



**women & infants**  
research foundation  
*Western Australia*

# WIRF Volunteer Policy and Management Processes

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6/26/2019



### 1. Purpose of the Document

The purpose of this document is to firstly, set out the Women and Infants Research Foundation's rationale for involving volunteers in its activities and secondly, to clearly identify and provide guidelines for the Management of Volunteers.

### 2. Background

The mission of the Women and Infants Research Foundation is to conduct, support and promote high quality research for the benefit of human health relating to the fields of reproductive health and diseases of women at all ages, and health and disease of early life and their influence on subsequent health and disease in later life.

The Women and Infants Research Foundation was formed in 1976. The foundation has worked in collaboration with volunteers for many years and values their ongoing dedication, contributions and commitment.

### 3. Aim of the Volunteer Program

The purpose of the Volunteer Program and volunteers' involvement in the Café/Gift Shop and Op. Shop is to support the Foundation's mission and its objective to develop a sustainable funding strategy. The involvements in this range of activities make a significant contribution towards the achievement of this objective.

The involvement of Volunteers in the Hospital (KEMH) Clinics, Wards, Family Birth Centre, and outpatient Departments is a link between the Foundation and the community. Volunteers are drawn from all sections of the community. They desire to contribute to making a real difference to people's lives.

Volunteers are recognised by WA health for the long established and valuable contribution that they make to the delivery of quality health services and are integral to the overall aims of the organisation to meet strategic plan goals and objectives.

See WA Health Volunteer Policy [health.wa.gov.au](http://health.wa.gov.au)

### 4. Principles of the Volunteer Program

In line with the National Standards

- Volunteers should not fill a position previously held by/ or to replace a staff member.
- Volunteering is matter of choice for both parties.
- Volunteering is beneficial for the organisation and the Volunteer.
- Volunteers only carry out activities agreed by both parties.

- WIRF will support volunteers by providing orientation, training. Recognition and relevant resources.

## **5. Responsibilities of Volunteer Program Manager and Volunteer Coordinators.**

### **5.1 Volunteer Program Manager**

The Volunteer Programme Manager must ensure Volunteer Policy and Management Processes are developed, implemented and adhered to.

### **5.2 Volunteer Coordinator**

The Volunteer Coordinator is responsible for ensuring adherence to Volunteer Policies and Processes in their area of control. In particular, ensuring training and orientation is received. OH&S requirements are met and that any risks are dealt with promptly.

The Coordinators are responsible for ensuring on the job training is provided and they may identify further training in consultation with the volunteer and the Programme Manager.

## **6. Recruitment Policy**

Volunteers come with many different experiences, expectations and skills. It is important to recognise these factors and the differing expectations of volunteers in assessing how they may contribute to the Foundation.

All applicants are to be interviewed by the Volunteer Program Manager and if required, Volunteer Coordinator prior to placement and are expected to commit to a minimum of four hours per week for a period of 12 months with a minimum of one shift per week.

All volunteers must complete the Expression of Interest Form, and forms relating to medical, criminal, identity checks and confidentiality

Volunteers will be provided with a detailed job description, the grievance policy and our volunteer handbook which outlines information on the volunteer program, volunteers' rights and responsibilities, procedures and requirements, code of ethics and patient confidentiality.

## **7. Mandatory checks**

### **7.1 Medical**

Volunteers are required to undergo blood tests to ascertain immunisation status. If required, the volunteer must be immunised as directed by the Department of Health. Immunisation is provided free of charge.

### **7.2 Police**

Volunteers are required to undergo a Police check at no cost to the volunteer. A Criminal Screening consent form must be completed by the volunteer prior to commencement of volunteering activities.

## **8. Equal Opportunity and Harassment**

In accordance with the relevant legislation, WIRF is committed to equal opportunity and is opposed to discrimination. Harassment of any kind will not be tolerated.

Claims relating to EO and Harassment should be reported to the Volunteer Coordinator/s as soon as possible.

All claims will be treated in confidence. A Grievance Policy and Procedure is in place.

## **9. Occupational Health and Safety**

The Foundation is responsible for providing a safe and healthy working environment and training and supervision to support safe work practices.

The OH & S policies of KEMH can be made available if requested.

## **10. Insurance**

Volunteers are covered by the Foundations volunteer Insurance Policy while undertaking approved volunteer work for the Foundation. All volunteers are required to sign in/out of the attendance book to record times, dates of duty.

## **11. Orientation and Induction**

All volunteers on engagement are to be provided with an orientation handbook. This includes an overview of the Foundation and its volunteering policies and procedures.

All volunteers will be trained in their role and inducted to their work environment by the Volunteer Coordinator and or the Department head.

All volunteers must attend the WNHS Induction training held onsite for all Hospital Employees and Volunteers.

## **12. Confidentiality**

Some specific volunteer roles are required to sign a confidentiality agreement prior to commencement of volunteering activities. Hospital and Patient confidentiality must be maintained at all times.

Personal volunteer records are kept in locked cabinets and the Privacy Act legislation is adhered to.

## **13. Dispute Resolution Procedures**

If a dispute arises, the parties involved should attempt to resolve it in the first instance. If this is not successful, the matter should be referred to the Volunteer Coordinator for mediation.

## **14. Unsatisfactory Work Performance**

If the Volunteer is unable to fulfil the allocated task, the Volunteer Coordinator is to identify more suitable activities with the mutual agreement of the individual or refer the volunteer to Volunteering WA to find a more suitable position.

## **15. Volunteer Behaviour**

All volunteers are expected to act in an appropriate and lawful manner at all times

If the volunteer displays inappropriate behaviour, the volunteer will be counselled verbally in the first instance. A written report if the conversation is to be made and filed. If the problem continues, the Volunteer Coordinator will provide a written warning. In the event that the matter is not resolved, the volunteers will be issued with a final written warning by the Volunteer Coordinator.

In the event of dangerous and unlawful conduct, the volunteer can be dismissed immediately.

## **16. Volunteers who become Employees**

Volunteers who secure employment in the hospital are not to continue working in the same department in the same role that they undertook as a volunteer, e.g. A Volunteer Admin. Assistant, gained employment or a contract as an Admin. Assistant. In these situations, it is policy that their two roles are not within the same team or department and that each role reports to a different supervisor. You also have to be very clear with them that information gained within their employment is not appropriate to be used in their volunteer role and vice versa. Sometimes, once the limitations/restrictions are explained to the person they make the choice to only perform one of those roles. The volunteer may opt to move to another department if there is a vacancy, or relinquish their position.

## **17. Evaluation and Continuous Improvement**

The Volunteer program and its related documentation will be reviewed on an ongoing basis to ensure quality improvements are identified and implemented.