

VOLUNTEERING

Thank you for your interest in Volunteering at Centacare Bundaberg.

There are a few steps to follow in becoming a Volunteer.

1. Ring Centacare on 41316800 and ask for a Volunteer Package to be sent out to you or you can leave your details and the Team Leader or Diversional Therapist will get back to you.
2. Complete and return the application form.
3. Community Care staff will phone to make an appointment with you for an initial chat about what volunteering at Centacare would be like to do and what expectation you may have.
4. Centacare requires all volunteers to have a "Police Check" before they commence work. Centacare will cover these costs. Forms are completed at the interview and we will also request a copy of your driver's licence and vehicle insurance for your file.
5. Referees will be contacted.
6. A letter of appointment will be sent following receipt of security checks and a verbal acceptance from you.
7. A date will be set for you to attend a 4 hours orientation along with some mandatory training. You are encouraged to attend additional training sessions and meetings throughout the year.
8. If you will be required to transport clients as part of the service, a driving refresher session will be provided and paid for by Centacare.
9. As a new volunteer you will be "buddied" up initially until you feel confident in your role.

*All of us Helping
Each Other*



A HANDBOOK
ABOUT VOLUNTEERING
AT CENTACARE



**Would you like to
volunteer?**

April 2009

*Thank you for considering to
Volunteer for Centacare.*

All of Us Helping Each Other

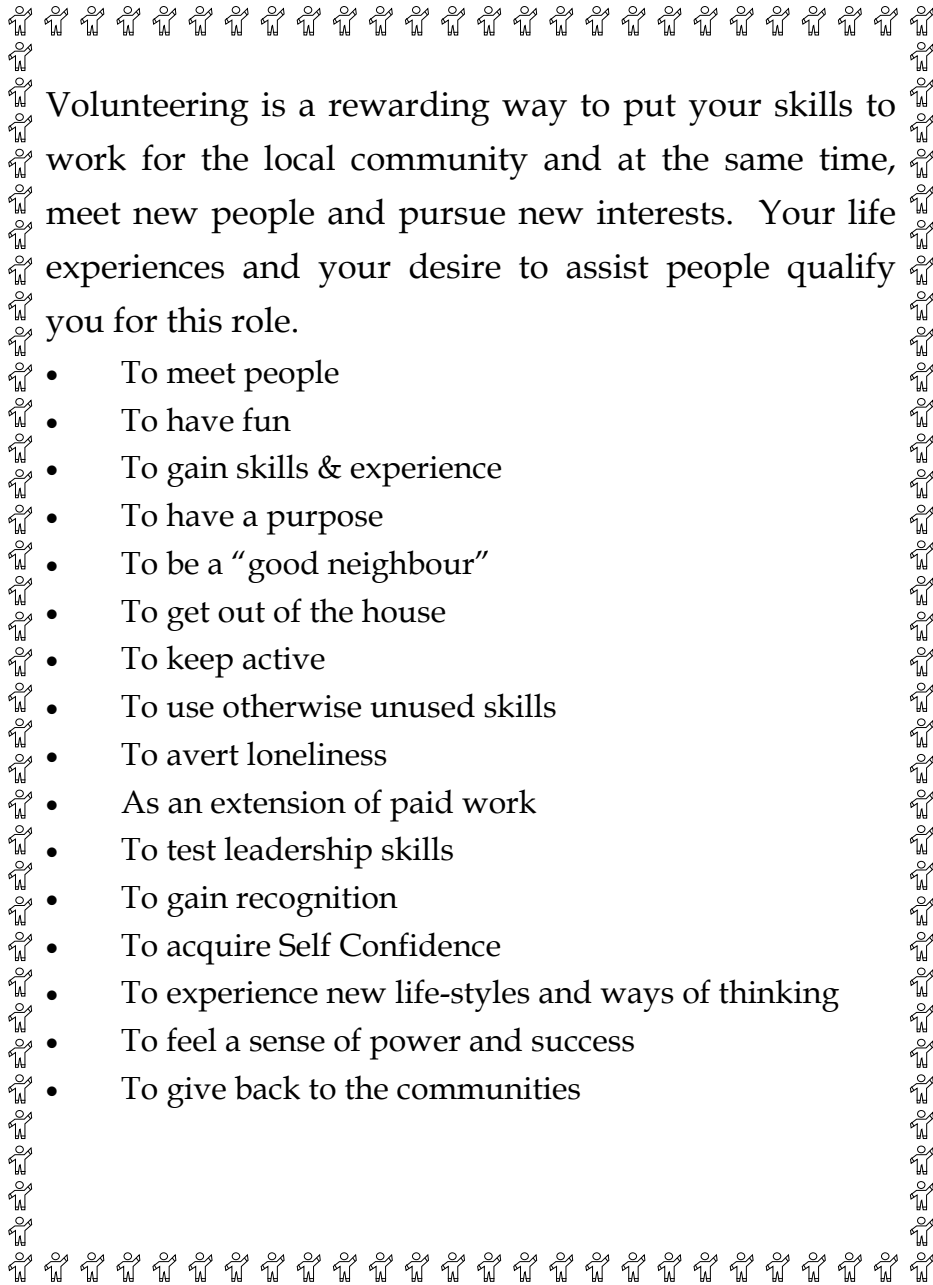


*This booklet provides a brief
overview of the
different volunteer
opportunities available
at Centacare Bundaberg.*



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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 feel a sense of power and success
- To give back to the communities

Training offered to Volunteers

Can include:-

- *Induction*
- *Senior First Aid*
- *Manual Handling*
- *Aged Care*
- *Dementia*
- *Assertiveness*





Volunteer Roles at Centacare

Assistance with Clients - The Community Care Program provides social support to aged people and younger people with a disability.

- ◇ Group Picnics
- ◇ Movie Morning
- ◇ Personal Shopping
- ◇ Hoy
- ◇ Window Shopping
- ◇ Small Group Outing
- ◇ Craft Group
- ◇ Visiting
- ◇ Literacy Help
- ◇ Transport
- ◇ Games morning
- ◇ Scrabble
- ◇ Library visits

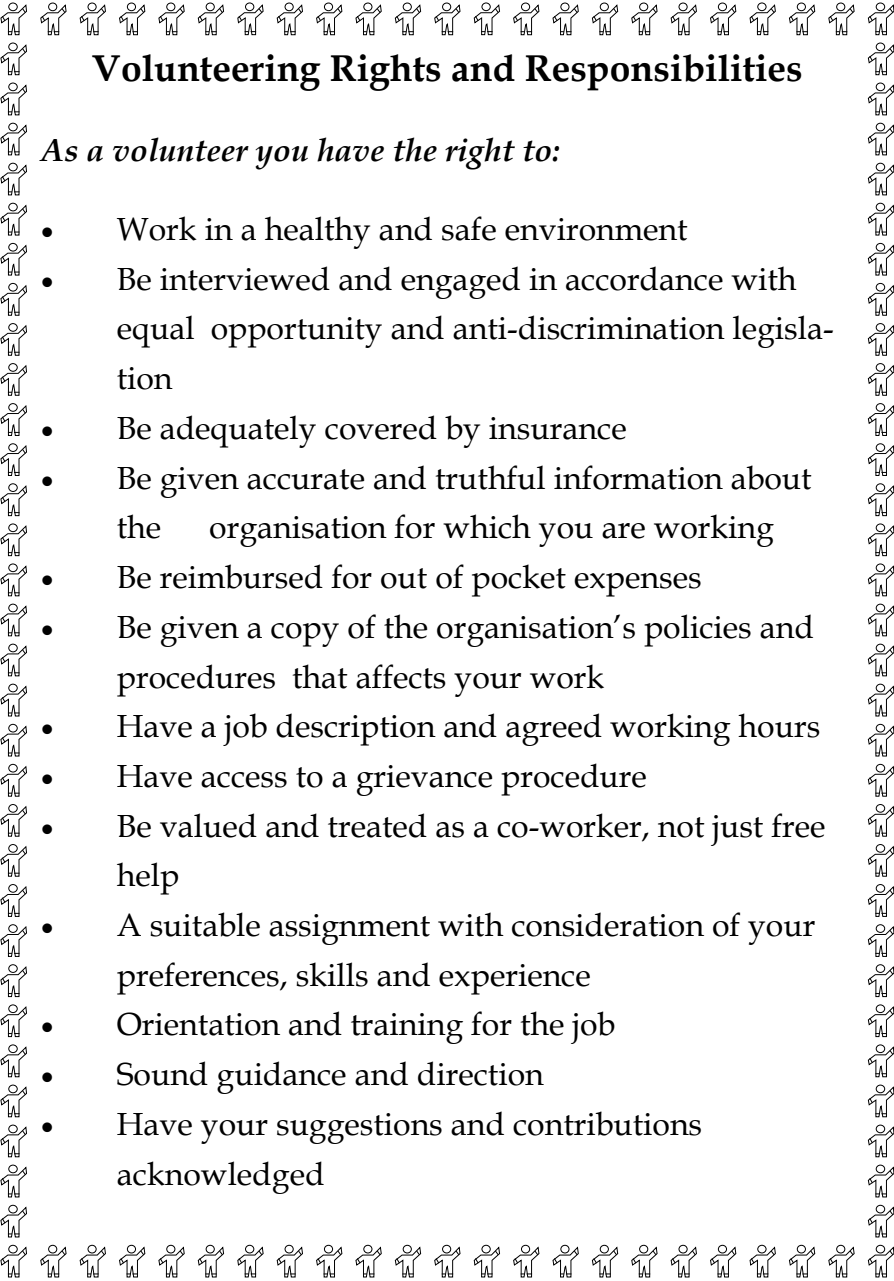
Administration

- ◇ Folding and compiling newsletters – 3 times a year
- ◇ On Promotional stalls throughout the year eg. Agro Trend

