

CIVIC PARTICIPATION & VOLUNTEER POLICY

Introduction:

The Maldon Neighbourhood Centre is reliant on the participation of the community in both decision-making roles and in supporting the daily work of the Centre.

Purpose of Policy:

This policy is intended to ensure that volunteers working at the Maldon Neighbourhood Centre have work that is safe, significant, fulfilling, and appreciated and that community members are supported and encouraged to participate in decision-making within the Maldon Neighbourhood Centre.

Definitions:

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

Civic participation is the engagement of an individual in civil society, as defined as the non-government and not-for-profit groups and organisations that have a presence in public life, expressing the interests of their members and others in society.

Scope:

This policy applies to all volunteers, Committee of Management and working group members of the Maldon Neighbourhood Centre.

Responsible Parties:

The Committee of Management and the Coordinator are responsible for ensuring that this policy is adhered to.

Policy:

Volunteers have the right to:

- be respected and valued irrespective of the work done
- be informed about the organisation – policy, strategic direction, management and programs
- be provided with a clear description of their duties
- receive orientation and training as appropriate
- know to whom they are accountable
- have a safe and healthy work environment
- be covered by insurance
- have a role in planning for the Centre
- choose the work they undertake and negotiate hours of work
- be consulted on matters which directly affect them and their work
- be reimbursed for any authorised out of pocket costs incurred as part of their role

A volunteer has a responsibility to:

- carry out their work responsibly and ethically

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- be reliable, enthusiastic and loyal
- respect confidentiality of all house staff and users
- be accountable
- ask for support when needed
- give a clear indication of the extent of their commitment, availability and skills
- give notice before changing the commitment or leaving the organisation
- value and support paid staff and other volunteers

Volunteers must abide by the policies of the Maldon Neighbourhood Centre and agree to the Code of Conduct.

A volunteer may be provided with a reference by the Coordinator or a member of the Committee of Management. This is not a right and requests will be considered on an individual basis.

Volunteer Disciplinary Procedure:

The MNC Committee of Management has a responsibility to ensure the well being of our staff, volunteers and users when at the Centre.

In the event of a volunteer behaving in a manner which is detrimental to the provision of good service, the following procedure may be used:

- a) The coordinator will speak with the person, privately, explaining the perceived problem and seeking to resolve the issue
- b) If the behaviour continues, a warning will be given in a formal manner and documented
- c) If the problem persists, the volunteer will be asked to leave, with a written explanation as to why the action has been taken
- d) Appeals may be taken up with the Committee of Management in line with the Grievance Procedure specified in the MNC Rules of Association

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