



enliven Volunteer Kit

Updated March 2019

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Welcome

The information provided in the **enliven** Volunteer information kit has been developed to assist and inform individuals wishing to volunteer for **enliven**. It also outlines volunteer rights, responsibility and requirements.

A mandatory on-site workplace induction session will be conducted at the commencement of volunteer placement. On-the-job training may also be required so that volunteers can be provided with the information and skills necessary to perform the volunteer position to a competent standard. To assist this process a staff member will be assigned to a volunteer who will help guide them with the volunteer tasks. The timing and methods for delivery of such training will be determined according to the complexity and demands of the position.

Should you have any questions about the contents of this kit or require assistance in completing any of the forms please contact an enliven team member.

About **enliven**

enliven is a health promoting charity that brings together health and community services organisations to work collaboratively to improve health and social wellbeing for vulnerable groups

enliven's mission is to facilitate the collaboration and partnership of its members and broader stakeholders to improve the health and wellbeing of the community and reduce health inequalities between different population groups, with the following Strategic Intent:

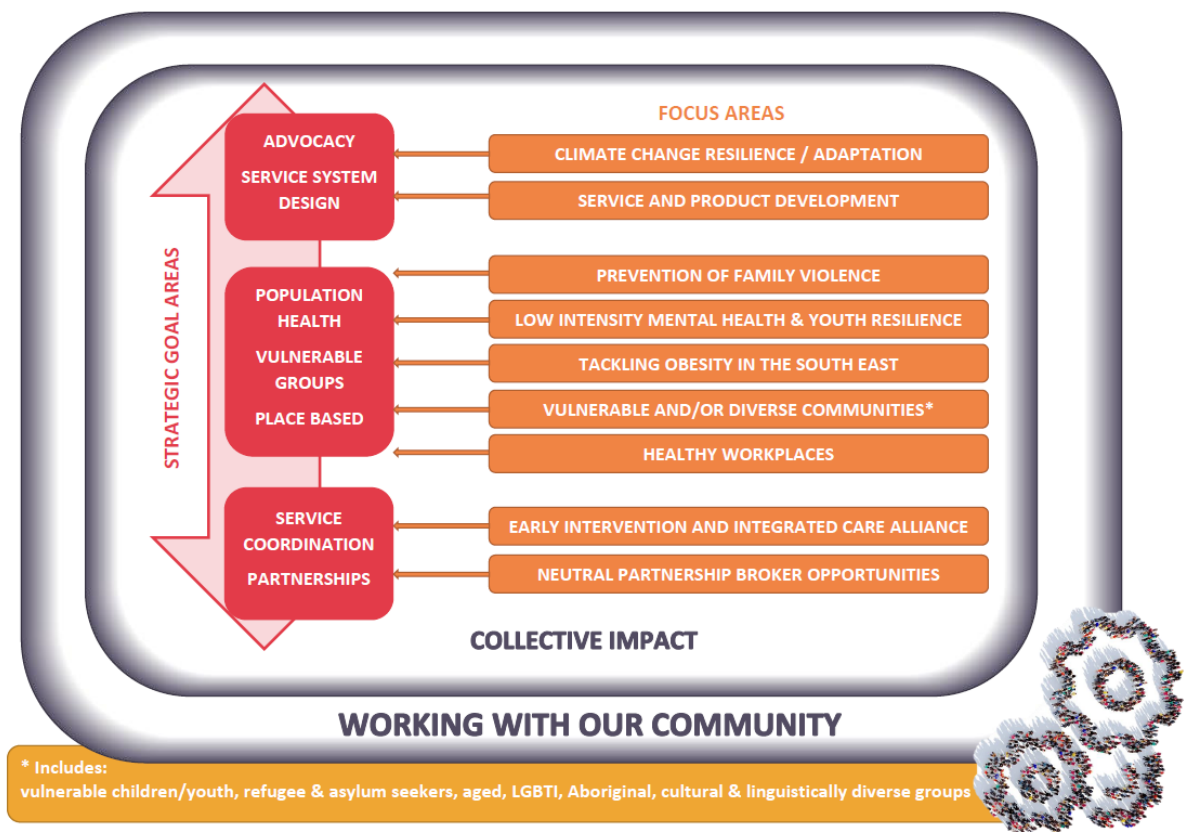
- A community that keeps itself well and healthy
- A client who has a seamless journey
- A responsive service system which has better outcomes
- Capable organisations with good relationships and a high level of influence

enliven therefore provides a collaborative, multi-agency platform focused on finding solutions to the health and health service needs of clients in south eastern Melbourne. The platform maximises the use of multi-agency capacities, health networks, and state government Primary Care Partnership structures to enhance the social health of the community.

