

# Manning Valley Neighbourhood Services Inc.



## INFORMATION PACK

'Volunteering is time given for the common good and without financial gain'

*Our vision is: Strong and resilient communities where individuals, families and communities have increased capability, interconnections and partnerships*

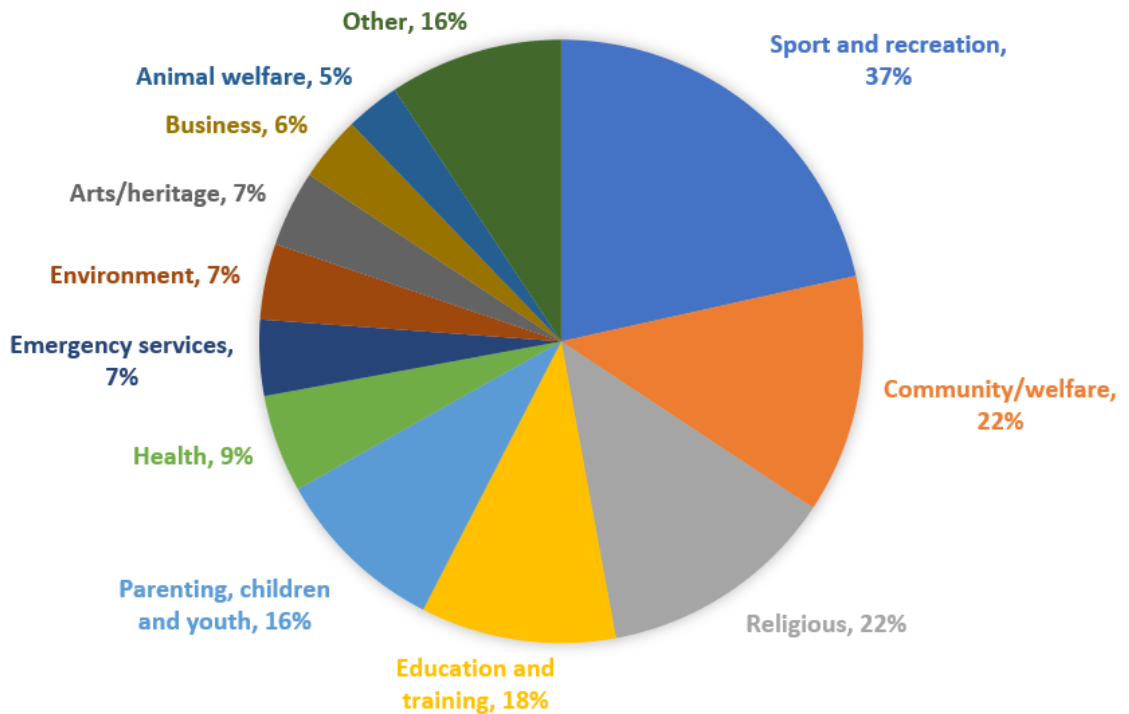


## Volunteering is a big deal

Did you know that nearly 5.4 million people in Australia volunteer annually. This is about a quarter (27%) of people aged 15 years and over.

You are one of those important volunteers so, welcome to Manning Valley Neighbourhood Services.

### BREAKDOWN OF VOLUNTEERS PER ORGANISATION TYPE



The information that follows is in general in nature. If you have any questions or are not clear about something, please ask your supervisor, manager or front office staff.

## Principles of Volunteering

- Volunteering is always a matter of choice, you cannot be forced into it
- Volunteering is unpaid and not done for salary, pension or to obtain honorary mentions
- Volunteering is a legitimate and fun way for people to participate in activities within their community
- Volunteering benefits both the community and the volunteer
- Volunteering is a way for individuals or groups to address human, environmental and social needs, solving problems for the benefit of all
- Volunteers do not replace paid workers or constitute a threat to the job security of paid workers. Strict rules are in place to prevent that.
- Volunteering respects the rights, dignity and culture of others and promotes human rights and equality
- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate resources and effective management practices.
- Volunteers have responsibilities, which include acting responsibly, being accountable to the organisation where they volunteer for their actions to the organisation, respecting the organisation's values and practices.

Both the volunteer and the organisation using your skills have obligations.

