

SWAN HILL NEIGHBOURHOOD HOUSE

VOLUNTEER ORIENTATION KIT



Neighbourhood Houses
The heart of our community

Phone 50321549

98-100 Gray Street

Swan Hill

TABLE OF CONTENTS

TOPIC	PAGE
Welcome to Swan Hill Neighbourhood House.....	1
What is a Neighbourhood House?	2
Committee of Management	3
Staff	3
Confidentiality Agreement of Swan Hill Neighbourhood House	4
Swan Hill Neighbourhood House Code of Conduct	5
Volunteering at Swan Hill Neighbourhood House.....	6
The Areas Where Volunteer Work In Our House.....	7
Community Garden Volunteer	8
Administration Support Volunteer	9
Community Driver Volunteer	10
Carousel Op Shop Volunteer	11
Grievance	12
Rights as a Volunteer	13
Safety in The House	14
Safety in The Shed & Garden.....	14
Emergency	14
Notes	15

Welcome to Swan Hill Neighbourhood House

Thank you for joining us!

Volunteers are the backbone and the lifeblood of our House and we place great value on your contribution, whatever it may be.

This manual is yours. In it you will find information about the House, about your rights and about some of the tasks and activities that you may wish to be involved in.

We want to be sure you are always comfortable and supported in our workplace.

We hope that you thoroughly enjoy your time with us. I know that we will do our best to ensure that your needs are met and that we all have fun together.

We trust you will find the information useful.

If you have any questions, please contact the Manager, for assistance.

OUR MISSION

Develop an understanding of the Social, educational, health and recreational requirements of the community and district of Swan Hill.

OUR VISION

To provide a means to the residents of Swan Hill and district to enhance the quality of their lives by offering them access to viable and affordable courses and classes to improve their knowledge and skill base, thereby empowering them to seek a more fulfilled way of life.

OUR VALUES

- Inclusiveness
- Respect
- Community Leadership
- Excellence
- Choice

Sarina Kelly & Sophie Shadbolt
Co-Managers

WHAT IS A NEIGHBOURHOOD HOUSE?

If Neighbourhood House is new to you, please take time to read our brochure and become acquainted with the activities that Swan Hill Neighbourhood House can provide to the community. Activities and classes are offered on a community demand basis. The House provides a supportive and friendly focal point in our community, where people can come together to share mutual interests, learn new skills and to generally support one another.

Houses are community managed and not for profit, making the cost of classes and activities very reasonable.

Houses rely on community input in the way of suggestions, comments and volunteers to assist in their operations.

Neighbourhood House vary in what classes, services and activities they provide as they reflect their local community.

At Swan Hill Neighbourhood House, we aim to be accessible to all in the community. Our House has a special atmosphere, and is welcoming, non-threatening places where anyone can come to meet new friends, get helpful information and learn new skill. Although Neighbourhood Houses differ from each other in many ways, they all aim to encourage persona self-help, sharing of knowledge and provide people with skills.

Many Houses have also become a social force for their communities, acting on a range of issues, reducing social inequalities and enriching the quality of life for the community.

Some of the key issues addressed by Neighbourhood House include:

- Relaxation, people to talk to, sharing of common interests and having fun
- Information, skills and development, retraining and promotion of self- esteem for long term unemployed.
- Support, referral and community education on problems such as family violence, grief and grieving, financial management parenting, etc.
- Development of skills to encourage economic self-sufficiency.
- Health education and preventative programs.
- Adult literacy and numeracy.
- Computer education.

NEIGHBOURHOOD HOUSE MEMBERSHIP

Membership at the centre costs \$2.00 per annum. You don't need to be a member to come along to activities but there are some advantages to taking out membership.

- Reduced internet access fee.
- Right to sit in on Committee meetings
- Right to vote at AGM or be elected onto the committee and so help decide the future of your centre.

COMMITTEE OF MANAGEMENT

CHAIRPERSON

Fay Taylor

SECRETARY

Sophie Shadbolt

TREASURER

Mary Moore

GENERAL COMMITTEE

Denis Gell

Delia Baber

Kerryn Zanker

John Forrest

Lindsay McCrae

Sharon Keady

STAFF

HOUSE MANAGERS

Sarina Kelly & Sophie Shadbolt

ADMIN ASSISTANTS

Sharon Hickey & Diane Fraser

BOOKKEEPER

Sophie Shadbolt

CLEANER

Helen Tuntar

CONFIDENTIALITY AGREEMENT OF SWAN HILL NEIGHBOURHOOD HOUSE

Purpose: The purpose of this Confidentiality Agreement is to protect the identity and privacy of our clients. Staff and Volunteers at Swan Hill Neighbourhood house may encounter personal and sensitive information about members of the community.