More information about **enliven** can be found on our website www.enliven.org.au

enliven Programs & Services

enliven receives philanthropic and grant funding but is also the recipient of state government funding as a Primary Care Partnership (PCP). PCPs are established networks of health, local government and community services that improve the health and wellbeing of all Victorians by working together to find smarter ways to deliver health services and health promoting activities within the community.



Most of our activity focuses on our key priority areas which includes:

- Climate change resilience
- Prevention of family violence
- Obesity prevention
- Mental health and youth resilience
- Vulnerable and diverse communities
- Early intervention and integrated care
- Neutral partnerships – AOD catchment-based planning for the south east
- Healthy workplaces

Our communications area is responsible for coordinating and/or delivering the following:

- Annual Excellence in Prevention Conference
- Annual General Meeting
- Forums as required
- Weekly Update (electronic newsletter distributed to more than 280 stakeholders)
- **enliven** Annual Report
- **enliven** website content
- Social media – twitter
- Development of resources and publication

enliven also provides fee-for-service Health Literacy Services to members and stakeholders which can help organisations ensure a focus on making our organisations, workplaces and environments easy to find, simple to navigate and clear to understand.

These services include:

- Professional development and training
- Creating accessible material
- Environmental and organisational quality improvement

More information about each of our programs is available on our website

www.enliven.org.au/what-we-do

Volunteer Program: outline & benefits

Volunteering with **enliven** aims to provide the opportunity for volunteers to expand skills and experience in a wide range of areas as well as providing:

- A valuable insight into the operation of a non-government, non-profit health promoting organisation
- Teamwork with staff and other volunteers
- Networking opportunities
- Opportunities to expand knowledge through exposure to our resources.

Many of our volunteers have used the experience and skills they obtain volunteering with **enliven** to gain employment with other organisations as well as gaining entry to further studies or receive credits for academic studies. There may also be opportunities for free attendance at events you may be assisting us with.

Please be advised owing to the scale of our operation we have very limited volunteer opportunities available throughout the year.

Volunteers may be involved in the following types of work:

One off activity

These activities usually require a 4-6 hours over one or two days. Types of activities generally include event assistance or admin support.

Projects

A project volunteer is appointed on an as-needs-basis. We may have 2-3 projects per year requiring volunteer assistance. Projects can be short or long term but often require a commitment of four hours per week over a number of weeks, to achieve specific project outcomes. Projects may include research, evaluation, event planning, resource development, reviewing or writing content.

All volunteers are eligible for:

- Certificate of Appreciation: Verifying involvement with **enliven** and awarded for a minimum of fifteen (15) volunteer hours.
- Reference / referee: Individuals who volunteer 50 hours or more will be eligible to use **enliven** as a reference on their resume or for job interviews. We will also provide a written reference / statement as required. NB: under no circumstance will a reference be provided to a volunteer with less than the required 50 hours

Volunteer requirements

Volunteers are required to:

- Attend an on-site induction and familiarisation session
- Complete and return the application form, Volunteer Detail form (appendix one), the Volunteer Agreement form (appendix two) and the Photo Release form (appendix three)
- Provide **enliven** with a police check or Working with Children Check (Cost for a police check for **enliven** is approximately \$25.00 and can take up to 20 working days. For further details visit www.police.vic.gov.au). The Police check application form is available online via <https://www.fit2work.com.au/Member/Register>

Volunteer requirements for workplace insurance:

- **enliven** covers volunteers under our volunteer accident insurance.
- **enliven**'s volunteer insurance policy currently does not cover individuals that are not eligible for a Medicare card (this usually applies to non-permanent residents); as such we are not able to include volunteers without a Medicare card in our volunteer program.

Expectations of **enliven** & volunteers

What can volunteers expect from **enliven**?