## Volunteer Rights

You have the right to:

- Be treated as a co-worker.
- A suitable assignment and the right of refusal.
- Knowledge - policies, programs and staff of the organisation.
- Appropriate orientation and training for the job.
- Continuing education and skills development for the position.
- Appropriate supervision and sound guidance by experienced staff.
- Appropriate resources.
- A safe workplace and occupational health.
- A variety of experiences in practice and work promotion.
- Be part of a team.
- Be adequately insured.

## Volunteer Responsibilities

Volunteers have a responsibility to:

- Consider, and be aware of, their reasons for wanting to work as a volunteer.
- Believe in the value of the work being done.
- Differentiate between their own needs and the needs of the person(s) being assisted

- Recognise clients' needs are paramount in decision making.
- Accept the rules, policies and procedures of MVNS and be willing to work in accordance with them.
- Offer suggestions and constructive criticism to the organisation.
- Raise any concerns with MVNS and provide constructive criticism regarding the program.
- Be dependable - follow through on agreements and only make promises that will be kept.
- Ask about things that are not understood and communicate openly on all matters concerning work.
- Be willing to learn and undertake necessary training.
- Take part in regular supervision.
- Respect clients' rights to confidentiality, respect and dignity. This includes behaving in a manner that is not discriminatory on the basis of race, culture, language, gender, sexuality, disability or health status.
- Not to undertake tasks or give instructions to clients on matters beyond their training, knowledge or expertise.
- Not to behave in a manner or take actions that could place clients at risk of injury or harm.

## **Organisational Rights**

- The right to receive as much effort and service from a volunteer worker as a paid one, even on a short-term basis.
- The right to accept responsibilities, such as to promptness, reliability and good performance.
- The right to expect enthusiasm and belief in the work the organisation is doing.
- The right to make a decision on where the volunteer would best fit.
- The right to express opinions about poor volunteer effort in a diplomatic way and suggest a change to another job.
- The right to expect loyalty to the organisation and only constructive criticism.
- The right to expect from the volunteer clear and open communication at all times.
- The right to expect from volunteers with leadership responsibilities an effective work productivity.
- The right to release an inappropriate volunteer.

## **Organisational Responsibilities (of Paid Staff)**

- Paid staff are responsible for providing leadership, support and supervision - to induct volunteers into program areas, provide opportunities for change and to improve performance.
- Responsibility to treat volunteers as co-workers and legitimate members of team strength.
- Responsibility to allocate appropriate tasks to the volunteers that are known to be within the volunteer's area of knowledge, skills or training.

## **Volunteer Checks**

Background checking is routinely used to screen some potential volunteers for suitability in volunteer roles. This is particularly the case where people volunteer with 'vulnerable' groups such as children, the elderly, and people with disabilities, or in roles that have financial or driving responsibilities.

A Working with Children Check is legislated by each state and territory for the purpose of conducting background checks for people seeking to engage in child-related work. These checks aim to prevent people from working or volunteering with children if records indicate that they may pose an unacceptable level of risk to children.

A National Police Check (NPC), sometimes referred to as a 'police check'. The NSW Police Force provides an opportunity for NSW residents aged 14 years and above to apply for a National Police Check for the purpose of employment, visa, adoption, student placement, admission as a lawyer and volunteering in a commonwealth supported aged care facility.

National Police Checks are only done with the consent of the person having the check done.

## **Working in a Team**

As a volunteer you might be working often as an individual, but mostly you will be working alongside other staff, both paid and volunteer, as part of a team. In the work situation your team needs to be productive.

A team involves a number of people with a common purpose or goal – but it is more than just a group of people. A team is really defined by the relationships and interactions between its members, and the productivity of a team is more than the technical competencies and work skills of its members. When teams function well, they achieve more than the sum of their parts. This is called synergy.

Experiencing the energy of being part of a great team will make your volunteer contribution a great experience.

Manning Valley Neighbourhood Services has lots of teams working on different projects. Some of these are outlined in the chart overleaf on page 6, so you can better understand our organisation.

The organisational chart on page 7 further shows how the various services tie together and relate to management.

## Insurance

Manning Valley Neighbourhood Services Inc. provides Volunteer Workers Personal Accident insurance. This covers all voluntary workers, committee members and work experience students whilst engaged in authorised voluntary work. Work must be unpaid work.

