

Volunteer Handbook



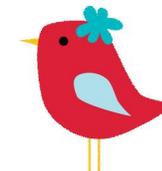
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Everything you need to know
about volunteering at
Caulfield South
Community House!

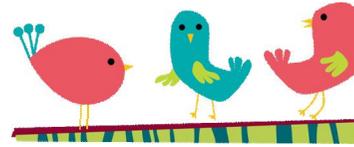


Office Hours:
Monday to Friday
9am-3pm
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Welcome to the volunteer program at Caulfield South Community House! As a volunteer you are our most important resource, and we value the work you contribute to the House.

As the Volunteer Coordinator at the House, I look after all areas of the volunteer program including recruitment, induction and recognition. My door (and email inbox) is always open if you have questions, concerns, or just feel like a chat!

This handbook is a first point of call for all volunteers. It's a great resource for new volunteers, and a useful referral guide throughout your volunteer experience. Discover new volunteer opportunities, learn more about volunteer rights and responsibilities, and make sure you are ready to go with our volunteer checklist!

Thank you for deciding to contribute your time and effort to Caulfield South Community House. We appreciate your support and look forward to working with you. Welcome!

Litty Zachariah
Volunteer Coordinator
Caulfield South Community House



Our Story

Caulfield South Community House is a warm and friendly meeting place in the heart of Caulfield South. We provide an approachable space for all people in the community to find ways to enrich their lives.

Operating since 1988, we are a non-sectarian not for profit community organisation, governed by a volunteer Committee of Management. Costs are kept as low as possible, and we are able to offer government funded courses at a lower rate.

Our wonderful volunteers enrich and support all areas of the house. We welcome all volunteers and actively encourage their contribution.

For more information about the running of the house please consult the Volunteer Manual and Organisation Chart.

What is volunteering?

According to GoVolunteer, formal volunteering is an activity which takes place in not-for-profit organisation or projects and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions only



Caulfield South Community House endeavours to meet the National Standards for Involving Volunteers in Not for Profit Organisations. See the Volunteer Manual for information about these standards, and the Principles of Volunteering.

Why volunteer?

Volunteers choose to contribute their time for many reasons, but the benefits are undoubtable. Improved self-esteem, skill development and building new relationships can all result from volunteering.

Some volunteers use their experience to move into a new area of study or work, while others volunteer to share existing skills with their local community.

At Caulfield South Community House volunteers come from a range of backgrounds. Professionals, students, retirees, young people, families and other members of the community volunteer to facilitate the running of the House. With so many ways to contribute there is an opportunity for everyone!

Volunteer conduct

Volunteers contribute to much of the work at Caulfield South Community House. On a day to day basis you act as representatives of the House, and it is important that your conduct reflects our values of:

Inclusiveness, Diversity, Support, Enjoyment, Dignity and Integrity.

Find out more about these expectations in the Volunteer Manual.

What are my rights as a volunteer?

At Caulfield South Community House volunteers are engaged to perform a specific job and in return are provided with a worthwhile and rewarding experience. As a volunteer you have the right to:

- be treated as co-workers
- a worthwhile job or task
- receive appropriate orientation and training
- a place to work and suitable tools for the job
- reimbursement of agreed expenses
- a verbal reference or statement of service where appropriate
- open communication channels with staff
- personal accident insurance (covered by house membership)



As an organisation the house has the right to:

- receive appropriate effort and service from volunteers
- select the best volunteer for the job according to procedure
- expect volunteers to adhere to their job outline and general code of practice
- expect volunteers to undertake training and observe safety rules
- suggest areas for improved volunteer effort where necessary
- expect loyalty to the house and only accept constructive criticism
- expect open communication from the volunteer
- negotiate work assignments
- inform a volunteer if their services are no longer required

For more information about OH&S, Personal Insurance Cover and Public Indemnity and Public Liability Insurance Cover please consult our Volunteer Manual.

Privacy and Confidentiality

Caulfield South Community House adheres to a number of privacy and confidentiality principles to protect everyone involved at the house.

Please read the 'Privacy and Confidentiality' section of our Volunteer Manual to better understand your responsibilities as a volunteer.

