



Volunteer Orientation Handbook

Corner Plant and Union Streets
Northcote Vic 3070
Tel: 9482 5100
Email: office@jikaJika.org.au
Web: www.jikaJika.org.au
ABN: 163 211 018 46

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Welcome to Jika Jika Community Centre

Jika Jika Community Centre Inc is a Neighbourhood House located in the southern-most section of Northcote. Jika Jika operates out of two sites, both in quiet residential streets, giving the Centre a strong neighbourhood feel. Both venues are close to the Westgarth shopping strip and are well served by public transport.

Jika Jika Community Centre encourages the participation of all members of the community. More than 700 people attend programs and activities at Jika Jika on a regular basis. Current programs focus on meeting the needs of:

- children and their parents (especially those at home caring for these children),
- older people - especially older women,
- people on low incomes,
- local people involved in community arts, craft, dance and music
- self-help groups

Our Vision

Jika Jika Community Centre has a vision for a vibrant community that is connected, compassionate, and fair; underpinned by opportunity, goodwill and respect.

Our Purpose

To make a positive contribution to our community by:

- **Building community connections:** Promote and protect the role of the community, with an emphasis on supporting, training and empowering marginalised groups.
- **Acting as an enabler:** Provide access to training and other opportunities that will assist people in identifying and achieving their goals.
- **Providing leadership:** Role model behaviours that are important to us in the community.
- **Promoting social justice:** Support our community to advocate for a fairer and more equitable society.

Our Values

It is important to us that we act in our community in a way that respects and encourages:

- Social Justice and Equality of Opportunity
- Environmental Sustainability
- Empowerment - enabling people to advocate for themselves
- Pro-active and Visionary thinking
- Optimism, Humour and Positivity
- Transparency and Accountability

Strategic Plan 2012 - 2015

Strategy One

Optimise

"Existing Programs need to be shipshape."

We will ensure that all of our existing programs are run well and aligned to our strategic direction.

Strategy Two

Partner

"Continue to grow our Partnerships and Projects"

We will take full advantage of existing partnerships, and build new ones.

