

RECRUITMENT OF VOLUNTEERS POLICY

Policy number		Version	1
Drafted by	Manager	Approved by Board on	
Responsible person	Manager	Scheduled review date	

Introduction

The recruitment policies and procedures are created to ensure as far as it depends on 103.9HopeFM that the experience of the volunteers and staff (in the future) commencing with the organisation is a such a positive experience that they will stay, and tell others in their networks of their positive experience. Volunteering is undertaken for pleasure, the aim of these policies and procedures is to ensure that the onboarding experience is a positive and effective orientation to the organisation.

Policy

The recruitment process will be non-discriminatory and people from all demographics and cultural groups will be encouraged to apply for volunteer positions.

Procedures

All volunteer opportunities available will be promoted via:

- Community Notice Boards.
- Esperance Volunteer Resource Centre (EVRC).
- 103.9HopeFM Facebook page.

All Potential volunteers will complete the Application Form.

In the unlikely event that an applicant is unsuitable, they will be told of the decision and will be given contact details of other organizations that their skills might align with more appropriately.

Volunteer Screening

Policy

Applicants for all volunteer positions that relate to working with children or with administration of finances, will be screened.

Procedures

The following screening checks will be undertaken on finance officer applicants.

- Police Clearance.

The following screening checks will be undertaken for broadcasters who will be interviewing and training minors.

- Working with children check (if necessary for designated role)

All results will be stored in compliance with the Privacy Act and kept confidential.

Reimbursement of out of pocket expenses

Policy

Out of pocket expenses incurred directly as a result of undertaking designated volunteer tasks will be reimbursed by 103.9HopeFM, provided the expense has been approved prior to being made, by the manager.

Procedures

Information on the reimbursement policy will be provided in the procedures and policy material provided to all new volunteers when the situation arises.

All volunteers will be provided reimbursement forms on request.

No reimbursement claim will be paid without a signed claim form lodged by the volunteer with all receipts attached.

When a volunteer needs to purchase something for 103.9HopeFM Esperance Community Radio, approval must be obtained from the manager prior to expense being incurred.

Annual Volunteer Face to Face meeting with Manager

Policy

103.9HopeFM will aim for volunteers to have the opportunity to participate in an annual meeting about their role with the manager. The meeting will review the skills and activities of the volunteer and provide an opportunity for each person to provide feedback on their involvement and their hopes for their role(s) in the future with 103.9HopeFM.

Procedures

The meeting will be held at a time and place mutually agreeable to the volunteer and the manager.

The manager will record notes from the meeting and take any appropriate actions including:

- Review training needed to ensure skill levels are maintained.
- Discuss with the volunteer any opportunities for additional or different duties and training options based on wishes of volunteer.
- Discuss any concerns from volunteer and the organisation's perspective of the volunteer's involvement with the organisation.

Volunteer Personnel Record

Policy

Personnel files (electronic or hard copy) will be maintained for all the 103.9HopeFM Volunteers

Procedures

A personnel file will be established for each volunteer recruited by 103.9HopeFM.

The files will be updated at least once a year in conjunction with the volunteer appraisal.

File will include:

- Name and contact details of the volunteer.
- Next of kin contact details.
- Medical information to be given to paramedics in the event of an ambulance being called.
- Record of all training completed.

All files will be stored according to the Privacy Act.

Each volunteer has the right to access their file at a mutually convenient time to the volunteer and the manager.

Files on any volunteers who have left the organisation will be retained for ten years.

Confidentiality

Policy

All volunteers will maintain the confidentiality of all information about 103.9HopeFM business or client details.

Procedure

Volunteers will not:

- Disclose to anyone confidential information acquired while undertaking their duties.
- Use any confidential information acquired by their position for their personal, financial or other benefit or for that of any other person.
- Make statements to the media or public in general in the name of 103.9HopeFM – unless acting as an authorised spokesperson.
- Permit any unauthorised person to inspect or have access to any confidential documents or other information.

The obligation to maintain confidentiality continues even after the person is no longer at volunteer at 103.9HopeFM.

Volunteer Succession Planning

Policy

103.9HopeFM recognizes the dedication and knowledge of long serving volunteers and will implement volunteer management strategies to ensure the retirement of volunteers is always a dignified and respectful process.

Procedures

The dignity of volunteers will be ensured by:

- Informing all volunteers during their orientation of the steps taken when a person is believed no longer capable of performing their assigned duties.
- Reviews will be undertaken to assess capacity of volunteers to comply with health and safety standards while undertaking their duties.
- Acknowledging and discussing concerns with ageing or ill volunteers as they arise.
- Using the annual review process to discuss the activities the volunteer is and is not able to undertake and then explore why it is essential they move to a new position or, if necessary, retire.
- Asking ageing or ill volunteers to mentor, if possible, new recruits to ensure knowledge and skills are maintained.
- Retired volunteers will be invited to all 103.9HopeFM celebrations and recognition events.

