



Volunteer Handbook

Everything you need to know about
Volunteering at Caulfield South
Community House

2021



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Welcome

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. Along with our office administration staff, we will oversee all areas of the volunteer program including recruitment, induction and recognition. The door is always open if you have any questions, concerns, or just feel like a chat!

This handbook is a first point of call for all our volunteers. It is 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!

Tracey Burt

Manager, Caulfield South Community House



Our Story

Caulfield South Community House (CSCH) 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 organization, governed by a volunteer Committee of Management. We welcome all volunteers and actively encourage their contribution

Privacy Policy

CSCH is bound by the legal requirements of "The Information Privacy Act 2000". All personal information collected is kept secure and confidential. Any statistical data collected as a requirement of Government funding is also managed according to the Act.

Do you have ideas for new programs for our Community House?

CSCH are introducing and developing their programs to meet the needs and requests of our community.

We are always looking for new ways to deliver and improve our programs and volunteers to team lead our programs. If you have any ideas for classes or courses or would like to volunteer to assist, we would love to hear from you! Please pop into the office for a coffee and chat to Rachel, Andrea or Tracey.

General Information

Office Hours: Monday to Friday 9.00am – 3.00pm

Closure over the Christmas/January Holiday Period

Various **activities** are operational outside office hours

Office Administrators: Rachel and Andrea will assist with all your enquiries

Outside office hours contact number: Tracey Burt: Manager 0412 600 629

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 so 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:

Enthusiasm, Initiative, Commitment, Empathy, Passion and Purposefulness.

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 Child Care 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 us meet criteria for our annual funding 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!



Child Care Volunteers

Child Care volunteers assist Child Care staff at Little Kids Contact (the house's child care 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! Child Care volunteers are essential to the house's ability to run Child Care programs. Their hard work and dedication are valued by staff and families alike.

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

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!



New Volunteer Checklist

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 but free for volunteers!)
- Do you have a Working With Children's Check OR a current Police Check Certificate? (i.e. one or either of these authorisations are mandatory for any volunteering position at CSCH)
- Have you given the Volunteer Coordinator a copy of your qualifications?
- Have you familiarised yourself with the house's surroundings, have you received an orientation? (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 your volunteer working arrangements?
 - when you are working?
 - what your duties are?
 - who you are working with?

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

Where to find us and how to get here

Caulfield South Community House is location at 450 Kooyong Road, Caulfield South, 3162

PH: 9596 8643

Email: admin@csch.org.au

Website: www.csch.org.au

Please enter via Jupiter Street with plenty of off street parking

Public Transport

Bus

- 220 Sunshine-City-Gardenvale (stop on Kooyong Road)
- 605 Gardenvale – City via Kooyong Road (stop on Kooyong Road)
- 625 Elsternwick – Chadstone via Ormond, Oakleigh (Stop on Aileen Ave)
- 630 Elwood-Monash University via Gardenvale, Ormond & Huntingdale (stop on North Road)

Tram

- 67 Melbourne University – Carnegie (stop 49 Glenhuntly Road)
- 64 Melbourne University – East Brighton (stop 60 Hawthorn Road)

Train

- Elsternwick Station (Sandringham line) 2.3 klm walk
- Gardenvale Station (Sandringham line) 1.2 klm walk

Acknowledgments

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