



centacare
southwest nsw

wellbeing for all

**A Handbook about
Volunteering
at Centacare**



Thank you for considering to become involved in Volunteering at Centacare.

This booklet provides a brief overview of the different volunteer opportunities available at Centacare.

Volunteering is a **rewarding** way to put your skills to work for the local community and at the same time, **meet new people** and pursue new interests.

Your life experiences and your desire to assist people qualify you for this role.

- To meet people
- To have fun
- To gain skills & experience
- To have a purpose
- To be a "good neighbour"
- To get out of the house
- To keep active
- To use otherwise unused skills
- To avert loneliness
- As an extension of paid work
- To test leadership skills
- To gain recognition
- To acquire Self Confidence
- To experience new life-styles and ways of thinking
- To give back to the communities

Volunteer Roles at Centacare

Possible list/ideas of activities for Volunteers depending on the program:

- Personal Shopping
- Small Group Outing
- Personal Outing
- Visiting
- Literacy Help—help young people with assignments and tutoring them
- Transport— transport young people to and from sporting games/camps. Weekdays and weekends
- Attending appointments : Doctor's, Dentist
- Parenting Camps—Assist with activities, and or facilitate games and fun sessions
- Parenting Programs Support/Assistance

Administration

- Conduct phone calls to clients regarding follow up and to see if they are attending gatherings.
- On Promotional stalls throughout the year: Harmony Day, Social inclusion week, BBQ's and information sessions.

A few hours a week or a few hours a month—whatever time you have to spare, can make a big difference to someone's life!

Training offered to Volunteers at Centacare can include:

- *Induction*
- *Work Health & Safety*
- *Online training courses*

Volunteering Rights and Responsibilities

As a volunteer you have the right to:

- Work in a healthy and safe environment
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Be adequately covered by insurance
- Be given accurate and truthful information about the organisation for which you are working
- Be reimbursed for out of pocket expenses for duties undertaken at the request of Centacare in line with our current policies and procedures and where there is approval in advance and proof of expenditure is provided.
- Be given access to the organisation's policies and procedures that affect your work
- Have a job description and agreed working hours
- Have access to a grievance procedure
- Be valued and treated as a co-worker, not just free help
- A suitable assignment with consideration of your preferences, skills and experience
- Orientation and training for the job
- Sound guidance and direction
- Adequate supervision
- Have your suggestions and contributions acknowledged.

As a volunteer, you have obligations to the organisation as follows:

You have the responsibility to:

- Understand the purpose and philosophy of the organisation before committing to it
- Examine your motives and be sure that they match the volunteer position
- Understand the rules and guidelines of the organisation
- Be willing to train for the job and take part in ongoing training
- Accept support and supervision
- Participate in planning and feedback about the job
- Be loyal and reliable
- Work as a team member
- Keep information confidential

Volunteer Code of Conduct

You are expected to behave in a manner that demonstrates commitment to the organisation's mission; philosophy and values.

People

- Treat each other fairly, with courtesy and respect, valuing each person as an equal, regardless of their position within the organisation or their life situation.
- Recognise, accept and value the individual differences and contributions of each individual.
- Be sensitive to and respect the unique needs and beliefs of a culturally diverse workplace, client group and community.

Relationship—Teamwork

- Work in cooperation with other team members and be open to and respectful of the ideas and contributions of others.
- Commit to resolving personal or work-related concerns in a timely, constructive and compassionate manner

Compassion—Responsive

- Be sensitive, caring, accepting and responsive to those in need of our assistance.
- Where possible, guard against creating client dependency, and seek to empower clients to achieve maximum autonomy and self-determination. Do not do for clients what they are able to do for themselves.

Integrity—Accountability—Diligence—Professional Standards

- Commit to the organisation's mission and values, demonstrating honesty, integrity and humanity in all that we do.
- Abide by State and Federal Laws governing the workplace.
- Develop and maintain competence by keeping skills and knowledge current, including identifying appropriate professional development opportunities. Maintain dress standards that are in line with community standards, acceptable to the culturally diverse clientele and consistent with volunteer role and function.

Volunteer Code of Conduct

(Adapted from Centacare's Code of Conduct)

Responsible Stewardship of Resources

- Demonstrate responsible stewardship of resources and avoid unnecessary waste or extravagance.

Child and Client Safety

- Committed to the safety and well-being of children, young people and all clients accessing services. Support the rights of these people and act without hesitation to ensure a child/client safe environment is maintained at all times.
- Support the rights and well being of staff and volunteers and active participate in building and maintaining a secure and safe environment for all.

Confidentiality

- You do not disclose confidential information at any time, unless that disclosure is required under law or with the express permission of the Line Manager.

Avoidance of Conflict of Interest

- Avoid conflicts of interest and where a personal interest exists, openly disclose that interest to the Line Manager.

Employee Fidelity

- It is the responsibility of all Volunteers to be familiar with and comply with this Code of Conduct and the appropriate policy and procedure documentation from the organisation in which you volunteer

Volunteering in 10 Easy Steps

Thank you for your interest in Volunteering at Centacare. Here are a few steps for you to follow so that we can process your application quickly:

1. Download volunteer application form from our website
2. Ring Centacare on 02 6923 3888 or email info@centacareswnsw.org.au and ask for a Volunteer Package to be sent out to you.
3. Read the Volunteer handbook information and if you are interested, please complete the Application Form and return it via email to info@centacareswnsw.org.au
4. Centacare staff will phone to make an appointment for an interview about volunteering at Centacare, what you would like to do and what expectations you may have.
5. Centacare requires all staff and volunteers to have a *Federal Police Check* and have submitted a *Working with children check volunteer number* before they commence volunteering. Centacare will cover the cost of the Federal Police Check.
6. Forms are completed at the interview and we will also request a copy of your current driver's licence and vehicle insurance.
7. Referees will be contacted.
8. A letter of appointment will be sent following receipt of *Federal Police Check*, once we have verbal acceptance from you that you would like to volunteer for Centacare.
9. A date will be set for you to attend an orientation and induction which will include some mandatory training. You are encouraged to attend additional training sessions and meetings throughout the year.
10. As a new volunteer you will be "buddied" up initially until you feel confident in your volunteer role.

OUR MISSION

We actively reach out to and serve vulnerable families and individuals by:

- Providing a range of quality targeted services and programs that are flexible and responsive to needs
- Building on strengths of individuals, families and communities
- Promoting social justice and inclusion

OUR VISION

Our service and actions reflect the Gospel values of social justice and inclusion. We want families and individuals to have positive wellbeing and be able to live in strong inclusive communities.

OUR VALUES

We reflect the Gospel through the lived expression of our six values:

Respect

We respect the uniqueness, dignity, diversity, cultures and beliefs of all people.

Social Justice

We value equity of access, fairness and justice. We seek to give voice to the vulnerable.

Compassion

We care for the wellbeing of each person, we acknowledge strengths in all people and we believe individuals have the right to take control of their future.

Excellence

We strive for high standards and are committed to being adaptable and innovative whilst ensuring best practice approaches to our service.

Professionalism

We behave with professionalism, are ethical, act with integrity and are accountable for our work.

Commitment

We are committed to developing creative, collaborative, positive relationships in all aspects of our work.



wellbeing for all