

7.04 Volunteer Support and Supervision Policy and Procedure

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POLICY

Council on the Ageing Victoria (COTA) and Seniors Rights Victoria (SRV) acknowledge that support and supervision are essential in providing volunteers with the appropriate guidance, direction, performance feedback, and sense of value in carrying out their role within the organisation. COTA and SRV ensure to provide support and supervision to all volunteers in order to appreciate the significant contributions they make to the aims and objectives of the organisation.

Support is provided by a range of people on a formal and ad hoc basis. The main purpose of support is to:

- Provide a safe environment where some of the feelings generated by the work volunteers do can be 'discussed and/or debriefed';
- Actively listen and discuss the impact of volunteering work on the individual;
- Motivate and give the volunteer a sense that they are valued.

Supervision is a means to:

- Enable two-way feedback and communication on organisational developments and volunteer experiences in carrying out their role(s);
- Inform and reinforce mutual expectations;
- Assist individual and group development i.e. coordination of developing skills and aspirations to meeting our organisations goals;

- Maintain a consistent and effective standard of service delivery;
- Provide opportunities to discuss difficult or troubling areas of work;
- Acknowledge and value volunteer contributions and positive impact;
- Discuss personal issues, where these may have an impact on the volunteer's work.

SCOPE

This policy applies to all volunteers, the Volunteer Coordinator, and any program manager involved in the support and supervision of a volunteer at COTA and SRV.

PROCEDURE

The following steps must be adhered to in order to provide sufficient support and supervision to COTA and SRV volunteers:

1. Volunteers are provided with orientation relevant to the organisation by the Volunteer Coordinator:

- Tour of office building.
- OHS matters discussed (First Aid / EAP / Emergency Evacuation / Fire Wardens).
- IT set-up (if required).

2. Volunteers are provided with orientation relevant to their roles and responsibilities by their contact person:

- Relevant handover notes.
- Training requirements for the particular role.
- Instructions on how to use relevant technology or equipment.
- Volunteer orientation includes information about the organisation, their role and how it contributes to organisation's goals and objectives.
- Volunteers are made aware of their rights and responsibilities related to the role and to the organisation.
- Volunteers understand and agree to COTA's code of conduct.
- All volunteer policies are explained and provided to volunteers.

3. Volunteers' knowledge and skills are reviewed to identify support and development needs.

- Processes are in place to regularly review volunteers' knowledge and skills in relation to the roles they undertake.
- New roles and development opportunities are offered to existing volunteers where appropriate.
- Volunteers' knowledge and skills are reviewed when new roles and duties are implemented.

4. Volunteers' knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.

- The organisation's workforce development planning incorporates the needs of volunteers.
- Where appropriate, volunteers receive practical instruction on how to perform their roles and responsibilities safely and effectively.
- Relevant training and development opportunities are offered to volunteers to meet their knowledge and skill needs for the roles they undertake.

5. Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.

- Volunteers are assigned organisation supervisors and support contacts appropriate to their role.
- Volunteer supervision and review is conducted for individual and/or teams of volunteers, matched to the roles.
- Discussions are held with individual and/or teams of volunteers on achievements and areas for development.

RELEVANT DOCUMENTS & FORMS

- Volunteer Framework
- Volunteer Handbook
- [COTA Code of Conduct](#)