

VOLUNTEER TRAINING POLICY AND PROCEDURE

Policy Title:	Volunteer Training
Policy Type:	Volunteer Management

POLICY

The purpose of this policy and procedure is to provide guidance for the training of the organisations' volunteers. All volunteers will undergo Induction and Orientation Training, Facility Training and Job Training.

Managing Volunteers, Risk Management and Client Service including Cultural and Disability Awareness Training will be highly recommended for all volunteers.

INDUCTION AND ORIENTATION TRAINING

The purpose of induction and orientation training is to make sure each individual has a clear picture about the organisation. This should include:

1. Some organisational history, traditions and culture
2. How and why the organisation operates today
3. Information about the structure of the organisation, interaction/communication and reporting lines, who is in each position
4. Organisational values and philosophy
5. The organisation's mission/vision/goals
6. Policies and procedures, code of conduct
7. Parties of significance outside the organisation (eg. Sponsors) and

Encourage the volunteer to share a sense of ownership of and commitment to the organisation as a valuable contributor to organisational development and success.

FACILITY TRAINING

The purpose of facility training is to make sure each individual is aware of the physical structure and layout of the facility. This can be achieved through a tour of the facility and presenting information on: The operational requirements such as opening and lock up procedures (including setting and disarming alarms) for individuals with keys/access rights.

1. Fire and emergency evacuation procedures
2. Workplace health and safety requirements
3. Any other legislative or local council requirements relating to the particular facility
4. More specific information, if required, for their particular role.

JOB TRAINING

Job training must ensure those in particular positions are equipped with the knowledge and skills to perform their specific roles and responsibilities successfully. The organisation will ensure that all specific roles and responsibilities are formally clarified including important task deadlines, any specific risks or risk reduction tasks and any special requirement details.

Depending on the position and the individual involved, training can range from informal discussion to full time tertiary courses. Requirements will be identified and determined through the preparation of the individual's training plan in partnership with the individual volunteer and a minimum of one organisational representative with training expertise.

MANAGING VOLUNTEERS & CLIENT SERVICE TRAINING INCLUDING CULTURAL & DISABILITY AWARENESS

All volunteers who are directly responsible for client service or managing the performance of volunteers will undergo training in these areas to ensure the organisation provides excellent client service from a team of competent, confident, motivated and focussed volunteers to meet client needs.

RISK MANAGEMENT

Ongoing training will be provided for all paid and voluntary personnel who have a legal obligation to the organisation and all providers of the organisations' products, services and activities. This training must cover all aspects of risk identification and evaluating the organisation's risks, risk removal and reduction processes, treat, implement and review risks on all aspects of the organisations infrastructure and operations.

PROCEDURE

Training, apart from that related to Induction, Orientation and Facility will be provided to meet the need of the individual. Evaluation of training attendance and effectiveness of training is strongly recommended. Any concerns regarding training should be raised with the volunteer's direct supervisor or management committee

Additional specialist services may be contracted where necessary to fulfil training requirements to ensure training complies with the organisation's risk management policies and strategies.

A "Mentor Program" and/or "Buddy System" for appropriate positions and individuals as identified by the management committee are recommended as an effective training method.

Relevant documents relating to the volunteer's role will be given to them either in hard copy or be available on the club website.