



# Volunteer Policy

## Recruitment – Recognition - Retention

**“Nā tō rourou, nā taku rourou ka ora ai te iwi”**  
**“With your food basket and my food basket the people will thrive”**

### Statement

Volunteers are an integral part of Presbyterian Support Upper South Islands (PSUSI) Strategic Plan and living our Values. Volunteering is a “win win” relationship between our organisation and our volunteers.

The generous support of our Volunteers enables us to run our Programmes sustainably and is a living demonstration of the Aroha and Kotahitanga value.

Having a variety of Volunteer opportunities provides options for people who want to *give back* supporting them to *stay connected* with a *sense of purpose*.

Volunteering can also provide opportunities for *learning new skills* and gaining work experience which can be a pathway into employment.

PSUSI have volunteers throughout the organisation undertaking a variety of tasks on a regular basis. There are also casual volunteers who may become involved in particular events or activities. Refer to section 6.0.

The strategic focus of volunteers is to provide meaningful opportunities for connection, to feel valued and be part of the team contributing to PSUSI’s overall strategic goals (through gifting their time)

Our volunteer programme needs to be sensitive, flexible, and responsive to the needs of the community and support the Strategic Plan, Vision, and Mission Statement of PSUSI. (refer Mahere Rautaki in HRIS link)

PSUSI recognises volunteers may have some needs, obligations and expectations that are different from those of employees. Our ultimate aim is to include volunteers in our employees processes as much as possible and have them feel part of the wider team. They are equally valuable.

Our volunteer strategy and commitment strive to provide a strong relationship between the volunteer coordinators/Team Leaders and the frontline operations, they support, to create a successful mutually beneficial relationship.

### Policy

PSUSI values the range of skills volunteers come with when they join us, and we will also endeavour to develop their skills by offering training opportunities wherever possible.

PSUSI recognises volunteers make a choice when they choose to gift us their time and skills as a way of contributing to the community, they live in.

PSUSI recognises volunteering can be a pathway into employment. It is not the prime purpose. It can assist some people to gain skills and provide work experience for people engaging in relevant courses. This may ultimately contribute to a pathway to employment.

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## **1.0 Managers/Team Leaders are responsible for:**

- 1.1 Adhering to the volunteer policy and process as agreed with the People Culture and Wellbeing Manager and Regional Volunteer Advisor to ensure consistent and effective volunteer support and management.
- 1.2 Ensuring a volunteer coordinator is identified by the Manager in each regional location, outside Christchurch.
- 1.3 In conjunction with the Team Leaders take responsibility for the recruitment, appointment, induction, supervision, recognition, retention and support of volunteers.
- 1.4 Ensuring volunteers receive suitable training/induction for the work they are asked to carry out to keep the safety of our clients as a priority.
- 1.5 Ensuring volunteers understand their role and have a clearly defined Position Description/Key Tasks, a letter of engagement and understand who they report to and who to go to for support.
- 1.6 Providing volunteers and employees with information about the support and responsibilities we provide for our volunteers.
- 1.7 Arranging for volunteers to be reimbursed for out-of-pocket expenses related to the work they are asked to carry out. (Homeshare)
- 1.8 Recognition of Volunteers is a focus during National Volunteer Week across the Region where events are organised, small functions, certificates of service and small gifts may be arranged. This is coordinated through the Regional Volunteer Advisor
- 1.9 Volunteers are to be invited to at least one function per year.
- 1.10 Keeping Volunteers updated with the general communication across PSUSI with the regular "Brewing with Barry ", newsletter and "All PSUSI" emails will ensure they feel and stay connected with the wider organisation.
- 1.11 Ensuring volunteers receive a full health and safety induction and understand their responsibilities under the Health and Safety at Work Act 2015.

## **2.0 Appointment of Volunteers - *Recruitment /Recognition/Retention***

- 2.1 Volunteers are recruited on an "as needed basis".
- 2.2 A periodic intake is usually preferable to one-by-one appointments. However, this would obviously be influenced by the type of task needed to be done and the urgency. As with paid staff, the right match of the applicant's personal qualities and skills and PSUSI's needs are essential.
- 2.3 For this reason, selection procedures need to be stringent. Whoever is assessing the volunteer's application will consider:
  - Strong Motivation
  - Team Player

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- Flexible
  - Experience/ability and a willingness to learn.
  - Positive attitudes and values
  - Commitment to the organisation's Values and Mission philosophy;
  - Regular time available and a commitment to serve our clients.
- 2.4 Applications are to be made using [form 184](#).
- 2.5 Volunteer Police Vetting is mandatory. The Reports must be in hand before we engage volunteers with our vulnerable clients OR they must be supervised until we have received the Police Vetting back.
- 2.6 A potential volunteer's reference needs to be checked in the same way as employees before they commence volunteering and will be confidentially in a secure file.

### **3.0 Position Descriptions and Agreements**

- 3.1 Each volunteer will have a Position Description. This may be a very brief description of task(s) and include the information about who the volunteer reports to. This can be discussed at the appointment.
- 3.2 Volunteers will receive a [Letter of Engagement](#). The letter will include information about the hours and time the volunteer has agreed to. Regular commitment of hours is ideal but, we are flexible around holidays and other calls on the volunteer's time. This will be signed by the volunteer, the volunteer coordinator or Team Leader who is responsible for recruitment.
- 3.3 Volunteers' induction forms need to be signed off by both parties and checklists returned to the Regional Volunteer Coordinator
- 3.4 The volunteers need to be invited to regular site meetings and at least three monthly have a one to one informal catch up with the team leader and give feedback on how things are working.

### **4.0 Training**

- 4.1 Volunteers will have on site inductions to PSUSI, and the Team Leader will go through the [Volunteer Handbook](#) with them.
- 4.2 Volunteers in the Christchurch Area will be invited to an additional induction event within the first three months of engagement to meet the CEO and Pou Ārahi.
- 4.3 Volunteers are provided with additional training provided by the organisation, relevant to their role, to enhance their ability to be effective as a volunteer i.e. First Aid and Dementia training.

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## **5.0 Rewarding Volunteers**

5.1 Because volunteers receive no direct financial payment for services, PSUSI are committed to acknowledging their contribution in as many ways as possible.

5.2 This may include:

- Taking the time to get to know our volunteers individually.
- Participation in Volunteer Surveys
- Listening to their ideas
- Coffee Catch ups with small groups of volunteers
- Regular stories re the contribution from volunteers in newsletters, Facebook, and the website
- Identification badges/long service badges, certificates of appreciation;
- Thank you, morning tea/gift;
- Reference/service certificates for future employers;
- Opportunity to learn skills through relevant in-house training from personnel;
- Regular positive affirmation in one-to-one meetings
- External training (first aid, dementia)
- Consideration for paid employment within PSUSI if a vacancy arises.

## **6.0 Volunteer Visitors**

6.1 Volunteer Visitors is a service offered where older people are visiting other older person in their own home as a way of connecting.

6.2 Volunteer Visitors go through the exact same recruitment process and induction as all volunteers with the exception of additional monthly supervision offered by the Regional Advisor.

6.3 Before Volunteer Visitors start visiting solo, they will always be accompanied by the Regional Advisor for the first visit.

6.4 A member of the family of the person being visited is required to be present to meet the Volunteer Visitor.

6.5 Contact details of the next of kin and any information regarding medication or specific care plans are made available to the Volunteer Visitor.