1. All communications between Swan Hill Neighbourhood House staff, volunteers and community members are confidential.
2. The staff or volunteer shall not disclose confidential information to a third party without members express consent to release such information.
3. The staff or volunteer shall not disclose confidential information to a third party without Swan Hill Neighbourhood House knowledge and consent.
4. I understand that as a staff or volunteer, I have a duty to keep community members information confidential throughout my term as a staff or volunteer as well as after my employment or volunteer status ends.
5. I understand that my failure to abide by the terms of this Confidentiality Agreement may result in termination of my participation as a staff or volunteer at Swan Hill Neighbourhood House

I,------(print name), I have read the above, The Swan Hill Neighbourhood House Confidentiality Agreement and I understand its terms and my responsibilities as a volunteer.

Staff or Volunteer

Signature of Supervisor

Date

Terms: By signing this Confidentiality Agreement, you agree to the highest ethical standards and to abide by the following provisions:

SWANHILL NEIGHBOURHOOD HOUSE

CODE OF CONDUCT POLICY

PURPOSE

To ensure that all the Committee of Management members, paid staff, volunteers and members always act in good faith and in the best interest of the Organisation in everything they do for and with Swan Hill Neighbourhood House Inc.

This will involve:

Personal Integrity

- Treating all persons with honesty, courtesy and respect
- Being responsible and accountable
- Respecting confidentiality
- Carrying out responsibilities/tasks to the best of one's ability
- Complying with relevant laws, including legislation, regulations, guidelines, policies and codes of conduct.

Commitment to our community

- Understand our mission and objectives
- Being committed to the overall aims of the organisation
- Understanding and responding to community needs
- Practising environmental sustainability

Teamwork

- Maintaining a shared purpose
- Appreciating individual difference
- Giving and receiving constructive feedback
- Solving problems collaboratively
- Working within the Organisations policies and principles

Support

- Supporting each other and encouraging personal growth
- Supporting the organisation, publicly and privately, to achieve its vision and mission

Responsibility

The committee of Management, other members, casual, permanent and contract staff and volunteers are responsible for adhering to all applicable clauses.

Distribution

A copy of this policy is to be given to all members of the House as named above

VOLUNTEERING AT SWAN HILL NEIGHBOURHOOD HOUSE

We currently have a wonderful team of volunteers assisting us with the running of the Swan Hill Neighbourhood House and programs. Volunteers work in every area from assisting with programs, facilitating, cooking, gardening to administration.

Do you have skills you wish to contribute? It could be any of the following:

- Office work-phone, filing, photocopying, website maintenance
- Assistance with the production of Newsletters, Programs, Reports etc
- Helping with financial matters and purchasing supplies
- Enrolling students and helping in classes
- Gardening and Maintenance
- Participation on Committees

Volunteer work is always undertaken in a very professional manner. In return, the Neighbourhood House offers:

- Training
- Computer Skills
- Access to phone, fax, email
- Work experience

The Swan Hill Neighbourhood House is managed by a volunteer committee. Staffing currently consists of:

- Manager
- Administration Assistant
- Bookkeeper
- Cleaning
- Various Tutors/facilitators for groups

The Swan Hill Neighbourhood House offers a range of personal interest and development programs to the community such as:

Pottery Group	Tai Chi
NILS no Interest Loans	Cake Decorating
Rotary Breakfast	Crochet Social Group
Art Classes 8ys+	Adult Artists
Walking Group	Lego Group
Basic Computer one-on one tuition & classes.	500 Card Group
Public Internet Access – low cost Internet access.	Shifts at Carousel Op Shop
CrimCheck – Police checks for Volunteers and employees.	Tax Help for low income earners.
Men's Shed	
Community Transport- Medical appointments to Bendigo and Melbourne	

If you would like to become more involved with the House, please drop in and chat to the Manager about membership.

THE AREAS WHERE VOLUNTEERS WORK IN OUR HOUSE

As the reception volunteer you are the smiling face and friendly voice of the Swan Hill Neighbourhood House. Some of the jobs that you may do are:

- Greeting visitors as they come in and finding out what they are here for
- Answering phones
- Collecting and recording mail
- Keeping track of money as people pay, and writing receipts
- Taking bookings for classes and contacting students
- Photocopying and collating as needed
- Scanning Documents
- Making cuppas and lots of other things

NO INTEREST LOANS (NILS) INTERVIEW

You may be asked to provide support to staff who are undertaking interviews for No Interest Loan Interviews or assisting clients with the documentation needed to apply for a NILS loan.

