5.2 Volunteer Induction and Orientation Procedure

**Procedure**

The <Insert Position> or supervising staff will be responsible for the planning, implementation and review of volunteer inductions. Other staff members may also be involved in the induction process as required.

**Planning and Review**

Volunteer inductions must be planned to ensure consistency and approved for implementation by the <Insert Position>. Inductions will be documented on a Volunteer Induction Checklist to ensure coverage of all topics and resources. All associated documentation will be located in <Insert Organisation Name>’s shared drive.

Feedback is to be sought from volunteers regarding the organisation’s induction and orientation for volunteers, to assist with quality assurance and continuous improvement processes.

**Induction Sessions**

Induction sessions are to be scheduled as soon as possible upon commencement of the volunteer role. Induction sessions will be conducted by the <Insert Position> or supervising staff and will include an information package. Topics to be covered will include:

* An overview of <Insert Organisation Name>’s strategic direction and operations, including Values, Strategic Plan and Code of Conduct;
* Volunteer Policies and Procedures as contained within the Volunteer Involvement Manual;
* Work Health and Safety, Anti-Discrimination and Harassment, Grievance and Dispute Resolution and related emergency policies, procedures and forms;
* Introductions to all staff (or arrangements to introduce to staff in other regions as soon as is practicably reasonable);
* Volunteer amenities, work conditions and entitlements, including reimbursement;
* Project and role specifics including project plans;
* Roles and responsibilities including reporting, lines of authority, supervision, communication and accountability;
* Completion of a signed volunteer agreement / Code of Conduct including a confidentiality agreement.

Induction Checklists will be stored in the volunteer’s personnel file in line with the Documentation and Records Policy and Procedure.

**Induction Package**

All new volunteers will be provided with an induction package which covers the key aspects of volunteering with <Insert Organisation Name>. This may include key strategic documents, Code of Conduct, position description and organisational chart, emergency procedures, emergency contact form, timesheets, and a volunteer agreement.

If a current volunteer is taking on a new role within <Insert Organisation Name>, the <Insert Position> or supervisor will ensure the volunteer is acquainted with the nature of the new position and project / work area and that a clear position description is viewed and understood by the volunteer prior to appointment.

**Application**

This procedure affects all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.1, 3.3, 5.1-5.4, 6.1, 6.2, 7.2, 8.1, 8.2

**Related Policies and Procedures**

* Volunteer Induction and Orientation Policy
* Documentation and Records Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Work Health and Safety Policy and Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Induction Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Work Health and Safety Policy and Procedure
* <Insert Organisation Name> Values, Code of Conduct, Strategic Plan

|  |  |  |  |
| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |