

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are a vital resource in any community organisation. Volunteering is about freedom of choice to work without monetary reward. However, volunteers can expect other rewards such as recognition for the work that they do. The volunteer contracts to perform a specific job with certain responsibilities, and in return is entitled to certain rights. Both the volunteer and the organisation have obligations to each other.

VOLUNTEER RIGHTS

The right to.....

- ▼ a job description clearly stating the aim of the job and tasks to be undertaken by the volunteer.
- ▼ a suitable assignment with consideration for personal preference, temperament, abilities, education and employment background.
- ▼ be treated as a co-worker not just free help.
- ▼ know as much about the organisation as possible, its policies, its people and its programs.
- ▼ continuing education on the job as follow-up to initial training, providing information about new developments.
- ▼ training for the job, thoughtfully planned and effectively presented.
- ▼ sound guidance and direction by someone who is experienced and well informed and who has the time to invest in giving support and supervision.
- ▼ a place to work which is an orderly designated place, conducive to work and worthy of the job to be done.
- ▼ promotion and variety of experience through advancement to greater responsibility or by transfer from one activity to another.
- ▼ be heard, to have a part in planning, to feel free to make suggestions, to be shown respect for an honest opinion.

VOLUNTEER RESPONSIBILITIES

The right to.....

- ▼ examine motives and be sure that they match the volunteer job.
- ▼ understand purpose and philosophy of the organisation before committing to it.
- ▼ understand rules and guidelines of organisation.
- ▼ be loyal to the organisation.
- ▼ be willing to train for the job and take part in ongoing training when offered.
- ▼ accept support and supervision.
- ▼ participate in planning and feedback about the job.
- ▼ be reliable.
- ▼ work as a team member
- ▼ keep confidential information

ORGANISATION RIGHTS AND RESPONSIBILITIES

ORGANISATION RIGHTS

The right to.....

- ▼ receive as much effort and service from an unpaid worker as a paid one, even on a short-term basis.
- ▼ expect conscientious acceptance of responsibilities as to promptness, reliability and good performance.
- ▼ expect enthusiasm and belief in the work the organisation is doing.
- ▼ express opinions about poor volunteer effort in a diplomatic way and suggest a change to another job.
- ▼ make a decision as to where the volunteer would best fit.
- ▼ expect from the volunteer clear and open communication at all times.
- ▼ expect loyalty to the agency and only constructive criticism.
- ▼ expect from volunteers given leadership responsibilities, an effective work productivity.
- ▼ release an undesirable volunteer.

ORGANISATION RESPONSIBILITIES

The right to.....

- ▼ plan the volunteer program before recruiting volunteers.
- ▼ recruit, interview and select the right volunteer for the right job.
- ▼ provide written job descriptions and procedures for volunteer jobs.
- ▼ orientate volunteers by providing information about the organisations purpose, structure, programs, policies and procedures.
- ▼ provide initial training and ongoing training and feed back sessions.
- ▼ include volunteers in decision making where decisions affect volunteers work.
- ▼ keep records of volunteer's goals, training and feed back sessions.
- ▼ communicate clear expectations and provide the appropriate support and supervision for volunteers.
- ▼ formally and informally recognise volunteers effort in the organisation.
- ▼ continually evaluate the efficiency and effectiveness of volunteers in the organisation.