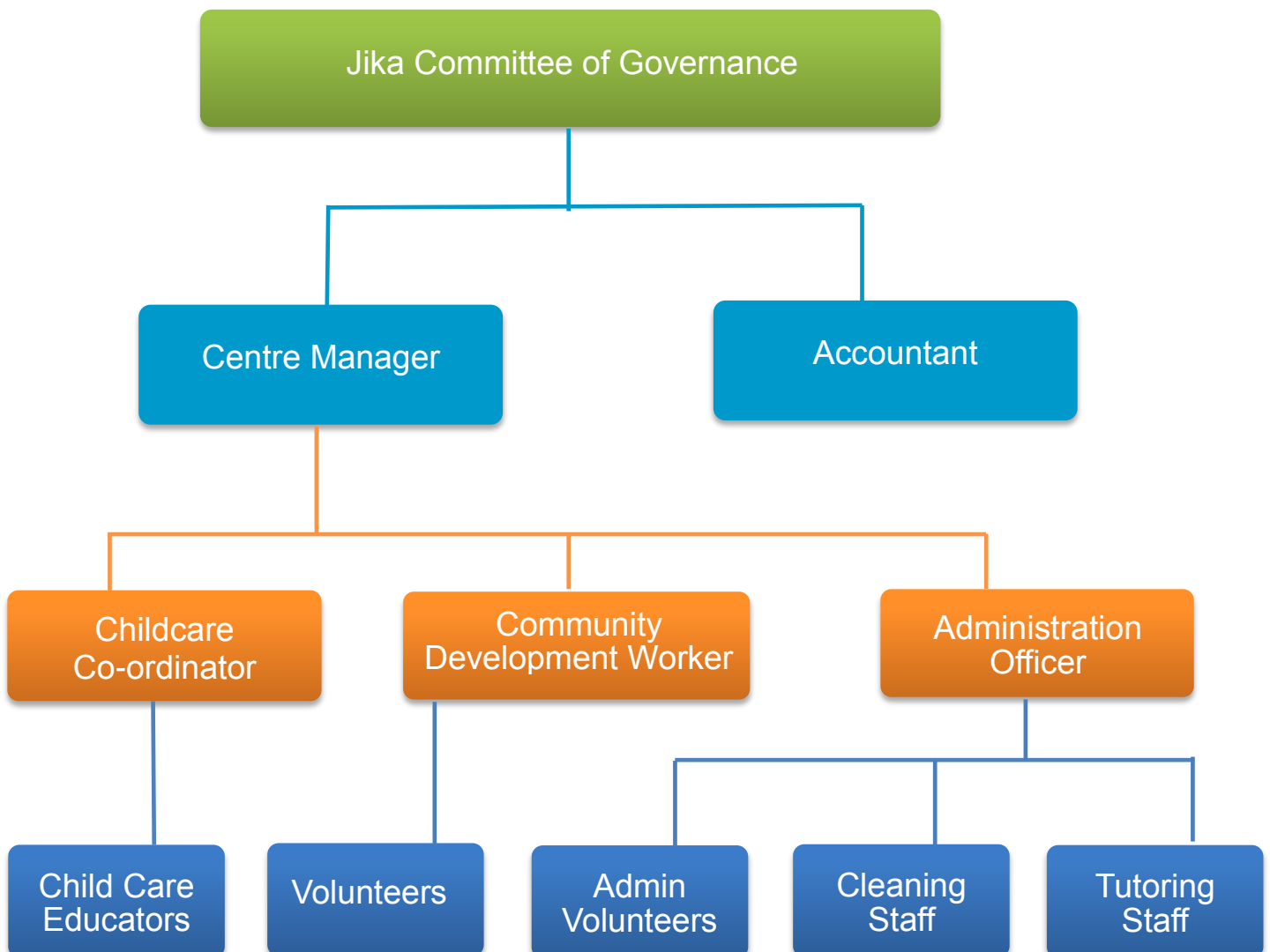
Strategy Three

Transform

"Innovation and Sector Leadership"

Through the enactment of Community Development principles we will become the best that we can be, with the aim that the community we belong to can become the best that it can be.

Organisation Chart



5. Principles of Volunteering

- Volunteering is performed for the benefit of the community and the volunteer.
- Volunteering is not a substitute for paid work.
- Volunteering should not be used as a pre-condition of paid employment.
- Volunteering is an activity performed in the non-profit sector.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human and social needs.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.
- Volunteering does not interfere with the reasonable expectations and rights of others.
- Volunteering does not deprive others of a livelihood or constitute a threat to the security and job satisfaction of paid staff. (Volunteering Australia 2003)

6. Volunteer Rights

As a volunteer you have the right to:

- Information about the organisation for which you are volunteering
- Know to whom you are accountable
- Be recognised as a valued team member
- Be supported and supervised in your role
- A healthy and safe working environment
- Be covered by appropriate insurance
- Say no if you feel you are being exploited
- Be reimbursed for out of pocket expenses
- Be informed and consulted on matters which directly or indirectly affect you and your work
- Be made aware of the grievance procedure within the organisation
- Orientation and training.

7. Volunteer Responsibilities

As a volunteer you have a responsibility to:

- Be reliable
- Respect confidentiality
- Be accountable
- Be committed to the organisation
- Undertake training as requested
- Ensure the provision of a reasonable standard of care
- Ask for support when you need it
- Give notice before you leave the organisation
- Value and support other team members
- Carry out the work you have agreed to do responsibly and ethically
- Notify Jika Jika Community Centre of any changes to your circumstances and contact details
- Notify Jika Jika Community Centre of any changes to your clients circumstances, or problems you may be experiencing with the client if volunteering in the Adult Inhome tutoring Program

(Source: Volunteering Australia 2003)

8. Volunteers should not:

- Carry out nursing duties
- Carry out tasks that you have not been trained or authorised to do
- Assist with the administration of medication
- Give advice about any medical or treatment related matters
- Assist with personal care or attendant care tasks
- Accept payment for any work undertaken within your role
- Become involved in inappropriate situations eg; family disputes
- Accept any gifts other than of normal value, including monetary gifts and testimonial bequests
- Become involved in the management of clients'/students' financial affairs or accept responsibility for their property

9. Confidentiality of Volunteer Information

Access to volunteer files is strictly confidential and limited only to the Volunteer Coordinator, the Jika Manager, staff and the volunteer concerned. Information collected during screening will be considered private and confidential.

See Jika Jika Community Centre s Information & Data Collection Policy.

10. Police and Working with Children Checks

All volunteers are required to hold a current 'Working with Children Check'; in addition to this some positions may require volunteers to undertake a Police Check.

Jika Jika Community Centre pays for Police Checks for volunteers and they should not be used for other organisation's. Police Checks are sent to the volunteer's home address. Jika Jika Community Centre must be given a copy of the Police Check Certificate before the volunteer is to commence the chosen program. Police Checks are viewed only by the Volunteer Co-ordinator and/or Manager. The reference number and issue date is recorded and kept on file.

The Centre will provide a 'Working with Children Check' (WWCC) application form to all volunteers who do not hold a current WWCC. It is the responsibility of each volunteer to lodge an application at any Post Office and to produce their 'Working with Children Check' Card or proof of application prior to commencing in a position.

For further detailed information on working with children, see Jika Jika Community Centre's Child Protection Policy.

11. Permission to use Photographic Image

Jika Jika Community Centre produces a range of printed and web-based products that promote the activities of the Centre. We are requesting permission to use photographs of you for publication. Please sign the form in appendix B if you agree to the use of your image.

