

Volunteers @ UniSA program

Guidelines to Manage Volunteers

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APPLICATION

These guidelines apply to Volunteers and their Managers in accordance with University policies and procedures.

OVERVIEW

The University of South Australia (UniSA) is committed to strengthening and enriching its social ties with the community. The driving force behind UniSA's professional education programs and its applied research is to meet the present and future needs of society by contributing to all levels of intellectual, economic, social, and cultural development. The Volunteers @ UniSA program provides an opportunity for the University to engage members of the community in various roles where there are mutually beneficial outcomes.

Depending on their area of expertise or interest, volunteers may carry out roles such as, but not limited to:

- working with visiting groups of school students to lead discussions or to undertake activities;
- supporting international students to orientate themselves in a new culture;
- cataloguing, maintaining or restoring art work or specialist collection resources;
- guiding visitors around the university; and
- assisting with graduations or UniSA special events.

Volunteers will not assume the roles or duties of paid staff. Advice can be sought from the People, Talent and Culture (PTC) Unit when identifying new opportunities for volunteers.

Definition of Volunteers @ UniSA

Volunteers have knowledge, expertise and unique skills and are interested in donating their time in an intellectually challenging and rewarding environment. Volunteers @ UniSA may include, but are not limited to, retired or current teachers, lawyers, librarians, academics, police officers, doctors, social workers and other professionals or individuals.

GUIDELINE

Recruitment and Selection

The recruitment and selection of volunteers in the University should be consistent with the relevant University policies and principles.

Volunteer opportunities may be advertised internally on the [Working at UniSA](#) site or externally through various media outlets and organisations of interest such as Volunteering SA and the UniSA Alumni. Other avenues for

identifying potential volunteers such as invitation and personal inquiry may also be utilised at the discretion of the area.

Task statement

A generic volunteer task statement has been developed and may be customised to suit each volunteer position. The aim of the volunteer task statement is to provide a clear outline of the expectations of the role including the relevant knowledge, skills, and experience and qualifications required (if applicable).

The local PTC Business Partner may be approached to review the task statement to ensure that the duties do not overlap with those of paid employees. The Executive Director: People, Talent and Culture will provide guidance, where required, on whether the role or duties of a volunteer breaches the spirit and intent of the Volunteers at UniSA guidelines.

Working with Children/Vulnerable Persons Checks.

Before a volunteer position is offered, volunteers are required to produce a satisfactory and current Working with Children Check and/or Working with Vulnerable Persons Check if they are volunteering in an area where children and/or vulnerable adults may be present.

If the volunteer does not already have the appropriate certificate then the cost of the relevant employment screening will be covered by UniSA. Any information obtained in the Working with Children Check or Working with Vulnerable Persons Check will remain strictly confidential.

Where a volunteer requires an employment screening check, the [Procedures for UniSA staff applying for criminal history clearance](#) should be followed.

Name Badges

For ease of identification and recognition, it is recommended that each Volunteer is provided with a name badge with their name and "Volunteer" or other appropriate title stated.

Former or current UniSA staff as volunteers

Staff who have separated from the University are welcome to apply for volunteer positions within UniSA. Current UniSA staff are also welcome to apply for volunteer positions as long as the volunteer work does not intrude, conflict or interfere with their paid work for the University.

Administration

Volunteer Agreements will be for a maximum of 1 year per Agreement. Volunteer files are held within the local PTC area.

[Approval to Appoint- Non-Paid Personnel](#) – online form should be completed for all Volunteers.

Where email and/or network access is required the Computer Network Access form should be completed.

Induction

Effective induction is part of the formal welcome to the University and provides the volunteer with the required information to enable them to perform their role. During the induction, the volunteer's rights and responsibilities will be discussed and explained.

The induction package will include:

- a copy of their task statement (where applicable);
- a UniSA Volunteer Agreement;
- copies of the relevant University Policies including:
 - University of South Australia Code of Ethical Conduct
 - University of South Australia Occupational Health, Safety, Welfare and Injury Management Policy
 - University of South Australia Equal Opportunity Policy

- University of South Australia Sexual Assault and Sexual Harassment Policy
- University of South Australia Inclusive Language Policy
- University of South Australia Anti-Racism Policy
- University of South Australia Discrimination and Harassment Grievance Procedures (Staff)
- Use of University Information Technology Facilities
- Information Technology General Rules and Assistance.

As part of the induction on their first day the volunteer should:

- complete and lodge any necessary sign on forms;
- be briefed by their supervisor (or delegate) to explain the scope of their role, and discuss access requirements and reporting responsibilities;
- complete online OH&S induction training *UniSA: Duty of Care – Employee* (contact OHSW Services team to arrange access);
- be given staff names and contact details of those who can provide them with support;
- be taken on a familiarisation tour of the local work area (including fire exits etc).

Out of pocket expenses

Volunteers may be reimbursed for out of pocket expenses providing that prior approval has been obtained from the supervisor and a suitable receipt is provided, e.g. travel or food expenses.

