***Name***

***Address 1***

***Address 2***

***Suburb ACT postcode***

***date***

**Volunteer Agreement**

Dear ***name***

Thank you for agreeing to be a volunteer at EveryMan. Volunteers have an important role in our service. As a voluntary arrangement, your involvement with EveryMan is dependent on both parties being satisfied with what we are each getting out of the volunteer role.

This Volunteer Agreement is to ensure that you fully understand your and EveryMan’s roles and responsibilities and that clients are provided with the best possible services.

|  |  |
| --- | --- |
| Start Date  | Your volunteer placement will commence on *xx xxx xx* (**the Start Date**). |
| Term | On the understanding that your volunteer placement continues to be satisfactory for both parties, this agreement is for an initial period of *xx days/weeks/months,* ending on *xx xxxx xx*(**the Start Date**). While the terms of any subsequent extension of the Volunteer Agreement will be subject to negotiations between yourself and EveryMan, an offer to extend is solely at EveryMan’s discretion.  |
| Job TitleDuties | Your Volunteer Position Title will be *xxxxx* (name of position) Your duties are set out in the attached Position Description |
| Place of Work | You are based at EveryMan’s place of business at room 3.01 Griffin Centre, 20 Genge Street, Civic, ACT, 2601, or elsewhere as reasonably directed by EveryMan. Due to the nature of the role you are required to travel to, and work at, client sites within a reasonable travelling distance. |
| Hours of Work | Your hours of work are *xx* per week plus reasonable additional hours necessary to fulfil your duties. |
| Rate of Pay | As a volunteer you will not receive a wage for the performance of your duties. You will be entitled to be reimbursed for out-of-pocket expenses approved by EveryMan prior to being incurred, according to the provisions of the Volunteers Policy and Procedures Manual. Method of reimbursement to be agreed between you and the Manager responsible for your work area. |
| General Conditions | The terms of your engagement as a volunteer include the Schedule of Standard Terms attached to this letter, and EveryMan’s Volunteers and Operational Policy and Procedures Manuals now available to you in digital form from our Staff Page. In the event of an inconsistency between this Volunteer Agreement and the Schedule of Standard Terms or EveryMan Policy and Procedures Manuals, the provisions of Policy and Procedures Manuals shall prevail. |

1. MY RESPONSIBILITIES
2. To meet EveryMan’s expectations for my performance of duties as outlined in my Position Description
3. To be familiar and comply with:
4. the Volunteer Policy and Procedures Manual, Volunteers Code of Conduct and my position description
5. all EveryMan policies and procedures in relation to my work area, particularly privacy, confidentiality, work health and safety as they relate to clients and to EveryMan.
6. all other EveryMan policies and procedures relevant to volunteers, and to follow directions from Managers (and Coordinators if applicable) responsible for my work area
7. EVERYMAN’S RESPONSIBILITIES
8. To provide an orientation kit on recruitment, and a full induction and regular support and any training needed for you to successfully undertake your work
9. To provide you with access to any EveryMan resources (including policy and procedures manuals) necessary for the successful performance of your duties
10. To arrange regular supervision sessions at a minimum frequency set according to the guidelines of the Volunteers Policy and Procedures Manual.
11. To respond promptly to requests for support and guidance outside of your regular supervision.
12. Reimbursement
13. Subject to prior approval by Manager or Coordinator responsible for the work area, you will be reimbursed for approved out-of-pocket expenses incurred during the course of your duties.
14. Receipts should be kept and provided to the Manager or Coordinator responsible.
15. Use of private car
16. Use of your own vehicle must be given prior approval by the Manager or Coordinator responsible, by the completion of an ‘Application To Use Private Motor Vehicle For EveryMan Business’ form, available from the front office.
17. Vehicle use will be reimbursed at the rate paid to EveryMan staff at that time.
18. The application procedure to authorize use of a private motor vehicle requires that your car insurance covers you for the duties you will perform.
19. You must have a current driver’s licence and that your vehicle is registered and roadworthy.
20. You are required to provide certification or other proof that you satisfy 3 and 4 above.
21. If at any time you do not satisfy the requirements of 3 or 4, your duties will be restricted. If this means that you will be unable to fulfil to significant degree the requirements of your position, your volunteer placement may be terminated.
22. Insurance

EveryMan will provide accident and other relevant insurance cover during the performance of your duties.