Fundraising Activities

- ◇ Monthly sewing group
- ◇ Wrapping Gifts
- ◇ Making craft items

*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!*



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
- Be given a copy of the organisation's policies and procedures that affects 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
- Have your suggestions and contributions acknowledged



Volunteering Rights and Responsibilities

As a volunteer, you have obligations to the organisation. Volunteering Queensland and The Australian Catholic Commission for Employment Relations, explains the obligations 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.



Volunteer Code of Conduct

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 organisations 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 & 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.

Police Checks/Blue Cards

All Centacare Volunteers require a Police Check & working with children Blue Card.

Centacare will organise and pay for this to happen.



Volunteering is a legitimate way in which citizens can participate in the activities of the community

The Centacare Mission

To Share

in the healing

Ministry of Jesus

by providing professional
community services

to enhance the
wellbeing of individuals
and families



Notes



Notes





THANK YOU





Centacare

Catholic Diocese of Rockhampton

Our Mission:

*To share in the healing ministry of Jesus
by providing professional community services
to enhance the wellbeing of individuals and families*

POSITION DESCRIPTION

POSITION TITLE:	Volunteer
SALARY SCALE:	N/A
AVAILABILITY:	As negotiated.
LOCATION:	Bundaberg
RESPONSIBLE TO:	Community Care Team Leader and Client Care Officer/Diversional Therapist Centre Manager
SUPERVISES:	Nil

MAIN PURPOSE & CONTEXT OF POSITION: As part of the Community Care Team based at Centacare Bundaberg, this position works under the general direction of the Community Care Coordinator and social support client care officer, to provide social support to frail aged clients and younger people with a disability. Support may include in-home visiting, accompanying people on social outings, assisting with client social activities, accompanying people with personal shopping and library visits, transporting clients to doctor's appointments etc. and assisting with Centacare promotions and fund raising.

MAIN RESPONSIBILITIES:

- ◆ Responsible for providing eligible clients with a range of social support services.
- ◆ Provide support as directed by line manager and/or client care plan.
- ◆ Identify change in client's condition and inform line manager immediately.
- ◆ Provide client feed back to line manager
- ◆ Participate in supervision, on-going training and professional development as required.
- ◆ Other duties and responsibilities from time to time that you are competent and trained to do.

KEY COMMUNICATIONS

Maintain open communication with staff, volunteers, clients and other service providers.

Internal Customers:

- ◆ Centacare Staff/Volunteers
- ◆ Catholic Diocese of Rockhampton Personnel
- ◆ Parish Priests, Parish Administrators, other clergy and members of religious orders

External Customers:

- ◆ Clients, Carers and Advocate.
- ◆ Other service providers
- ◆ Government Departments

Delegated Authority:

This position has the authority to provide basic social support services to clients and assist with Centacare promotions and make decisions within the guidelines set by Centacare. All other decisions must be referred to your line manager, Program Team Leader or the Centre Manager.

QUALIFICATIONS, SKILL, KNOWLEGE AND EXPERIENCE

Qualifications

- ◆ Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card) (Satisfactory Police Check)
- ◆ Current 'C' Class Drivers Licence (Qld)

Skills

- ◆ Ability to provide/assist clients with a range of quality social support services.
- ◆ Ability to follow client care plans.
- ◆ Ability to communicate effectively with clients and program staff.
- ◆ Ability to recognise changes in client condition.
- ◆ Effective communication and listening skills.
- ◆ Ability to work independently and as part of a team.

Knowledge

- ◆ Knowledge of needs of older people, people with a disability, clients from diverse cultures.
- ◆ Understanding of or willingness to obtain knowledge of the Ethos and Values of Centacare.

Experience

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

However it would be advantageous but not necessary to have had:

- ◆ Experience working with aged clients and people with a disability.
- ◆ Experience working with clients from diverse cultures.
- ◆ Experience in volunteering.
- ◆ Experience in diversional therapy.
- ◆ Experience in group activities.

Reviewed by: Jenny Tree

Date: 21/4/09