TAX HELP

You don't have to have a background in accounting to be trained by the Tax Office to help people do simple tax returns from July to October

HOUSE MAINTENANCE

There are always things to be done around the House such as:

- Keeping outside tidy
- Cleaning outdoor equipment
- Sweeping, dusting
- Windows
- Cleaning and lots more

GARDEN

We have gardens that need attention and if gardening and growing is your passion enjoy the tranquillity of our gardens while you give in to your creative flair.

OP SHOP VOLUNTEER

Our retail store on Campbell Street serves as a social enterprise run by volunteers providing affordable clothing and other household items to the wider community.

TUTORING

If you have a skill or knowledge you would like to pass on, you may want to become one of volunteer tutors.

COMMITTEE OF MANAGEMENT

The Swan Hill Neighbourhood House is governed by an active and involved committee of management. If you think you would like to be a member of this committee and bring your skills and interest to help with running of the House and planning, let us know.

NEIGHBOURHOOD HOUSE GARDENER VOLUNTEER

ROLE

To manage, maintain and beautify Neighbourhood House Gardens. Commit to environmental protection and enhancement of our natural environment working with the community and volunteers at Neighbourhood House

JOB DESCRIPTION

- Volunteers will provide Garden Maintenance
- Planting and Weeding, Raking
- Pruning
- Frequent watering
- Layering of Mulch to Control weeds
- Full clean-ups (rubbish etc.)

EXPERIENCE AND SKILLS

- Gardening knowledge would be an asset but not essential
- Planning and Organising
- Able to work without supervision
- Able to follow directions and policies at all times
- Enthusiastic about gardening
- Comfortable with working with light gardening tools

WORKING CONDITIONS

- Outdoors in all weather conditions, may range from hot and cold and Rainy. Appropriate Clothing and footwear for all weather conditions, to be worn
- Sunscreen and bug repellent should be worn/applied if needed
- Reminder outdoor activities entail risks
- Sunhat should be worn
- Depending on weather, volunteers may not be needed everyday
- No open toe shoes to be worn

ORIENTATION AND TRAINING

- Orientation package and forms to be completed
- Orientation of site
- Understanding of Volunteer Handbook

CHECK REQUIREMENTS

A National Criminal History Check must be done before commencing voluntary work.

GENERAL CONDITION

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people, and with people from all Cultural backgrounds in a respectful way.

MANAGER/CONTACT PERSON

Sarina Kelly & Sophie Shadbolt

PH: (03) 5032 1549

(0493) 099 790

ADMINISTRATION SUPPORT VOLUNTEER

ROLE

Assisting and providing administration and program support and to contribute your skills to help the daily operations of Neighbourhood House.

JOB DESCRIPTION

- Help provide administration support
- Assist with data entry support.
- Assist with preparing letters, faxes.
- Answering telephones and booking appointments, assisting the community with information of programs available at Neighbourhood House.
- Maintain confidentiality and Privacy in matters relating to the team, shops, customer, procedure, financial details and Security.

EXPERIENCE AND SKILLS

- Excellent interpersonal and communication skills
- A positive and can-do attitude.
- Ability to work efficiently and being detailed orientated and organised.
- Experience in general office administration skills desirable but not essential.
- Proficient in MS office or similar software and using Database.
- At ease working independently or as part of a team, to share workload.

ORIENTATION AND TRAINING

- Orientation and forms to be completed
- Understanding of Volunteers Handbook

CHECK REQUIREMENTS

A National Criminal History Check must be done before commencing voluntary work.

GENERAL CONDITION

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people, and with people from all Cultural backgrounds in a respectful way.

MANAGER/CONTACT PERSON

Sarina Kelly & Sophie Shadbolt
PH: (03) 5032 1549

(0493) 099 790

COMMUNITY DRIVER VOLUNTEER

ROLE

To deliver services in a timely manner according to journey sheets and ensuring the safe delivery of Client/Passengers to their destination.

JOB DESCRIPTION

- Must have Current Driver's License
- Driving Clients/Passengers to their Destinations in a timely manner, e.g. appointments
- Maintain & appropriate paperwork on trips
- Maintain and clean rubbish out of vehicle
- Report any accidents, including minor damage to vehicle to Neighbour Hood House Co-Manager
- Low- Risk driving-taking all necessary precautions that prevent an accident or damage to vehicle
- Assisting clients with mobility aides etc.

EXPERIENCE AND SKILLS

- Excellent interpersonal and communication skills
- Safe driving skills
- Excellent knowledge of Road Rules

ORIENTATION AND TRAINING

- Orientation package and forms to be completed
- Understanding of Volunteer Handbook

CHECK REQUIREMENTS

A National Criminal History Check must be done before commencing voluntary work.

GENERAL CONDITION

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people, and with people from all Cultural backgrounds in a respectful way.