All incidents and claims must be notified to the Manager.

Summary of Cover:

Coverage is for:

- Accidental Death and Disablement
- Weekly Injury Benefits due to accidental injury
- Non Medicare Medical Expenses
- Domestic Home Help
- Student Education Assistance and other additional benefits

Age Limits: 16 – 85 years

Note: If the voluntary worker is injured at our workplace, they must seek treatment from their usual doctor under the Australian Medicare scheme.

## Privacy and Confidentiality

The Management Committee of Manning Valley Neighbourhood Services Inc (MVNS) is committed to protecting the privacy of personal information that the organisation collects, holds and administers in an open and transparent way. Personal information is information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Abuse of, or carelessness with, confidential information can harm clients, volunteers, staff and the organisation. MVNS works to ensure privacy is respected and stored appropriately. We will only collect the minimum information required to perform our services.

As a part of your orientation process you will be required to sign a Confidentiality Policy. The Privacy and Confidentiality Policy applies:

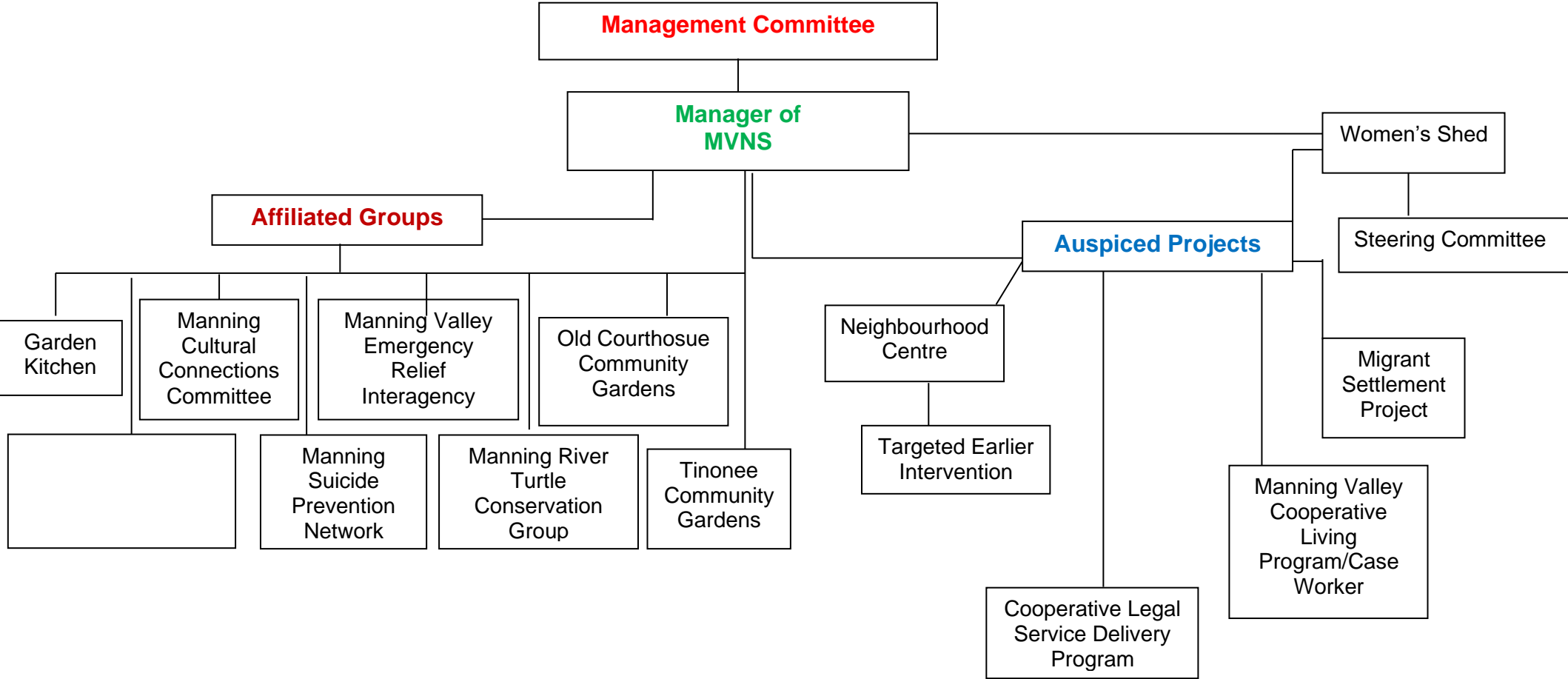
- In the work place
- At home
- When talking with other workers
- In social environments
- When talking with clients
- Indefinitely, even after ceasing employment or Board membership with MVNS

