



## Volunteer Policy

Oversight body: Executive Board

Date Passed: August 30, 2021

Date of Next Review: September 2023

Related policies, bylaws, legislation: Finance Policy

### Definition

Volunteer – Volunteers are student members or staff who undertake an activity on behalf of the ASU, unpaid and of their own free choice.

Honoraria – A monetary token of recognition for service contribution.

### Purpose

This volunteer policy sets out the principles and practice by which we involve volunteers. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

### Scope

The following regulations are relevant to staff, Executive Officers, IO Coordinators, and volunteers within the organisation.

### Statement

#### 1. Principles

- a. The contribution of each volunteer is recognised and valued by the ASU, which is built upon volunteers. We recognise volunteers as an integral part of the ASU. Their contribution supports our mission and strategic aims and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation, our members and the volunteers themselves.

#### 2. Roles and Responsibilities

- a. Volunteers may be involved on a one – off, short term or on a longer term, regular basis.

- b. They may be involved in:
  - i. the direct delivery of our programs or services
  - ii. organising our student groups
  - iii. providing feedback to our institution
  - iv. the oversight and management of one or more areas of the ASU
  - v. community engagement
  - vi. one off events and promotional activities
  - vii. our offices or in our venues
- c. All volunteers will have a designated staff member/volunteer for guidance and support. Responsibilities for volunteers will be explicitly referred to in their task/role description.
- d. The volunteer role is based on trust and mutual understanding. There is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organization expects of volunteers and what volunteers expect of the organization. The organization expects volunteers:
  - i. to undertake their role with enthusiasm and a proactive attitude
  - ii. to be mindful of all others always ensuring inclusivity
  - iii. to abide by the union and Acadia's code of conduct
  - iv. to adequately consider their availability and suitability for the role, ensuring good time keeping and continued commitment
  - v. where specialist volunteering is being undertaken (e.g. elected roles, IO Coordinators, House Council Executive, Directors) where the organization relies on constancy, full commitment to the role is required
  - vi. to be punctual, reliable and honest throughout their role
  - vii. to make the most of opportunities given, e.g. for training
  - viii. to contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
  - ix. to carry out tasks within agreed guidelines and communicate regularly with their supervisor/s
  - x. to notify their supervisor/s as soon as possible if the volunteer role is not for them or they can no longer commit to the role
  - xi. to notify their supervisor if there is a change of circumstance relevant to their participation, to ensure reasonable and appropriate support is offered
  - xii. to uphold the organisation's values and comply with organisational policies
  - xiii. to enhance the reach and impact of the organisation and champion volunteering to other students
- e. Volunteers can expect:
  - i. to understand the reason and importance of the role
  - ii. to have a clear task/role description
  - iii. a named supervisor/s who has the relevant knowledge and experience to support them in their role
  - iv. to have clear information about what is and is not expected of them
  - v. to receive adequate induction, training and support
  - vi. to receive specialized training where appropriate for the role

- vii. to have access to relevant organization bylaws, policies and resources for their role
- viii. to receive regular contact from their supervisor in regard to updates to their role or activities
- ix. to volunteer in a safe environment
- x. to be treated with respect and in a non-discriminatory manner
- xi. to receive out of pocket expenses in line with ASU Finance Policy
- xii. to have opportunities for personal development
- xiii. to be recognised and appreciated
- xiv. to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- xv. to know what to do if something goes wrong

### 3. Rewards and Recognition

- a. Volunteers receive recognition for the time and effort they have devoted. Volunteers may be recognized in the following manner:
  - i. Receiving an award (e.g. certificate, trophy, public recognition)
  - ii. Honoraria
  - iii. Prize/Gift Card/Discount
  - iv. Training and employable skills development

### 4. Recruitment

- a. Volunteers can be recruited through the Students' Union website, social media, posters, leaflets, events and other means.
- b. Volunteers are recruited without regard to nationality, gender, sexuality, disability, race, age, employment status or other irrelevant distinction that may be viewed as discriminatory.
- c. Recruitment shall be based on the suitability to perform a specified task or role on behalf of the ASU.

### 5. Induction and Training

- a. Volunteers will need to complete training and induction specific to their chosen role as provided by the Students' Union. Volunteers may be required to undertake additional training as they progress through their role.

### 6. Equality and Diversity

- a. The ASU is committed to offering equal opportunities for all ASU staff and volunteers. We strive to ensure that everyone we work with, including our staff, volunteers and partner organisations share this commitment. We expect our volunteers to be treated fairly and with respect and to feel free from discrimination.

## 7. Confidentiality

- a. Some volunteer positions will be deemed sensitive due to their access to confidential information. The following is a list of roles deemed sensitive although it is not exhaustive and any volunteer may be asked to sign a Non-Disclosure Agreement prior to beginning their role:
  - i. Finance Assistant
  - ii. Food Cupboard Coordinator
  - iii. Women's Centre Coordinator
  - iv. Pride Centre Coordinator
  - v. Mental Health Initiative Coordinator
  - vi. Sexual Health Resource Centre Volunteer
  - vii. Executive Officer
  - viii. SRC Councillor/Senator

## 8. Complaints Procedure

- a. If you wish to raise a concern about your volunteering placement informally, please contact the supervisor in the first instance, who will then progress this accordingly. A possible outcome of this may be that a volunteer is requested to submit a formal complaint which will follow those resolution procedures outlined in the ASU Part-time Staff Manual, or in the event it involves an elected role, the relevant Bylaws and Policies of the ASU.