

Management of Roles

The performance of both volunteers and employees has a direct impact on an organisation's ability to achieve its objectives. Effective people management requires a commitment from an organisation's leaders, as well as solid systems and processes to enhance an individual's experience.

While an organisation may not have the same legal responsibilities to volunteers as they do to employees, there are many similarities in the way that volunteers and employees need to be engaged within organisations.

Fair Work's National Employment Standards (NES) provide Australian employees with a safety net for ten minimum entitlements such as hours, leave entitlements, minimum pay, termination and redundancy.



The National Standards for Volunteer Involvement is a framework for an organisation to assess its volunteer management practices against eight standards. Commitment to the standards provides a strong 'best practice' framework for an organisation to recruit and retain volunteers. (See Resource 1 for list of standards).





The components listed below are considered essential for effective employee management and for contemporary volunteer management:

Position Descriptions

Position Descriptions are an essential resource in employee and volunteer management and will ensure that there is a clear and concise understanding by both the employee/volunteer and the organisation of expectations, responsibilities, time commitments and reporting structures.

Recruitment and Selection

In the same way that skills, knowledge and ability are considered for employees, there should be a recruitment policy that outlines guidelines for effectively interviewing, screening and recruiting volunteers.

Induction

For both employees and volunteers, a structured and supportive induction process is an important function in welcoming new people into an organisation. Well planned and executed induction processes enables a new recruit to quickly understand the key responsibilities, Work Health and Safety requirements, codes of conduct, processes for reimbursement etc. in the shortest time.

Performance Management

In an employment relationship performance management systems support the decision-making process regarding performance, remuneration, promotions, disciplinary procedures, terminations, transfers and development needs within an organisation. Similar policies and procedures play an important role in the management, review and evaluation of volunteer contribution.

Professional Development

Investment in continuous learning for both volunteers and employees is imperative for delivering on an organisation's objectives, through improving its performance, productivity and efficiency. Quality volunteer training is considered best practice and assists volunteers to feel valued and to operate at their optimal capacity.

Ending the relationship

The Fair Work Act outlines the requirements for the appropriate termination of an employee. However, there is no legal requirement for the termination of a volunteer relationship. Although volunteers do not have legal protection against termination through the Fair Work Act, regardless of the reason for ending a volunteer relationship, it is important to ensure that departures are handled in a manner that is amicable and dignified for all involved.

Also see:

Resource 1 - Employees and Volunteers: Understanding the Difference

Resource 3 - Employees and Volunteers: Other Factors to Consider

This fact sheet is a summary of the issues paper - Understanding the differences between your volunteering and employee workforce created by Volunteering Tasmania 2018. For more information visit www.volunteeringtasmania.org.au

Disclaimer:

Volunteering Tasmania has prepared this Issues Paper in good faith to create an awareness of the issues that may impact on volunteer involving organisations who engage both volunteers and paid staff. Changes in circumstances, such as advancements in legislation, may impact on the accuracy of the information contained within. This Paper should not be used as a substitute for professional advice from a registered, practising professional.

