**Volunteer Application Pack**

Thank you for your interest in becoming a volunteer at Warragul Community House.

The generous donation of time and expertise by volunteers enables us to continue providing valuable learning and social opportunities for our community.

**Benefits of being a Volunteer:**

* Being valued by WCH for your contribution
* Social benefits of new friends and contacts
* Skills learnt can lead to job and career prospects
* Satisfaction of giving something back to your community
* Personal growth and increased confidence
* Ongoing support and training
* Opportunity to share skills and experiences

**Warragul Community House Vision Statement**

That high quality, affordable social and learning opportunities are equally accessible to everyone in the Baw Baw Shire.

**Warragul Community House Mission Statement**

Offer learning and social opportunities in a welcome, informal environment where people can share their skills and experiences.

**Warragul Community House Philosophies**

1. We believe in the equality of all people
2. We believe in the concept of self-determination
3. We believe that we as community members have a responsibility for the well-being of our community
4. We believe that all forms of violence, be they physical, mental, emotional, psychological, verbal or sexual are unacceptable

**What work can Volunteers**

**do at WCH?**

**Office Duties:**

* Reception – welcome and assist visitors to WCH, as well as answering phone calls
* Maintain enrolment and class records
* Enrol new students, including receipt or payments
* Computer work and photocopying
* Filing
* Mail outs and faxing
* Ensure that the House is clean and tidy (eg: vacuum, dishwasher, help move furniture)
* Check and replace supplies (eg: stationery, tea, coffee, paper towels etc)
* Other duties as required

**Garden / Maintenance Duties:**

* Gardening, mowing lawns
* Cleaning, removal and disposal of rubbish
* General repairs of building and help with renovations
* Maintenance of kitchen garden and composting system

**Fundraising and Promotion Duties:**

* Develop fundraising proposals for committee approval
* Contact sponsors, requesting monetary assistance, or gifts
* Plan and organise fundraising events
* Promotion and publicity of events and the House in general
* Seek out partnerships to support and work with WCH

**Facilitating Classes/Groups:**

* Set up room and ensure resources are provided, including photocopying
* Greet participants
* Record attendance on roll
* Take an informal leaders role in a group not needing a tutor (eg: knitting, book club)
* Provide an encouraging and positive class atmosphere
* Act as contact person between WCH staff and group members

**General skills and attributes of all volunteers:**

Good communication skills, written and verbal

Able to work in a team

Enthusiastic and interested in working with people

Non-judgemental and caring

Willing to assist in a variety of tasks

Flexible and adaptable

**Volunteer Recruitment Process**

1. Complete Volunteer Profile form (Attached to this pack)
2. Attend interview with Co-ordinator and other staff
3. Sign WCH Volunteer Agreement form, and Emergency Medical form (Attached to this pack)
4. Sign WCH Privacy and Confidentiality form (Attached to this pack)
5. Provide a “Working with Children Check” (application done online). When you have completed the online application you take the printout with ID and passport sized photograph to the Post office for processing. WCH will refund the cost of any photo required for this. There is no charge for the WWCC if you are a volunteer only. Please bring your WWCC to the House so we can take a photocopy for our records. You will also require a current Volunteer Police Check, the House will cover the cost of this.
6. Orientation and training, in preparation for beginning your role as a volunteer.

NOTE: All information given to us is kept confidential.

**Volunteer Profile Form**

Name: .............................................................................................................................

Address: ..........................................................................................................................

Suburb/Town: .................................................................... Postcode: ...........................

Phone: ....................................................... Mobile: ........................................................

Email: ...............................................................................................................................

**Education**:

Highest School Level: ..........................................................................................

Tertiary: ..............................................................................................................

Certificates/Other: ..............................................................................................

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**Skills you would bring to the House:**

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**Previous relevant work or volunteer experience:**

Name of Organisation: .........................................................................................................

Occupation and/or duties: ...................................................................................................

..............................................................................................................................................

Name of Organisation: ..............................................................................................................

Occupation and/or duties: .........................................................................................................

**References:**

Name: ................................................................................... Telephone: ...................................

Name: ................................................................................... Telephone: ...................................

**Preferred days and times to volunteer: (please tick boxes)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Monday | | Tuesday | | Wednesday | | Thursday | | Friday | |
| AM | PM | AM | PM | AM | PM | AM | PM | AM | PM |

**Likely Duration of commitment:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Term 1 | Term 2 | Term 3 | Term 4 | Ongoing |

**My reasons for becoming a volunteer:**

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**Commitment to confidentiality:**

All client and staff details, as well as conversations seen or heard about at the House shall remain confidential at all times. They are not to be discussed outside the House under any circumstances. Please read and sign the Privacy and Confidentiality Agreement.

**Office Use Only**

Resume provided

Current Police Check sighted and copied

Working With Children Check sighted and copied (essential)

First Aid Certificate sighted and copied (optional)

Food Handling Certificate sighted and copied (optional)

Teacher/ Training Certificate sighted and copied (optional)

**Volunteer Agreement Form**

I understand that my voluntary work is at the discretion of the Warragul Community House and the Co-ordinator.

I have read the Volunteer Application Pack and Volunteer Manual and agree to follow the philosophy, policies and procedures of Warragul Community House.

I offer my knowledge and skills and will endeavour to work at Warragul Community House at mutually – agreed times.

I agree to undertake all tasks as directed by staff (within reason).

Signed (Volunteer): .......................................................................................... Date: .............................

Signed (Co-ordinator): ..................................................................................... Date: ..............................

**Emergency Medical Form**

**Volunteer/Staff Member/Tutor:**

Name: .................................................................................................................................

Address: .............................................................................................................................

Suburb/Town: .........................................................................Postcode: ..........................

Phone: ......................................................... Mobile: ........................................................

Email: .................................................................................................................................

**Allergies**: ............................................................................................................................

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**Medications**: ......................................................................................................................

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**Medical Conditions**: ...........................................................................................................

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**Emergency Contact Information (next of kin):**

Name: .................................................................................................................................

Relationship to you: ...........................................................................................................

Address: .............................................................................................................................

Suburb/Town: .........................................................................Postcode: ..........................

Daytime Phone: .................................................... Mobile: ................................................

Work Phone: .........................................................

Email: .................................................................................................................................

**Privacy and Confidentiality Form**

This form is a condensed version of a detailed document. A copy of the full policy is available from the Co-ordinator.

**Guiding Principles**

1. House users should be asked if information that concerns them can be passed on to others
2. The concept of confidentiality means that conversations are not repeated to others.
3. If House users, committee of management, carers, co-ordinators and volunteers wish to have a confidential conversation it is their responsibility to establish measures to ensure privacy occurs.
4. Workers are not exempted from giving evidence in court on the grounds of confidentiality.
5. Confidentiality will be suspended in matters of an illegal nature that places service users or WCH workers at risk.
6. Only relevant information is collected from House users which is necessary for the purpose for which it is collected.

**Information for House Users**

1. House users are informed at their initial contact that WCH has a Confidentiality Policy.
2. House users are clearly informed that data collection for most statutory authorities is anonymous and confidential.

**Consultation with other Agencies when referred to the House**

1. WCH staff will inform the House user if they need to contact another agency to obtain or release information about the House user.
2. WCH staff will only participate is case conferences and discussions with other agencies where the informed consent of the House user is given.

**Written Material**

1. No personally identifying information is contained in any WCH written material unless specifically related to advocacy on behalf of the House user, and only if informed consent is received.

**Staff and Committee of Management**

1. Issues that arise between staff and Committee are not open for House users knowledge.
2. When an in-camera meeting is called to discuss confidential matters; House users, volunteers and staff are not permitted to listen in on the discussions.

**Consequences of Breaking Confidentiality**

Refer to the grievance procedure (available for the co-ordinator), in particular Level 4 complaints.

I, ........................................................................................ (insert name) understand the above privacy and confidentiality policy and agree to adhere to all terms.

Signed ......................................................................................................................................................