- A workplace induction and familiarisation session facilitated at the **enliven** office
- Once a volunteer has completed and submitted all required paperwork, they will be added to the volunteer contact list.
- Emails will be sent to volunteers on the contact list advising of upcoming volunteer opportunities.
- Confirmation from **enliven** on successfully securing advertised upcoming positions.
- Every volunteer has the right to be treated with dignity and respect, regardless of their personal circumstance. If a discrimination issue arises, please raise this on a confidential basis with the Director Programs and Communication or the Executive Director.
- Every volunteer has the right to work in an environment free of hostility, offensiveness, intimidation and sexual harassment. Harassment in the workplace, whether bullying or of a sexual nature is unacceptable and will not be tolerated. If a discrimination issue arises, please raise this on a confidential basis with the Director Programs and Communication or the Executive Director.
- Access to **enliven's** suite of policies and procedures

What can **enliven** expect from volunteers?

To fully read the Volunteer information kit.

- To attend an induction / familiarisation session and read all required documentation.
- Sign a confidentiality agreement and code of conduct.
- Volunteers to be punctual, arriving at the specified time.
- Volunteer hours are recorded in the 'Volunteer Sign In' folder and are signed off by supervising staff. This is extremely important to keep a history of your hours for a certificate / reference as well as any OH&S related verification.
- When allocated a work station, it will be kept tidy and packed up at the end of the day. Please ask your allocated supervisor where to save any working documents and turn off the computer prior to leaving.
- The organisation is required to maintain a safe and healthy work environment and work practices. Please report any health and safety issues that may arise to the Graduate Project Officer (OHS portfolio holder).

Volunteer rights and responsibility

- Be clear that all work produced, or items obtained from **enliven** remains the property of **enliven**, in particular any intellectual property.
- Information other than that generally published and available regarding **enliven's** business, systems, records, financial affairs and structure (i.e. confidential information) is restricted information. You shall not disclose any such information during or after the terms of this agreement to any individual, firm or corporation without consent in writing from the Executive Director.
- Always adhere to the Code of Conduct and OH&S policies.
- Any workplace purchases need to be approved by the Executive Director PRIOR to purchase
- Discuss the terms of your volunteer placement with your supervisor, i.e. agreed hours, dress code, breaks and any other expectations.
- Approach your supervisor about any issues or difficulties during your time with **enliven**. You also have the right to make a formal complaint on any matter either in person or in writing to the Executive Director.
- You have the right to cease your involvement and any work that is being performed with **enliven** at any time. It would be greatly appreciated if you could inform your supervisor or Executive Director as soon as possible along with any feedback you may wish to provide.
- Upon completion or termination of the agreement the volunteer shall immediately return all books, documents, papers, material, keys, intellectual property or other property relating to the business of **enliven**.

Becoming a volunteer – Procedure

- Potential volunteers complete the Expression of Interest form.
- **enliven** will provide you with:
 - Volunteer Detail form (appendix one)
 - Volunteer Agreement form (appendix two)
 - Photo Release form (appendix three)
- Upon completion and return of the required forms & certificates you will be added the volunteer contacts list / database.
- Volunteers are notified by email when a volunteer opportunity arises.
- Volunteers applying for opportunities may be reference checked or asked to attend an interview and checked for required documentation (i.e. Police check certificate, Working with Children check card)
- The role supervisor will confirm when a volunteer is successful for the position. Those unsuccessful will also receive notification.
- A volunteer successful in obtaining a volunteer position will carry out the activity as detailed in the position description.
- Volunteers to record hours in the 'Volunteer Sign In Log', or if out of office, email the role supervisor to update log with hours.

Important information

enliven office hours are 8:30am – 5:00pm Monday to Friday. Volunteer hours fall within these times unless advised differently. Due to the nature of our work, enliven employees may be working out of the office which means that, from time to time, the office is unmanned.

In cases where scheduled attendance cannot be met, volunteers are requested to provide adequate prior notification (at least two working days). In the incidence of illness please notify the role supervisor on 9791 1768 as soon as possible. If you call outside office hours, please leave a message on voicemail.

Volunteer sign in log

In order to maintain a record of volunteer attendance and for purposes of insurance, volunteers are required to record their attendance and hours in the volunteer sign in log. It is the responsibility of the volunteer to complete the attendance record.

Housekeeping

Please ensure you keep your work station tidy. Please store personal bags in drawers or under your desk. It would be greatly appreciated if you could keep mobile phone use to a minimum. When possible, please take personal calls outside to minimise office noise.