1. Code of Behaviour

Having signed this Agreement, you are expected to conform to the Code of Conduct appearing on that form, and to all regulations and guidelines of EveryMan Policy and Procedures Manuals.

1. Dispute, Conflict Resolution and Conduct policies and procedures
2. As a volunteer, you are subject to Dispute, Conflict Resolution and Conduct policies and procedures as described in EveryMan’s Operational Policy and Procedures Manual.
3. EveryMan reserves the right to determine the applicability to you of any provision which is a legal requirement, entitlement or condition for paid staff only, being subject to provisions of legislation or contractual agreements.
4. Hours of Work

The normal hours of work will be as follows:

|  |  |
| --- | --- |
| **Weekday** | Times |
| Monday  |  |
| Tuesday |  |
| Wednesday |  |
| Thursday |  |
| Friday |  |

At any time you become aware you are unable to work the above hours, you are required to notify your Manager or Coordinator responsible as soon as possible and practicable.

1. Termination of this Agreement
2. This agreement may be terminated by either party.
3. The Manager responsible for the work area will give a minimum of fourteen days’ notice of termination.
4. The volunteer is requested to give a minimum of fourteen days’ notice of termination.
5. If the agreement is not terminated on the date of expiry, it shall continue until termination by other party or a new Agreement is negotiated. During a continuance, either party may give less than fourteen days’ notice of termination.
6. For information about termination without notice, see Schedule of Standard Terms below.

**SCHEDULE OF STANDARD TERMS**

1. DEFINITION

Confidential Information means all the information including Intellectual Property, client lists, business contacts, finance, data concerning EveryMan or any of its related entities or any client of EveryMan’s, finances, but does not include information in the public domain otherwise than through a breach of an obligation of confidentiality.

1. PRINCIPAL DUTIES

You will:

* perform such duties and functions as management of EveryMan will from time to time allocate to you, including but not limited to, those duties and functions set out in the Volunteer Agreement (the Agreement); and
* at all times act faithfully, honestly and diligently.
* devote the whole of your time, attention, skills and ability to the performance of your obligations under the Agreement whenever you are required to be on duty;
* use all proper means to maintain, improve and promote the business of EveryMan;
* not, at any time, do anything contrary to the interests of EveryMan or anything which does or may bring EveryMan into disrepute or cause loss or damage to EveryMan; and
* comply with reasonable requests to perform any additional duties.
1. EMPLOYER POLICIES AND PROCEDURES

You acknowledge and agree that:

* you will comply with all policies and procedures of EveryMan in place from time to time;
* EveryMan may at any time review, implement, vary and/or terminate policies at its sole discretion;
* EveryMan’s policies do not form part of your Volunteer Agreement; and
* failure to comply with EveryMan’s policies may result in disciplinary action, up to and including termination of your volunteer placement.
1. ABSENCE FROM VOLUNTEER PLACEMENT
* You are entitled to take absences from your scheduled placement from time to time, with the expectation that you will give EveryMan as much advance notice as possible.
* Public Holidays

You will be entitled to be absent from work on a day or part day that is a public holiday.

1. CONFIDENTIAL INFORMATION
* You agree to maintain the confidence of any Confidential Information that you have access to, or become aware of, during the course of your volunteer placement and agree to prevent its unauthorised disclosure or use by any other person.
* You agree not to use the Confidential Information for any purpose other than for the benefit of EveryMan during or after your employment.
1. TERMINATION OF EMPLOYMENT
	1. *Termination without notice*

EveryMan may terminate your volunteer placement without notice for any of the following reasons:

1. if you commit any serious or persistent breach of any of the terms of the Volunteer Agreement;
2. if you are guilty of dishonesty, misconduct or neglect in the performance of your obligations under the Volunteer Agreement.
3. if you are convicted of any criminal offence relevant to the performance of your obligations under the Volunteer Agreement;
4. if you refuse to comply with any reasonable instruction or direction including any failure on your behalf to comply with your obligations under any EveryMan rules, policies and/or procedures and any directions given by management of EveryMan;
5. if you abuse alcohol or drugs whilst on EveryMan premises, or prior to commencing work on the premises, which adversely affects your ability to carry out your duties; or
6. if you engage in physical abuse, display unreasonable verbal aggression, or engage in sexual harassment or bullying towards EveryMan employees or clients.

*6.2 Return of EveryMan property*

On termination of volunteer placement for any reason, you must immediately return to EveryMan all property in your possession or control including, but not limited to, any, equipment, papers, keys, records and documents, confidential information, intellectual property and other information, in whatever form relating in any way to EveryMan or its clients.