## MVNS Activities Umbrella – this will help you understand what we do and where you fit in

<p><b>Neighbourhood Centre</b></p> <ul style="list-style-type: none"> <li>Information &amp; Referral</li> <li>Advocacy</li> <li>Community Development</li> <li>Resume writing.</li> <li>Cheap use of phone, fax &amp; computer.</li> <li>Support for community members who need to talk</li> <li>Promotion and assistance for community groups</li> <li>Tax Help - July to Oct - free assistance with tax returns for low-income earners</li> <li>Groups and courses</li> </ul> <p><b>Contact the staff and volunteers 6553 5121</b></p>	<p><b>Women Kind Collective</b></p> <p>Develop a space where rural women impacted by the bushfires can come together to access support, share stories, share skills, develop new skills, access resources, and ultimately reduce women's sense of isolation through tested recovery and resilience programs.</p> <p><b>Contact</b></p>	<p><b>Garden Kitchen</b></p> <p>A kitchen resource that provides support toward self-reliance to disadvantaged clients in a purposeful approach providing a meal, advocacy, education and opportunities to commune.</p> <p><b>Contact 6553 5121</b></p>	<p><b>Manning Valley Cooperative Living Program</b></p> <p>Financial assistance and case work for individuals &amp; families in crisis.</p> <p>Available to all people living in the Manning Valley who are experiencing financial crisis and/or other misfortune or suffering which is contributing to poverty or helplessness.</p> <p><b>Contact 6553 5121</b></p>	<p><b>Child Youth and Family Engagement</b></p> <p>Funded through the Department of Communities and Justice under their Targeted Earlier Intervention Program. It aims to target children, young people, families and communities who are experiencing, or at risk of, vulnerability. With a focus on early help and support, the objective of the TEI program is to provide targeted services at the point where they can have the most impact.</p> <p><b>Contact Hanna 0460 031 307</b></p>	<p><b>Old Courthouse Community Gardens</b></p> <p>Development and maintenance of a sustainable garden for the community by the community</p> <p><b>Contact 6553 5121</b></p>
	<p><b>Tinonee Community Gardens</b></p> <p><b>Contact - See Facebook page</b></p>	<p><b>Cooperative Legal service Delivery</b></p> <p>Building cooperative &amp; strategic networks of key legal services and community organisations</p> <p><b>Contact Jane Project Officer 6553 5121</b></p>	<p><b>Manning Suicide Prevention Network</b></p> <p>Aims to provide information in respect to mental health support services in our community</p> <ul style="list-style-type: none"> <li>Raise awareness of the incidence of suicide in our community</li> <li>Provide education to the community on how they can help within their own family and friendship groups</li> <li>Advocate to improve services and improve ease of access to services</li> <li>Coordinate local events to promote suicide awareness and share relevant information</li> </ul> <p><b>Contact Gemma 0477 213 611</b></p>	<p><b>Migrant Settlement Project Worker</b></p> <p>Information &amp; referral for migrants and NESB residents of the Mid North Coast.</p> <p><b>Contact Jane 6553 5121</b></p>	<p><b>Manning Cultural Connections Committee</b></p> <p>To promote social inclusion and provide an engaging intercultural platform in the Manning Valley</p>
					<p><b>Manning River Turtle Conservation Group</b></p> <p>Aims to promote awareness of the Manning River Turtle as well as preserve their habitat for their ongoing survival.</p> <p><b>Contact Clare 0427 655 051</b></p>

# Manning Valley Neighbourhood Services Inc

## Organisational Chart and Overview





# Volunteer Job Description - Admin Support



**Reviewed:** January 2022

**POSITION:** **Administration Support Position** – Assist and support the Office Administrator, staff and volunteers of Manning Valley Neighbourhood Services

**ACCOUNTABILITY:** Accountable to the Office Administrator of Manning Valley Neighbourhood Services Inc.

**ROLE:** To facilitate and support the work of Manning Valley Neighbourhood Services.

## **DUTY STATEMENT:**

This position relates to the operation of the reception desk and information and provision of support to MVNS workers and volunteers and service users. MVNS is a base for information/referral, community development and community education as well as a meeting place for a wide range of groups and activities.