Dress code

Business casual (no jeans, t-shirts, thongs, etc).

Representing the organisation

The organisation takes pride in the range of activities and services we offer our volunteers. At all times, volunteers should maintain a high level of positive behaviour when in the public eye representing **enliven**. Giving public statements or acting outside the scope of authorised roles risks detrimental effects on the organisation. Volunteers must not speak for or obligate the organisation unless directly authorised to do so.

Reimbursement of expenses

enliven recognises it may be unavoidable in some circumstances that a volunteer may incur costs while undertaking activities on behalf of **enliven**. Only claims supported by prior approval and appropriate records and/or receipts will be reimbursed.

Confidentiality

Volunteers have a responsibility to ensure that privileged information (verbal, written and electronic) gained through their participation is not disclosed to external parties without the consent of **enliven**.

Information and privacy

Any material produced by volunteers as a result of tasks and work performed on behalf of **enliven** remains the property of the organisation and is subject to copyright laws. Any queries in relation to how this applies to your work should be directed to the Executive Director.

Volunteer performance management

Volunteers have a right to be informed about their work performance in a supportive and confidential manner. The volunteer's supervisor or another relevant staff member will provide feedback to volunteers on a regular basis.

Program evaluation

The organisation aims to continually improve the management of the volunteer program. A volunteer survey will be distributed to volunteers annually or at the end of a long placement.

Occupational Health and Safety (OH&S)

OH&S refers to policies, procedures, legislations and activities which aim to protect the health and safety of people within a workplace. Specific ways to limit hazards to yourself or another person whilst volunteering with **enliven** are provided in the policies and procedures manual which is discussed at induction.

Thank you

On behalf of **enliven** thank you for your interest in being a volunteer with the organisation.

We value your offer of support and will endeavour to make your time with us both challenging and rewarding.

We hope volunteering with **enliven** will give you the opportunity to expand your skills and give you a valuable insight into the operation of a member-based, not for profit incorporated organisation registered as a health promoting charity.

We look forward to sharing volunteering opportunities with you.

Rob Macindoe – Executive Director

Appendix one

Volunteer details

Given name: _____ Family name: _____

Postal address:

Postcode: _____ Email: _____

Mobile _____ Occupation: _____

Emergency contact details: Name: _____

Relationship _____

Phone no: _____

Study course (if currently studying):

What areas are you interested in? (circle / highlight any that apply)

Literature reviews, General admin, Projects, Social media and online communications, Consulting, Grant writing, Reviewing or writing content, Evaluation, Event Coordination, Resource development, Community engagement/development, Other (please specify) _____

Appendix two

Volunteer agreement

This agreement is required for legal protection of both the organisation and yourself. Please complete this form and return to **enliven** prior to volunteering. If you have any difficulties completing the form or have any questions, please contact the Executive Director.

Declaration

I, _____ have indicated my intention to volunteer with **enliven** for the year 201_. I have been informed of the process to volunteer with the organisation and the type of volunteer positions available within the organisation. I am able to cease my involvement with **enliven** at any time but am required to leave all information obtained or work produced while with **enliven** upon this or completion of that specified time. I have read through the **enliven** Volunteer Kit. I understand that I will need to volunteer a minimum of 50 hours with the organisation to be eligible to use **enliven** as a referee.

Name:

Signature: Date: ____ / ____ / ____

Appendix three

Photo Release form

Permission to release

I, _____ hereby grant permission for **enliven** to use photograph(s) taken of myself for use on the **enliven** website (www.enliven.org.au), the **enliven** Annual Report and/or the **enliven** Twitter Account (<https://twitter.com/enlivenVic>).

I do / do not give permission for my first name, and first name only, to be named adjacent to any photograph(s) on the aforementioned pages.

Name: _____ Signature: _____

Date: _____ Phone: _____

enliven

Suite 4/31 Robinson Street,

Dandenong Victoria, 3175

Enquiries: (03) 9791 1768

Privacy statement

The personal information requested on this form is being collected by **enliven**, to authorise the reproduction of photographs taken of the subject and/or his or her dependents. The personal information will be used solely by **enliven**, for the stated purpose. The applicant understands that the personal information provided is for seeking authorisation to reproduce photographs taken and that he or she may apply to **enliven** for access to and/or amendment of the information. Requests for access and or correction should be made to **enliven**, at the contact details above.