Security

The supervisor should be available when the Volunteer is performing their duties. To ensure that appropriate security and safety is maintained, including in the event of an emergency evacuation, the Volunteer should sign in and out each day, using the Volunteer Time Log kept in the local area.

Recognition of Volunteers

Volunteers may be included, where possible, in relevant staff meetings, discussions and celebrations.

Volunteers may be given opportunities to develop their skills and enhance their own skill base by participating in relevant training courses authorised by their supervisor.

Volunteers who have provided long term support may have their services acknowledged and celebrated at appropriate University functions.

Work Review

Regular work reviews provide the volunteer and the supervisor with an opportunity to consider whether expectations have been met.

Where a volunteer's performance may be considered by their supervisor to be unacceptable, the volunteer should be given the opportunity to improve. When satisfactory performance is not improved in a reasonable amount of time, other strategies may be necessary such as the termination of the Volunteer Agreement.

Cessation of Volunteer Agreement

The Volunteer Agreement may be ceased by either party with immediate effect by giving notice in writing to the other party.

If a supervisor is no longer available and no suitable replacement can be found, and the project is discontinued, the agreement will cease.

Insurance

The University of South Australia provides appropriate insurance cover for volunteer staff to perform duties under the control and direction of the University. Limited Personal Accident/Injury insurance is supplied by the University and applies only in the absence of other Personal Accident/Injury/Private Health Insurance. For further information contact the University's Insurance Officer on 8302 1678.

RESPONSIBILITIES AND/OR AUTHORITIES

Volunteer rights

Volunteers have the right to:

- Work in a safe and healthy environment;
- Be provided with adequate tools and materials;
- Have their personal details kept confidential;
- Be provided with adequate information regarding what is expected of them;
- Be given an overview of the purpose of their task and how it fits in the overall program;
- Be assigned a suitable task that corresponds to their skill sets;
- Decline tasks that they are unable to perform or would rather not do;
- To have an appropriate level of 'on the job' supervision provided by a predetermined staff member;
- Receive support and respect from both paid staff and other volunteers;
- Receive feedback from their supervisor;
- Be reimbursed for 'out of pocket' expenses, providing that prior approval is obtained from their supervisor and a suitable receipt is provided;
- Have access to a dispute resolution procedure and be supported during such a process;
- Be adequately insured.

Volunteer responsibilities

- Not divulge or use any University confidential information other than in the proper course of volunteer activities or duties;
- To understand that any documents, notes, memorandums, recorded messages, photographs, objects, digital images, computer images or film relating to the affairs of any person of the University, made by the volunteer in the performance of their duties, shall remain the property of the University;
- Clarify any verbal agreement changes. Any changes should be supported in writing and, where applicable, authorised by the Executive Director: People, Talent and Culture (or approved nominee);
- Be available during the hours specified in their agreement;
- Abide by the relevant UniSA policies and procedures relating to their work;
- Provide information regarding any pre-existing medical conditions or special needs that may affect the Volunteer's ability to perform particular tasks;
- Report any injury or accident that occurs whilst performing volunteer duties to their supervisor;
- To work in a safe, healthy, and professional manner that does not endanger the safety of others;
- Maintain a regular volunteer schedule, where possible, in order to facilitate task planning;
- Ask for support when required of the appropriate person;
- Undertake any form of relevant training that is recommended by their supervisor.

Immediate supervisor

The immediate supervisor is responsible for ensuring that the provisions of these guidelines are applied to the Volunteer.

People, Talent and Culture Business Partners

The local Business Partner is responsible for:

- Ensuring that approval has been gained from the appropriate person for implementing the Volunteers at UniSA program in the local area.
- Ensuring local procedures and administrative practices are consistent with these guidelines.
- Ensuring that the Volunteer personnel files and PTC Information records are updated to reflect either confirmation of, or cessation of a volunteer agreement.

Executive Dean / Director of Central Unit / Research Institute Director

Executive Dean / Director of Central Unit / Research Institute Director is responsible for

- Approving the implementation of the Volunteers @ UniSA program in their area.
- Approve the online volunteer agreement on behalf of UniSA.

The People, Talent and Culture

The People, Talent and Culture Unit is responsible for

- Providing guidance and advice on these guidelines including the role or duties of a volunteer.
- The development and continuous improvement of these guidelines.

CROSS REFERENCES

Applicable industrial instruments (refers to the applicable Industrial/Collective Agreement, Award, Australian Workplace Agreement, contract of employment or legislation).

University of South Australia Code of Ethical Conduct

University of South Australia Occupational Health, Safety, Welfare and Injury Management Policy

University of South Australia Child Safety Policy

University of South Australia Equal Opportunity Policy

University of South Australia Sexual Assault and Sexual Harassment Policy

University of South Australia Inclusive Language Policy

University of South Australia Anti-Racism Policy

University of South Australia Discrimination and Harassment Grievance Procedures (Staff)

FURTHER ASSISTANCE

Management, staff and Volunteers may seek further advice from:

- Their immediate supervisor
- The designated Business Partner for their area
- The People, Talent and Culture Unit
- The People, Talent and Culture website
- The University's insurance officer
- The University's insurance website