MANAGER/CONTACT PERSON

Sarina Kelly & Sophie Shadbolt
PH: (03) 5032 1549

(0493) 099 790

CAROUSEL VOLUNTEER

ROLE

To assist with the ongoing management of donated stock and its availability to customers through our retail store.

JOB DESCRIPTION

- Customer service
- Sorting, tagging and hanging clothes
- Sorting and pricing books, toys and bric-a-brac
- Assisting with stock display
- Keeping the shop clean and tidy by dusting/cleaning
- Provide support to fellow volunteers and staff
- Communicate with the Co-Manager any concerns, issues or ideas that you may have.

EXPERIENCE AND SKILLS

- Enjoy assisting people.
- Ability to work in a non-discriminatory manner with individuals from all aspects of the local community
- Be a team player
- Be honest and reliable
- Ability to work independently as well as part of a team
- Ability to take direction
- Able to organise the designated tasks within the role

ORIENTATION AND TRAINING

- Orientation and forms to be completed
- Understanding of Volunteers Handbook

CHECK REQUIREMENTS

A National Police Check must be done before commencing voluntary work.

GENERAL CONDITION

- Demonstrate a positive attitude
- Recognise and value differences among team members.
- Seek assistance where appropriate, you are encouraged to ask questions.
- We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people, and with people from all Cultural backgrounds in a respectful way.

MANAGER/CONTACT PERSON

Sarina Kelly & Sophie Shadbolt

PH: (03) 5032 1549

(0493) 099 790

GRIEVENCE

- If the problem is with work you have been asked to do or the times that you are rostered on, please speak to the House Manager. Our aim is to work with you on ironing these issues out as they arise with the best solution for both you and everyone at the House. We know that circumstances change constantly and that what is okay for you today may not suit tomorrow.
- If the problem is with another worker at the House, express your feelings about the issue to the other person if you can. Do this calmly and reasonable manner, knowing that your thoughts and feelings are important. Try to work out a solution together
- If this direct approach is difficult, speak to the Manager about the issue. There may be ways to mediate between you to resolve the conflict, or the matter may need to be dealt with privately.
- If your problem is with the Manager then you must take up issue with a Committee of Management member, preferably the President.
- It is better to actively seek a solution to a problem than to let it fester and become a major headache. Try to resist the temptation to talk to a lot of other people about it before speaking to the person involved or the Manager.

RIGHTS AS A VOLUNTEER

- To work in a healthy and safe environment
- To be provided with a job description and have agreed working hours
- To be informed about the goals of the Swan Hill Neighbourhood House
- To be provided with orientation to SHNH
- To have confidential and personal information dealt with in accordance with the Privacy Act 1998
- To be assigned tasks that are worthwhile and provide satisfaction
- To receive respect and support from co-workers
- To share responsibilities and be involved in decision making when appropriate
- To receive proper training and assistance to develop new skills
- To receive direction and on-the-job supervision including debriefing where necessary
- To be reimbursed for out-of-pocket expenses
- To be covered by insurance while undertaking your duties as a volunteer
- To have access to clearly defined channels of communication and accountability
- To have access to a grievance procedure
- To be trusted with confidential information.

SAFETY IN THE HOUSE

- Don't be here on your own, or if you are keep the doors locked
- Keep your belongings in a safe place
- Do not give out your address or phone number, even if asked
- Know the fire drill
- Know where emergency numbers are
- Know how to deal with aggressive people
- Know how to deal with distressed people
- Know what to do if you are being bullied or harassed

SAFETY IN THE SHED & GARDEN

- Don't be here on your own.
- Know the fire drill.
- Know where emergency numbers are.
- While gardening wear gloves, sturdy shoes, hat in summer.
- While mowing wear sturdy shoes, long pants, ear & eye protection, hat in the summer
- While working with power tools, know and follow the safety policies of the House.

EMERGENCY

- | | |
|---------------------------------------|------------------------------------|
| • Police | 000 |
| • Lifeline | 131 14 [24hours] |
| • Child Protection | 131 278 |
| • Suicide Help Line | 1300 65 12 51 [24hours] |
| • Victorian Mental Health | 1300 363 788 |
| • Kids Help Line | 1800 55 18 00 [24hours] |
| • Parent Line | 132 289 8am-12pm w/days |
| • Domestic Violence | 1800 656 463 / Swan Hill 5033 1899 |
| • Poison Information | 131 126 |
| • Sexual Assault, Mallee Swan Hill | 5033 1786 |
| • Men's Line Australia | 1300 789 978 |
| • Suicide Line [VIC] | 1300 651 251 |
| • Nurse-On-Call | 1300 606 024 |
| • Translating & Interpreting Services | 13 1450 |

Notes: