

Volunteer Management Policy

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Drafted by	Denise Luscombe	Approved by Board on	4 th August 2025
Responsible person	Board Chair	Scheduled review date	August 2027

1. Introduction

Volunteers are valued members of the PRECI (Professionals and Researchers in Early Childhood Intervention) team.

PRECi relies heavily on the unpaid work of volunteers and are committed to providing a supportive and rewarding workplace for volunteers valuing their contribution and commitment.

Volunteers may have a wide range of interests, skills and abilities that are able to support the vision of the organisation and work to deliver outcomes.

2. Purpose

This policy is intended to ensure that volunteers working for PRECI have work that is safe, significant, fulfilling, and appreciated.

It outlines the responsibilities of volunteers as well as the PRECI volunteer coordinator and supervisors. The recruitment of volunteers follows the procedures outlined in the Recruitment Policy.

3. Policy

All volunteers shall be treated with respect and gratitude for their contribution.

Volunteers shall carry out duties as required and assigned by the management of PRECI via the Volunteer Coordinator.

Volunteers will be recruited based on suitability for the position, and in line with PRECI's Recruitment Policy.

4. Responsibilities

Volunteer Responsibilities to PRECI

PRECi asks its volunteers to:

- respect other volunteers and PRECI board
- be aware and follow PRECI policies and procedures at all times (available on website)
- undertake tasks with professional commitment

- undergo industry screening checks relevant to their work with PRECI (e.g. WWCC) before commencing volunteer work
- maintain confidentiality in regards to information accessed and tasks completed for PRECI as per the Confidentiality Policy and agreement that must be signed before commencing volunteer work with PRECI
- follow PRECI Feedback & Complaints Policy if any grievances should arise

PRECI's responsibilities to its volunteers

- A member of the PRECI Board will be appointed as the Volunteer Coordinator.
- The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers. The Volunteer Coordinator shall report to the Board.
- The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor, as required.
- The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.
- PRECI will gather feedback from Volunteers through various means such as surveying. See Appendix A as a way of ensuring continuous improvement.

Related Documents

- Staff Recruitment Policy
- Complaints policy
- Confidentiality Policy

APPENDIX A

VOLUNTEER SATISFACTION SURVEY

Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want, but let them know they don't have to answer them all.

SAMPLE SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.

Thank you for your time.

Name (optional): _____

How many times have you volunteered? _____

Are you planning to volunteer again in the future? _____

Why did you volunteer? _____

TRAINING

- Was there any training needed for your volunteer role?

- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none
- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none
- If you have comments you'd like to share, please include them below.

SUPERVISION

- Were you provided with a clear outline of what was expected from you?
YES/NO
- Did your direct supervisor provide adequate support?
YES/NO
- Did he/she make you feel like a valuable member of the team?
YES/NO
- Did you feel that the PRECI as a whole supports volunteers?
YES/NO
- Did you feel that PRECI got as much from your service as it could have?
YES/NO
- If you have comments you'd like to share, please include them below.

RECOGNITION

- Did you feel that your efforts were being/have been recognised and appreciated?
YES/NO
- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

FEEDBACK

- Were your views on the PRECI program sought out?
YES/NO
- Were your views listened to?
YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
YES/NO
- Did you enjoy working with other volunteers on the day?
YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.