Exit Interviews

Policy

All volunteers leaving, or having left, 103.9HopeFM will be offered the opportunity to complete an exit survey and/or participate in an exit interview.

Procedures

- Any volunteer who notifies 103.9HopeFM that they are resigning from a volunteer position may request an exit interview.
- Volunteers will be given the option to have an independent person do the exit interview.
- All volunteers who resign are to be provided with an exit survey and stamped return envelope.
- The survey and interview are both voluntary therefore the volunteer is under no obligation to answer all questions.
- Volunteers will be given the opportunity to provide positive and negative feedback about their experiences with 103.9HopeFM.
- Confidentiality is to be maintained and exit surveys and interview notes are to be kept with locked personnel files and may only be accessed by authorised staff.
- If specific details from the exit survey or interview are to be used for reviews or audits the volunteer will be asked to sign a declaration agreeing to their information being used in this manner.

Complaints and Disputes

Policy

103.9HopeFM is committed to reaching a quick and fair resolution of any complaints or disputes that may arise and that may jeopardise the harmonious functioning of the service.

Principles

- Complaints must be fully outlined, in writing, by the person with the dispute.
- The person(s) should be given the full details of the allegation(s) against them.
- The person(s) against whom the complaint is made should have the opportunity, and be given a reasonable time, to put their side of the story before resolution is attempted.
- Proceedings will be conducted honestly, fairly, without bias and not be unduly delayed.

Procedures

See the Grievance Policy. In summary: there will be an attempt to resolve the complaint and/or dispute with the assistance of the supervisor via discussion.

If the matter is not resolved

- The complainant will formally notify the manager in writing as to the substance of the complaint and state the remedy sought.
- Discussions will be held between complainant and any other relevant party.

If the matter is not resolved

- The matter may be referred to the Board in writing.
- Any additional material will be supplied to the Board.
- The Board will communicate with any other people believed relevant to resolve the dispute.
- A resolution plan will be provided in writing.

If the matter is not resolved

- The complainant will be advised of his/her rights to pursue the matter with external authorities if they wish to do so.

Equity and Non Discrimination

Policy

All staff have a right to a working environment free from discrimination, harassment, bullying, victimisation and violence. All staff are expected to treat others in a way which will not cause distress or discomfort. Discrimination, harassment, bullying, victimisation and violence are against the law and will not be tolerated. Anyone participating in any of these behaviours will be subject to immediate disciplinary action.

Procedures

- 103.9HopeFM expects all staff to contribute to a workplace that is free from discrimination, harassment, bullying, victimisation and violence.
- All staff/volunteers will be informed of their rights and responsibilities.
- Complaints will be resolved in a just and effective manner.
- All staff are encouraged to call out and if necessary report to the manager any behaviour believed to breach this policy.
- Appropriate conduct will be actively modelled and promoted.

The behaviours outlined below are not acceptable at 103.9HopeFM:

Discrimination

Discrimination is deemed to be the treatment of someone unfairly or unfavorable because of a personal characteristic such as their sex, race or age. Under the Equal Opportunity Act, it is against the law to discriminate against someone because of their actual or assumed:

- | | |
|---|--|
| <input type="checkbox"/> Age. | <input type="checkbox"/> Marital status. |
| <input type="checkbox"/> Breastfeeding. | <input type="checkbox"/> Parental status. |
| <input type="checkbox"/> Career status. | <input type="checkbox"/> Physical features. |
| <input type="checkbox"/> Disability/impairment. | <input type="checkbox"/> Political belief or activity. |
| <input type="checkbox"/> Gender identity. | <input type="checkbox"/> Pregnancy. |
| <input type="checkbox"/> Industrial activity. | <input type="checkbox"/> Race. |
| <input type="checkbox"/> Lawful sexual activity. | <input type="checkbox"/> Religious belief or activity. |
| <input type="checkbox"/> Personal association with someone who has, or is assumed to have, one of these personal characteristics. | <input type="checkbox"/> Sexual orientation. |

Harassment

Harassment is deemed to be any unwanted, unwelcome or uninvited behaviour which a reasonable person believes to be humiliating, intimidating or causing offence in that particular circumstance. Activities deemed as causing harassment include:

- Unwelcome physical contact.
- Sexually explicit materials.
- Jokes or ridicule involving a persons characteristics.
- Jokes with sexual connotations.
- Racist remarks.
- Offensive phone calls, voicemails, emails, letters, text messages or computer screen savers.
- Ostracism by an individual or group.

Bullying

Bullying is deemed to be repeated, unreasonable behaviour directed towards another. Activities deemed as bullying include:

- Abuse, threats, continuous teasing or criticism.

- Physically hurting another person.
- Overwork, unnecessary pressure, impossible deadlines.
- Undermining work performance, unfair assessment.
- Discrimination, racism or sexism.
- Intimidation.
- Psychological harassment (including mind games).
- Assigning meaningless tasks.
- Spreading rumours.
- Isolating a person.

