available, An appropriate amount of time should be used to ensure the communication of required information, such as Child Safety and Wellbeing, Mandatory reporting, Workplace Health & Safety requirements, location of Policy and Procedure Manuals, duties to be undertaken, dealing with clients/customers, physical layout of the site, etc. This will ensure that volunteers can work safely and represent the organisation effectively.

The VC should tailor the induction program to suit the needs of the volunteer(s) being inducted including make provision for those who have low levels of Language, Literacy and Numeracy (LLN), those who come from English as Second Language (ESL) backgrounds and make reasonable adjustments as required for those who have physical or mental disabilities.

As part of the induction process a “mentor” who will train the volunteer will be assigned. The mentor should provide support, give advice on matters arising, answer questions informally, give practical tips, introduce staff, be involved in giving feedback, etc.

The VC is responsible for following up the volunteer’s induction during the first week and month as indicated on the Induction Checklist (see Attachment A).

The VC should work through an Induction Checklist for each new employee, ticking each item as it is addressed and crossing out those items not applicable. They should ensure that the volunteer and the inductor sign the Induction Checklist on completion.

It is the responsibility of the VC to ensure that the induction kit (electronic or hard copy) is kept up to date with relevant information and documents and that all volunteers complete the induction process.

The induction process is reviewed as required based upon feedback of;

- The volunteers who have undertaken it
- Those who are mentors
- Supervisors and managers of the programs that volunteers participate in
- Client feedback on the quality of services provided

Mandatory Induction Training

All staff and volunteers will take part in annual Mandatory Training.

This includes;

Indigenous Cultural Awareness Training:

This training will ensure all staff and volunteers are supported and understand the value of Aboriginal Culture. It will allow all staff to support and facilitate genuine Aboriginal participation and inclusion and identify and address any racism while creating a culturally safe environment for young people and others who engage in our service.

Child Safe and Mandatory Reporting:

All staff will also take part in annual training regarding the Victorian Child Safe Standards and the Mandatory Reporting process.

This will ensure all staff are fully aware of the LCIS Policies and Procedures in regards Child Safety Standards and Mandatory Reporting.

This will also upskill all staff and volunteers in what signs to look out for when reporting Child Abuse.

APPENDIX A –RELATED POLICIES

RELATED POLICIES

LCIS Child Protection and Mandatory Reporting Policy
LCIS Child Safety and Wellbeing Policy
LCIS Privacy and Confidentiality Policy
LCIS Staff Induction Policy
LCIS Volunteer Induction Policy
LCIS Complaints Policy
LCIS Code of Ethics

ATTACHMENT A: VOLUNTEER INDUCTION CHECKLIST

WELCOME

Welcome new starter to the organisation.

Provide copies of or show where/how to access:

- Volunteer Information
- All statements of intent; i.e. Child Safety and Wellbeing, Complaints, WHS, and Privacy
- The Policy and Procedure Manual
- Mandatory Reporting Process
- Detailed information on each business arm,

INTRODUCTION

Provide an overview of the organisation, including:

- Mission
- Size
- Organisational structure
- Services provided
- Introduce employee
- Volunteer Position Description
- Child Safety Standards
- Mandatory Reporting process

WORKPLACE ENVIRONMENT

Conduct office tour, including:

- Emergency Evacuation Plan – walk through exits and Assembly point
- Toilets
- Tea room/canteen
- First aid facilities
- Car Parking terms and conditions / public transport
- Noticeboards

Provide overview of local area:

- Local shops/facilities
- Public transport

Introduce new employee to:

- Managers and Supervisors
- Other employees
- Occupational health and safety representatives
- First aiders
- Fire wardens

MENTOR

Assign a person to act as mentor for the next four weeks

Name of Mentor: _____

EVALUATION

Distribute Induction Evaluation for the employee to complete within three weeks.

CONFIRMATION OF COMPLETED INDUCTION

Volunteer Name: _____

Volunteer Signature: _____

Date: _____

Inductors Name _____

Inductors Signature: _____

Date: _____

ATTACHMENT B

INDUCTION EVALUATION FORM

To assist LCIS to improve the induction processes, we would appreciate your feedback on your induction experience.

Once completed, please return the form to the Volunteer Coordinator.

1. Do you feel that the information provided in the Induction has given you a good understanding of the overall organisation and its mission and goals?

YES NO

Comments:

2. Are you satisfied that the information covered during your induction provides you with the knowledge to safely operate within the LCIS framework?

YES NO

Comments:

3. Where is your closest set of LCIS Policy and Procedure documents located?

4. Were you introduced to your work colleagues, including OHS representative, fire warden and first aider?

YES NO

Comments:

5. What could we do to improve the Induction process with LCIS?

Any other comments or feedback