12. Dress Code

Volunteers at Jika Jika Community Centre are expected to dress in an appropriate manner at all times. This means dressing in clean, tidy and smart casual clothing that is not revealing. Shorts, short dresses and or low cut tops may not be appropriate for all activities. Volunteers are encouraged to discuss appropriate standards of dress with their Coordinator if in doubt. When

engaging off site with another agency it is important to respect the agencies/organisations dress code as well.

13. Volunteer Injuries

You must notify the Manager (or the OH&S Coordinator, Jika's Admin Officer) of any injury or illness that has been significantly contributed to by your volunteering work **within 30 days** of becoming aware of it. If you don't, you may not be entitled to make a compensation claim. For further details please see Jika Jika Community Centre's OH&S Policy.

14. General Procedures

Main Office cnr Plant & Union St

The Union St office is the reception area for Jika Jika Community Centre and the working space for the Manager, Administration Officer, Financial Officer, Community Development Worker, tutors, students and volunteers.

2 East St Venue – Oldis Gardens

Oldis Gardens is located at 2 East St Northcote, it has a community room and computer room where computer classes & computer club is held. The facility also has a small office space where some groups keep their equipment.

15. Signing In and Out

To be covered by insurance, volunteers must fill in the 'Signing In and Out' Book which is kept in the office or the place of your volunteering. **Please record the date when you come in, details of your starting and finishing times.** If you would like to wear a name tag while at the community centre please let the staff know and they will organise one.

16. Reimbursement for Out of Pocket Expenses and Petty Cash

Cash reimbursements are given for expenses incurred whilst volunteering. The reimbursement will be within reason and when appropriate. Types of expenses for which volunteers may request reimbursement should be approved in advance and the reimbursement form completed. If you need to do something which requires petty cash, ask the **Financial Officer** or the **Jika Manager** for approval.

17. Emergency Procedures

Notices listing the emergency procedures for Jika Jika Community Centre are posted in the main hall areas in the building. There are two A3 laminated posters showing emergency exits of the Centre. The Primary meeting place is the Cnr of Candy & Union St, the Secondary meeting place is 106 Union St Northcote.

Fire extinguishers are located throughout the building and the evacuation procedure is simple – to leave in an orderly manner as quickly as possible through the front or back doors and gather in designated meeting places. If there is a child care program running all staff will ensure the children are evacuated as quickly as possible.

Jika has a trained First Aid Officer who is **Kathy Brunning** the Administration Officer.

18. Data Base

At the completion of your Volunteer service, your name will be moved from the "Volunteer" database to the "Jika Jika Community Centre" Archive Database, unless you ask for it to be removed altogether.

19. Volunteer Support & Supervision

Depending on the program you are volunteering with will depend on the level of supervision you will need.

20. Recruitment Process

Volunteers come to the centre from a range of referral agencies. Volunteers will be asked to complete a Volunteer Registration Form and your name is placed on our waiting list. Depending on vacancies an interview will be held with the appropriate supervising staff member. During the interview the program/activity will be explained and the documentation you will need for the position will be clarified. If training is required you will be given either a training schedule or on the job training will be provided. You are required to provide referees for staff to contact to confirm suitability for the position you have applied to undertake. It is Jika Policy for all volunteer to hold a current 'Working with Children Check'.

21. Policies

Jika Jika Community Centre Policies & Procedures will be available in the main office located on the shelf in the reception area. Policies are also available electronically on our computer system Office2012/Policies & Procedures/policies updated 2013-14.



Accident & Injury Report Form

Date

Address

Person Notified

Description of incident

Treatment required if any.

Office Use Only

Witnessed by.....(Print Name)



Permission to use photographic image

I, _____ give permission to the Jika Jika Community Centre to use my image for the following applications:

- Letterhead
- Brochures and pamphlets
- Web based communication
- Jika Jika Community Centre Website
- Fundraising Documents / Products
- Promotional Films or Videos about the Darebin Neighbourhood House Network

I understand that these documents will be distributed by mail and internet through the Jika Jika Community Centre database, both locally and to corporate fundraisers.

Name _____

Date _____

Signature _____

If you are under 18 years this form must be signed by your parent or guardian.

Office use only:

Please ensure that the signatory fully understands the implications and application of a photographic image.

Jika Jika Community Centre

Confidentiality Statement



Volunteers at times will have access to the personal and confidential information of people who use the Centre and Programmes. This information must remain confidential; under no circumstances should a volunteer reveal personal information to anyone without proper consent.

- All information will be treated as confidential, whether on a participant file, on paper, electronic, or even stored within your head.
- Participant information will be securely locked away in the office or allocated cupboard..

Under no circumstances are users allowed to access another person's file or personal information.

I have read, understood and agree to abide by the terms of privacy and confidentiality as outlined on this document.

Name _____

Signature _____

Date _____