Victimisation

Victimisation is deemed to be the hassling or victimisation of someone because they have made an allegation or formal complaint of discrimination or sexual harassment. People who believe they have been victimised can make a complaint to the Manager, 103.9HopeFM.

Authorising and Assisting

Authorising or assisting another person to discriminate or sexually harass someone is against the law. A staff/volunteer member must not ask, instruct or encourage any person to discriminate against or sexually harass another person.

Principles of Volunteering at 103.9HopeFM Community Radio

The principles of volunteering that 103.9HopeFM supports include:

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is a legitimate way in which citizens can participate in the activities of the local community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteers do not replace employees nor constitute a threat to the job security of employees.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Volunteer Rights and Responsibilities

Like all team members volunteers have a number of fundamental rights and responsibilities. 103.9HopeFM has the right to expect volunteers will undertake their allocated tasks in a professional manner – respecting the needs of the clients, their colleagues and the organisation.

Rights

Volunteers at 103.9HopeFM have a right to:

- A non-discriminatory application/recruitment process.
- Be treated as staff members.
- A position description and agreed hours.
- Access to policies and procedures.
- Receive appropriate orientation and on-going training.
- Receive clear instructions, regular supervision and support.
- Work that is worthwhile, diverse, challenging, satisfying and appropriate to skills and experience.
- Access information about the organisation and the tasks allocated.
- Know who they are accountable to and to have clearly defined channels of communication.

- Have confidential and personal information dealt with in accordance with the principles of Privacy Act 1988 (Privacy Amendment Act 2000).
- A safe and healthy work environment.
- To express themselves and make suggestions in planning and decision making.
- Access to grievance procedure.
- Have their contributions recognised and valued.
- Refuse a volunteer task.
- Reimbursement of pre-approved out of pocket expenses.

Responsibilities

103.9HopeFM can expect volunteers to:

- Be prompt, reliable and ethical.
- Accept the responsibility for the tasks outlined in position descriptions.
- Notify supervisor when unable to do an assigned shift.
- Be courteous and maintain a professional attitude.
- Work together effectively with other staff/volunteer members.
- Acknowledge and respect the views of other staff/volunteer members.
- Demonstrate enthusiasm, loyalty and a belief in the work of 103.9HopeFM.
- Accept direction from supervisors.
- Uphold 103.9HopeFM Policies and Procedures.
- Abide by legislative requirements.
- Respect the rights, privacy and dignity of clients and fellow workers.
- Ensure that all information gained through volunteer work remains confidential – even after leaving 103.9HopeFM.
- Deal fairly and impartially with all clients.
- Participate in meetings and training as required.
- Undertake the necessary precautions to ensure safety of themselves and others.
- Report accidents, incidents and ‘near misses’ to the manager.
- Provide constructive criticism and feedback.
- Participate in appraisal sessions and make changes to practices as agreed.

Volunteer Coordinator Position Description

Key Duties

The duties of 103.9HopeFM Volunteer Manager are to:

- Review and update Volunteer Handbook and Volunteer Policies and Procedure Manual as necessary but at least annually.
- Develop effective volunteer recruitment strategies.
- Coordinate the induction process of volunteers into 103.9HopeFM.
- Coordinate, supervise and support 103.9HopeFM.
- Develop and maintain a supportive structure for volunteers including regular communication via team meetings and newsletters.
- Establish and maintain debriefing opportunities for the volunteer team.
- Handle volunteer grievances in accordance with 103.9HopeFM Policy.
- Maintain the volunteer database and files according to the National Privacy Principles.

Selection Criteria

The key selection criteria for the position of Volunteer Manager are:

- A strong background in volunteerism and ideally volunteer coordination and management or relevant experience as a program coordinator.
- Experience in the community sector.
- Excellent communication and interpersonal skills, both verbally and written.
- Strong people skills – team work, supervision.
- Ability to work independently.

- Effective use of management and delegation strategies.
- Capacity to relate well with a wide variety of people and to work in culturally and gender appropriate.
- A commitment to the mission, vision and values of 103.9HopeFM to Bring Hope, Share Joy and Build Community.

Volunteer Broadcaster Position Description & volunteer admin/promotions

Position Description

Key Duties

- An interest in community radio broadcasting and a willingness to learn.
- Skills in interviewing would be very helpful! - and willingness to learn.
- Skills or willingness to learn to use computer software
- Good communication skills
- A commitment to the mission, vision and values of 103.9HopeFM to Bring Hope, Share Joy and Build Community.

Volunteer Radio Technician Position Description

Key Criteria

- Knowledge of technical aspects of radio broadcasting,
- Computer literate in systems and applications relevant to community radio broadcasting
- Flexibility
- Problem solving
- Keen to help
- A commitment to the mission, vision and values of 103.9HopeFM to Bring Hope, Share Joy and Build Community.