#

Please indicate your acceptance of the terms of this Volunteer Agreement by signing the space provided below and return a copy to EveryMan.

|  |
| --- |
| Yours sincerely |
|
| Greg AldridgeChief Executive Officer |

|  |
| --- |
| I confirm my agreement to the above terms and conditions of volunteer placement. |
|  |  |  |  |  |
| Signed |  | Name |  | Date |

**EveryMan Australia Volunteer Position Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position title** | Intake Support Officer | **WORK AREA**: Operations | **LOCATION**: Front Office |
| **REPORTING TO**: Client Services Manager |  |  |

**ROLE PURPOSE**

Provide support to front office intake and reception services (in accordance with existing guidelines, standards and procedures) and undertake other functions to deliver identified outcomes for EveryMan.

**KEY RESPONSIBILITIES**

|  |
| --- |
| **Program delivery** |
| * Provide reception and intake service for men, their partners and families referred to EveryMan.
* Assist with the management of EveryMan’s internal communication systems
* Report concerns about clients to the Client Services Manager.
* Assist with implementing work area plans and agreed decisions in a timely manner.
 |
| **Client services** |
| * Deliver services with appreciation for the complexity and diversity of EveryMan’s client groups, including Indigenous Australians or people from culturally and linguistically diverse backgrounds.
* Provide a supporting information and referral service for new and ongoing clients
* Maintain client confidentiality and privacy in data collection and record-keeping.
* Ensure client grievances or complaints are responded to promptly using EveryMan procedures
 |
| **Organisation** |
| * Have sound knowledge of EveryMan’s program activities and organisation purpose.
* Maintain high standards of work practice which meet service requirements
* Assist with collection of statistics and feedback used for service evaluation.
* Maintain a positive profile with staff of government departments and other community service organisations contacting EveryMan for business purposes.
* Observe WH&S and EEO requirements.
 |

**KEY CAPABILITIES**

|  |
| --- |
| **Being professional** |
| * Acts with integrity, maintains confidentiality, observes professional boundaries and standards
* Seeks guidance, advice and support when needed
* Written and verbal communication is pitched appropriately, accurate and professional
 |
| **Delivering service** |
| * Uses sound practice strategies to identify client issues and deliver best outcomes for clients
* Adjusts personal style in response to client needs and behaviours
* Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness
* Is aware of range of support options and relevant organisations and how to access them
* Works in a sensitive and impartial manner with people with challenging and complex needs
 |
| **Working in teams** |
| * Shares skills and knowledge and involves others in decision-making
* Listens actively and displays empathy
 |
| **Contributing to the organisation** |
| * Actively adheres to internal/organisational systems and processes
* Understands the purpose and work of the organisation (including its missions and values)
* Understands organisation’s operating environment
* Demonstrates commitment to social justice and social inclusion
* Manages work practices for the health and wellbeing of staff and complies with WHS requirements and responsibilities
 |

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| --- | --- |
| **C:\Dropbox\Artwork\Original.jpg** | **Information Collection Notice**  |
|  | **Contractors & Volunteers** |

1. In applying for employment with EveryMan you will be providing EveryMan with personal information, for example your name and address or information contained on your resume. We will collect the information in order to assess your application. We may also make notes and prepare a confidential report in respect of your application.
2. If you apply for employment with us, we will store the personal information you provide during your application for two years.
3. You may seek access to the personal information that we hold about you. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others.
4. We will only disclose this information to a third party if related to the services you are providing or with your consent. We will contact you at the time the disclosure is required to discuss the circumstances with you.
5. You may be required to have a current Working With Vulnerable People card before employment can be offered. If you do not, and we are required to negotiate with the Authority to support an application for your registration, we may be provided with information about any criminal record you may have, including whether you are or have been the subject of an DVO or FVO and certain criminal offences under Child Protection law
6. If you provide us the personal information of others, we encourage you to inform them that:
* you are disclosing that information to EveryMan and why,
* they can access that information if they wish,
* EveryMan does not usually disclose the information to third parties and
* we may store their information for two years.

1. Information about EveryMan's privacy procedures can be found in our information sheet ‘EveryMan Privacy Policy’. Copies are available from EveryMan office on 6230 6999 during business hours, via email to enquiries@everyman.org.au or by download from our website at [http://everyman.org.au/privacy-policy/.](http://everyman.org.au/privacy-policy/)