



Volunteering S.A. Inc.

**Be an
effective**

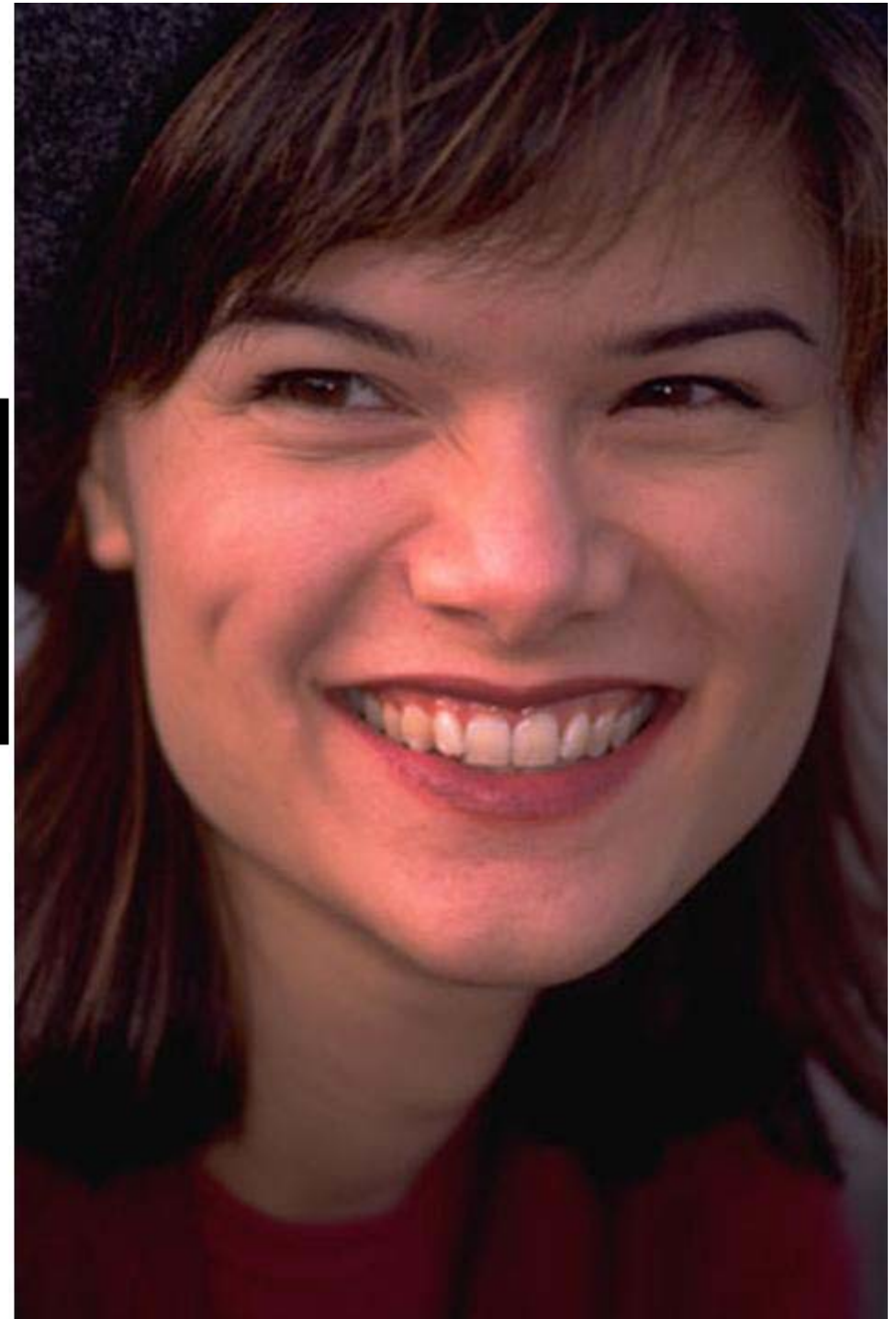
Volunteer



Government of South Australia

Office for Volunteers

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BE AN EFFECTIVE VOLUNTEER

Objectives:

Once you have completed this training you should be able to:

- Understand the meaning of being a volunteer
- Learn about the breadth of volunteering
- Review why you want to be a volunteer
- Support the National Standards for Volunteer Involving Organisations

Pathways to a formal qualification

This workshop has been developed to align with aspects of the following nationally recognised unit of competence (subjects):

Be An Effective Volunteer

As evidence of your participation in the Be An Effective Volunteer workshop, you will receive a Certificate of Attendance with a statement outlining what has been covered.

Disclaimer

Volunteering SA Inc and the Government of South Australia accepts no responsibility or liability for any inaccuracies contained in any material in this presentation.

This presentation is intended to provide general useful information and should not be relied upon as constituting any advice.

Attendees should, before acting on any matters arising out of or otherwise in relation to this presentation, seek their own specific independent legal or other advice about their situation.

Useful web link

http://www.ofv.sa.gov.au/pdfs/OFV_WorkbookRecord@1303.pdf

Universal Declaration on Volunteering

“All people in the world should have the right to freely offer their time, talent and energy to others and their communities through individual and collective action, without expectation of financial reward.”

Adopted IAVE Netherlands 2001

Activity:

If you were asked to define the main principles relevant to volunteering what would you include?

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Check what you have written against the list provided by the trainer. How did you go? Did you come up with any additional principles you think should be considered?

Handout:

Principles of Volunteering

- Volunteering work is a matter of choice
- Volunteering work is unpaid and is not a substitute for paid work
- Volunteering is an activity performed in the not for profit sector only
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering allows people to address human, social and environmental needs
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

Activity:

In the space below briefly describe what motivated you to become a volunteer.

What expectations do you have of your volunteer experience?

List these below:

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Following is a handout from the trainer listing mutual expectations of the organisation and volunteers.

How does this list compare to your own expectations of your volunteer experience?

Are there any major differences?

It is important that an organisation is able to meet your expectations (or most of them at least) for you to feel satisfied with your volunteer experience.

Handout:

Mutual Expectations (a list we prepared earlier..)

Organisation

- ✓ Provide work wanted by the volunteer
- ✓ Provide details of duties
- ✓ Provide induction and training
- ✓ Explain policies and procedures
- ✓ Adhere to all legal requirements
- ✓ Provide appropriate insurance & reimburse expenses
- ✓ Listen to & act on concerns

Volunteer

- ✓ Accept duties you wish to do
- ✓ Carry out agreed duties satisfactorily
- ✓ Accept necessary training
- ✓ Understand and accept policies and procedures
- ✓ Abide by all legal requirements
- ✓ Expect insurance cover and reimbursement of expenses
- ✓ Communicate concerns to management

Activity:

The organisation you volunteer with should have policies and procedures relevant to volunteers and the work they do.

In the space below make a list of these policies and procedures:

Policy/procedure		Policy/procedure	
1		9	
2		10	
3		11	
4		12	
5		13	
6		14	
7		15	
8		16	

Handout:

Possible Concerns for Safety of a Client

- Client ill when you arrive
- Client distressed
- Hygiene concerns
- Client unable to communicate
- Lack of interest in food or people
- Being asked to perform duties outside of job description
- Client deterioration, change to physical appearance
- Condition of living situation
- Neglect of personal hygiene

Possible Emergency Situations

- Client severely distressed or in unusual amount of pain
- Home is unlocked and client not answering door
- The house is locked and there is no answer
- Client has had a fall and is unable to move
- Unauthorised person is in the house
-

Confidentiality is an important aspect of acceptable volunteer work practices. You will find a policy and related procedures dealing with confidentiality in your organisation because it is not only an organisational requirement it is also a legislative requirement.

Following are two case studies that highlight the importance of maintaining confidentiality in relation to your volunteer work both at work and outside of work.

Read the case studies then respond to the questions.

Confidentiality - Case Study 1

Don volunteers with the Community Home Visiting Program. This is a vital service which assists older people in the community to be able to continue living in their own homes. The services available through the Program are handyman help, gardening, visiting and assistance with shopping.

Don has been visiting Mrs Clinton for 12 months and has developed a trusting relationship which they both enjoy. Mrs Clinton is a well respected member of the community, has supportive neighbours and a daughter who lives in the next town. She wishes to remain independent and has made her wishes clear in the event of a health or other crisis.

Don's assistance with shopping and the odd household task has given Mrs Clinton confidence to stay at home in spite of some ongoing health problems.

Discussion:

Don has been rung by Mrs Clinton's daughter who has asked how she is **really** doing. She said that her mother always says she is fine, but she wants to know the actual picture from Don.

What is the dilemma for Don re this phone call?

How should he handle it?

Who should Don go to for advice?

Confidentiality – Case Study 2

Mr Smith is able to continue living at home as he is part of a concerned community and in particular, is visited twice a week by Jane who volunteers with the local Community Program.

Mrs Jones lives next door and is a good neighbour. Recently Mr Smith underwent some tests at the local hospital. When Jane was leaving Mr Smith last week, Mrs Jones stopped her and asked after Mr Smith's health. Jane explained that the test results were negative as she wanted to share the good news. Later that evening Jane reflected on this interaction.

Discussion:

What would have caused Jane to doubt the wisdom in providing this information?

How might she have handled the concerned neighbour's question?

Mrs Green lives on the other side of Mr Smith. She is a brilliant housekeeper and while she likes Mr Smith, she has never thought much of his housekeeping skills. Recently she suggested to Jane that she could bring her Hoover over and tidy up a bit. Jane also has concerns about the state of the house although Mr Smith is clearly unconcerned. Jane thinks it's a very good offer and says she'll get back to Mrs Green.

What factors should influence Jane as she decides what she should do?

What should she do?

Confidentiality for Volunteers

Volunteers owe a duty of care not to disclose confidential information unless:

- The disclosure is made under the compulsion of the law
- Interests of the client require disclosure
- There is a duty to the public to disclose
- The disclosure is made with consent of those involved

Activity:

Give some thought to each of these exceptions, you may find yourself in a position of having to consider one or more of these during your volunteer work. Can you give an example or two for each category of exception?

The disclosure is made under the compulsion of the law

-
-

Interests of the client require disclosure

-
-

There is a duty to the public to disclose

-
-

If you found your self in a situation where you needed to consider one of these exceptions to maintaining confidentiality and were unsure of what to do who would you consult?

Handout : Abuse

Abuse is defined as any form of ill treatment to an individual. The following constitute abuse:

- Physical abuse
- Neglect of care
- Neglect of medical care
- Verbal abuse
- Sexual abuse
- Measures aimed at frightening or demeaning a person
- Placing restrictions on freedom of movement or choice without due process
- Volunteers are specifically required under law to report suspected cases of child or elder abuse.

Activity:

What are some of the possible forms of abuse that could happen to the vulnerable in our society?

Why do volunteers need to know about this?

Checklist – Be An Effective Volunteer

To assess your understanding of what it means to be an effective volunteer, having attended the training workshop, work through the checklist below.

This checklist is designed to assist you to assess your level of understanding of the issues surrounding being an effective volunteer and whether you need to follow up on any point/s or not.

I feel confident that:

- I understand the meaning of being a volunteer
- I have learnt about the breadth of volunteering
- I understand why I want to be a volunteer
- I understand about support for the National Standards for Volunteer Involving Organisations
- I am able to apply my knowledge of the volunteer sector to my volunteer work role
- my volunteer work practices are consistent with relevant, current organisational and volunteer sector policies and legislative requirements

Be an Effective Volunteer

See below how this topic relates to the National Standards for Volunteer Management

1. Policies and Procedures	2. Management Responsibilities	3. Recruitment	4. Work and the Workplace	5. Training and Development	6. Service Delivery	7. Documentation and Records	8. Continuous Improvement
<ul style="list-style-type: none"> ✓ <i>General Policy</i> (1.1, 1.2, 1.3) ✓ <i>Management System</i> (1.6 & 1.7) ✓ <i>Operating Procedures</i> (1.8, 1.10) ✓ <i>Policy and Procedures</i> (1.12 & 1.14) 	<ul style="list-style-type: none"> ✓ <i>Management Systems</i> (2.1, 2.5 & 2.7) ✓ <i>Authority and responsibility</i> (2.8,2.9) ✓ <i>Social Responsibilities</i> (2.15) ✓ <i>Management Review</i> (2.16) ✓ <i>Resources</i> (2.25) 	<ul style="list-style-type: none"> ✓ <i>Policy and Planning</i> (all areas) ✓ <i>Selection Procedures</i> (3.9, 3.10, 3.11) ✓ <i>Volunteer Orientation</i> (3.14, 3.15, 3.16, 3.17) 	<ul style="list-style-type: none"> ✓ <i>Volunteer Roles</i> (all areas) ✓ <i>Work Satisfaction</i> (4.11, 4.12) ✓ <i>Health and Safety</i> (all areas) 	<ul style="list-style-type: none"> ✓ <i>Policy & Resources</i> (5.1) ✓ <i>Training Development</i> (5.8) ✓ <i>Work Appraisal</i> (5.15) ✓ <i>Volunteer Recognition</i> (5.18) 	<ul style="list-style-type: none"> ✓ <i>Management Responsibility</i> (all areas) ✓ <i>Services Review</i> (6.7, 6.10, 6.11) 	<ul style="list-style-type: none"> ✓ <i>Personnel Records</i> (all areas) ✓ <i>System documentation and Control</i> (7.7) 	<ul style="list-style-type: none"> ✓ <i>Policy & resources</i> (8.1) ✓ <i>Data collection & analysis</i> (8.5) ✓ <i>Quality Improvement</i> (8.8)