Volunteer Induction

Volunteer Induction is a short, informal meeting held with the Volunteer Coordinator (or Manager or Childcare Team Leader on occasion) to introduce you to the house and cover the volunteering process. It's a great opportunity to meet the staff and learn more about volunteering opportunities at the house. Bring along any questions you have as this is the perfect time to ask them!

Volunteer Opportunities

Volunteers contribute to the running of the House in many ways. Read on to learn more about our opportunities! Upon agreed conditions volunteers may work in multiple areas at the House.

All volunteers MUST sign in and sign out using the folder provided. These hours are tallied to assist in areas such as grant applications .

ESL VOLUNTEERS

English as a Second Language (ESL) volunteers supply a unique chance for our ESL students to improve their language skills. Working one on one with students, volunteers lead conversation through a range of everyday topics. They work with flash cards, read the newspaper and work through activities together.

Volunteers in this area work independently and must be confident in directing the conversation sessions. This is a great opportunity to meet new people in the community and learn about their cultural history!

COMPUTER VOLUNTEERS

Similar to ESL volunteers, computer volunteers provide one to one support for computing students at the house. They may also help students in a particular area, such as budgeting, preparing reports or using new software. Please make it known to the volunteer coordinator if you have a specific field of expertise!

Volunteers in this area work independently and must be confident in directing the tutoring sessions. This is a great opportunity to meet new people in the community and exercise those computer skills!

CHILDCARE VOLUNTEERS

Childcare volunteers assist childcare staff at Little Kids Contact (the house's childcare centre). From interacting with children to general cleaning duties volunteers respond to staff requests where appropriate. Building good relationships with families is also key to this position.

This area of volunteering is great for those studying Certificate 3 in Children's Services. It is also perfect for anyone who loves working with kids! Childcare volunteers are essential to the house's ability to run childcare programs. Their hard work and dedication are valued by staff and families alike.

Childcare volunteers must commit to working on a term by term basis, and communicate their availabilities to the Volunteer Coordinator.

All childcare volunteers MUST have a Working with Children's Check. It is free for volunteers, see the Volunteer Coordinator for more information.

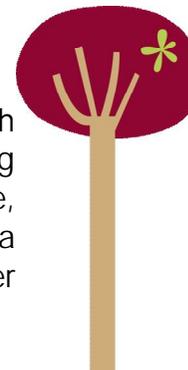
SOCIAL GROUP COORDINATORS

From Book Club to Handicraft social groups provide a recreational outlet for our members. They are run by volunteer leaders, who organise, advertise and review the success of these groups. Leading a social group is a wonderful experience that allows volunteers to engage with many members of the house.

Volunteer leaders are given significant autonomy to run the group as they see fit, but report regularly to the volunteer coordinator. There are opportunities to run existing groups or create new social groups. If you have an idea for a group, why not put it to the volunteer coordinator or Manager?

GENERAL VOLUNTEERING

Volunteers work in a range of fields at Caulfield South Community House. At present we have volunteers working in gardening, grant applications, technical assistance, general maintenance and administration. If you have a special area of interest, please let the Volunteer Coordinator know and we can talk through your options.



New Volunteer Checklist



New to volunteering at Caulfield South Community House?
No worries!

Before you begin, use this checklist to make sure you are ready to go.
Please get in touch with the Volunteer Coordinator if you have any questions!

- Have you filled out the 'Volunteer Contact Details Form'?
- Have you filled out a 'Membership Form'?
(Remember membership is essential and free for volunteers!)
- Are you qualified to be volunteering in your area?
(i.e. childcare volunteers MUST have a Working with Children's Check before they can volunteer)
- Have you given the Volunteer Coordinator a copy of your qualifications?
- Have you familiarised yourself with the house's surroundings?
(i.e. where are the amenities/emergency exits located?)
- Do you understand your rights and responsibilities as a volunteer at the House?
- Have you confirmed...
 - when you are working?
 - what your duties are?
 - who you are working with?
- Are you ready to meet new people and have some fun?



If you can answer yes to all these questions,
you are ready to go!