Volunteers will be required to perform some/all of the following duties as agreed.

1. Familiarise themselves with the core business and philosophy of MVNS and the roles of individual workers
2. Attend the MVNS at times agreed upon. If the Centre is unattended, please call the Manager on 0428 500789.
3. (a) Office reception –
  - answering and redirecting enquiries, recording and redirecting messages
  - welcome and engage with clients
  - carry out Emergency Relief initial assessments
  - recording statistics for all contacts to and from MVNS(b) Provide information and assistance to all people accessing the Centre and its services courteously and appropriately, respecting confidentiality. Be aware of sources and resources available for answering enquiries, both internal and external.  
(c) Refer difficult enquiries to the Office Administrator in first instance and then Manager if necessary.

4. General office duties
5. Assist with maintaining Centre cleanliness
6. Assist with the organisation of the Centre as requested by the Manager or delegated staff
7. Comply with any policy and procedures of MVNS
8. Work to “Code of Professional Conduct Policy”. Maintain confidentiality and assist people without prejudice and discrimination and be sensitive to people in distress
9. If unable to work your shift it is essential to let the Office Administrator know as soon as practical
10. Attend team meetings on a bi-monthly basis
11. **Office and project support** - Other tasks or projects relative to specific days of the week as agreed

# Volunteer Job Description – Community Garden Coordinator



**Reviewed:** January 2022

**Position:** **Garden Coordinator-** Manning Valley Community Gardens

**Accountability:** Accountable to the Volunteer Program Coordinator and Office Administrator.

**Role:** To coordinate, develop, maintain and promote the Manning Valley Community Gardens.

**Commitment:** Approximately 6 hrs per week. Days and hours negotiable.

*It is understood that this is a voluntary role and that some of the below may at times fall outside of the capacity for individuals to complete. Parts of the role do not need to be conducted on site and may be done from home.*

## **Duty Statement:**

- Establish a garden maintenance, soil improvement and crop rotation plan
- Organise, support and resource garden volunteers and working bees.
- Communicate with garden volunteers to obtain their input into the broader elements of the garden.
- Ensure all garden volunteers are complying with relevant Manning Valley Neighbourhood Services Inc. Policies and Procedures, in particular WHS.
- Ensure equipment is maintained and in working order.
- Bring to the Volunteer Program Coordinator's attention any issues/problems which may need to be addressed.
- Record garden production.
- Orientation of new garden volunteers.

In conjunction with: Volunteer Program Coordinator, other MVNS staff, garden volunteers, local gardening/sustainability groups and individuals:

- Through workshops and promotional activities raise awareness and community interaction with the garden.
- Help organise specific workshops and activities to take place at the gardens E.g., Composting, worm farming, seed saving, food origin awareness.
- Help source, plan and organise fundraising for the Community Garden.

**Essential skills:**

- Working with Children check, or ability to complete
- Gardening/sustainability knowledge/experience
- High levels of confidentiality and discretion
- Self-motivation and ability to work with minimal supervision at times.
- Organisational skills
- Willingness to work with a variety of people:
  - Internally and externally

**Desirable skills:**

- Computer literacy
- Publisher/media skills

# Volunteer Job Description – Community Garden Maintenance



- Updated:** April 2021
- Position:** Volunteer for Garden and General Maintenance
- Accountability:** Accountable to the Garden Coordinator and Volunteer Coordinator.
- Role:** Assist the Garden Coordinator and other team members of Manning Valley Neighbourhood Services Inc. to maintain the gardens and Wingham Community Centre.
- Days and hours:** Negotiable.

## Duty Statement:

- Work as part of a team
- Specific duties:
  - Look after garden beds around the Community Centre including vegetable beds and plant sale stands. This includes planting, weeding, watering, pruning, seed-raising, potting plants for sale, composting and using compost.
  - Keep footpaths free of rubbish and garden waste and overgrowth.
  - Keep weeds in check.
  - Keep fence lines clear of weeds and tidy (mow if necessary).
  - Remove all rubbish from both front and back yards.
  - Maintain watering system.
  - Small general maintenance jobs- grounds and within the Community Centre as needed.
  - Surface spray garage and shed regularly for spiders and bugs.
  - Take vegetable waste from food deliveries (Second Bite program) to compost.
  - Be Work, Health and Safety aware.
- Comply with relevant MVNS Policies and Procedures, and in particular WHS
- Bring to Garden coordinator or Volunteer coordinator's attention any issues/problems which may need to be addressed

## Job Description

### Manning Valley Neighbourhood Services – Volunteer (Various)



**POSITION:** Assist and support positions are available for various support roles for Manning Valley Neighbourhood Services

**ACCOUNTABILITY:** Accountable to the Manager of Manning Valley Neighbourhood Services Inc or appointed Coordinator

**ROLE:** To facilitate and support the work of Manning Valley Neighbourhood Services.

**DUTY STATEMENT:**

Varies depending on position – this will be provided to you at the time of orientation.

# Volunteer Support Worker Application Form



Name ..... DOB .....

Preferred pronouns.....

Address .....

Phone ..... Mobile ..... Email .....

Employment History/Work Experience

.....  
.....  
.....

Do you have any qualifications/certificates? (Including WWC and Police)

.....  
.....

Any Second Language? .....

## Skills/experience (tick all that apply)

- Understanding of/experience of issues for Aboriginal/Torres Strait Islander individuals and communities.
- Understanding of/experience of issues for Culturally and Linguistically Diverse (CALD) individuals and communities
- Working with vulnerable people
- Working with Children
- Health

- Community Development
- Communications/Marketing
- Facilitating workshops
- Governance
- Grant writing
- Gardening
- Administration/reception
- General maintenance
- Events/stalls
- WHS
- Data/data interpretation
- Arts/creative industries
- Aged care or disability services
- Education

Other:

.....  
 .....

What are your talents, hobbies, areas of particular interest?.....

.....  
 .....

Would you be willing to take part in training programs organised by this Centre?  
 Yes/No

What times are you available to do voluntary work? (NB: Administration volunteers are  
 required to work from 9-3)

Half day per week ..... Half day per fortnight .....

Full day per week ..... Full day per fortnight .....

Other.....

Which days and times are you available?

Mon ..... Tues ..... Wed ..... Thurs .....

Morning ..... Afternoon ..... Full day.....

What activities would you like to be involved with?

- |                                     |   |   |
|-------------------------------------|---|---|
| <input type="checkbox"/> Gardening  | <input type="checkbox"/> Administration/reception | <input type="checkbox"/> Facilitating workshops |
| <input type="checkbox"/> Governance | <input type="checkbox"/> Grant writing            | <input type="checkbox"/> Groups                 |



- General maintenance                       Promotion/media                       Events/stalls
- Cooking     Other:.....                       Program related

I declare that I am fit to do these activities

X.....

Do you have any health problems that we need to be aware of? .....

.....

What do you feel you can contribute? .....

.....

What do you hope to gain from working at this Centre? .....

.....

.....

Are you fulfilling a Centrelink obligation? YES                      NO

How many hours do you require?.....

Can you provide two referees?

1.....

2.....

Signature ..... Date .....

**MANNING VALLEY NEIGHBOURHOOD SERVICES INC.**

**Conduct Agreement**



I .....

of .....

HEREBY undertake and AGREE in connection with my services with Manning Valley Neighbourhood Services Inc.

1. Not to disclose beyond the Organisation any information with respect to clients of the Organisation or any knowledge or information which I may acquire during the course of my service with the Organisation, concerning the affairs thereof and in particular I will not make any public statements without the express authority of the Organisation.
2. In all respects and at all times to conduct myself with propriety and decorum in the performance of my duties.
3. In all respects to carry out and use my best endeavours to achieve the objects of the Organisation and protect its interests in all things to the best of my ability and judgement.
4. Not to act beyond the objects of the Organisation in the performance of my duties.

**DATED THIS ..... DAY OF ..... 20.....**

.....  
(Signature of Volunteer)

.....  
(Signature of Representative of Organisation)