



Sorrento Community Centre Volunteer Information

March 2020



Sorrento Community Centre

Find us at: 860 – 868 Melbourne Road, Sorrento VIC 3943

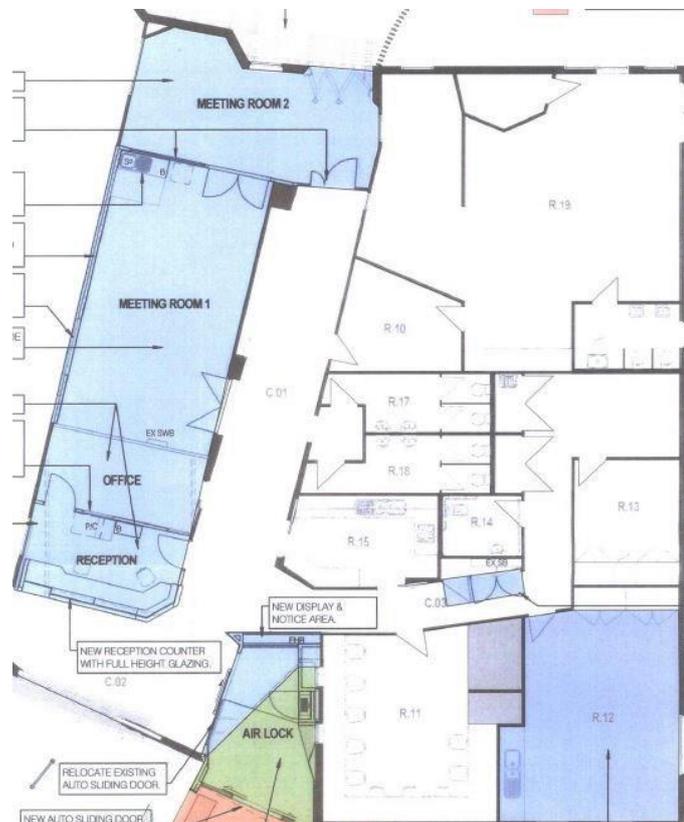
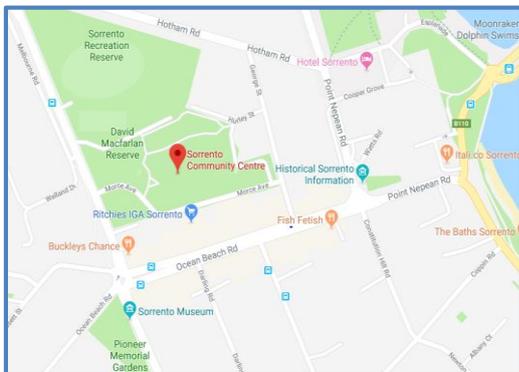
Phone: (03) 5984 3360

Manager: (out of hours) 0418 974 994

Email: admin@sorrentocc.org.au

Website: www.sorrentocc.org.au

f Find us on Facebook - www.facebook.com/SorrentoCommunityCentre



When people are involved in their communities and engaged in its social and economic life, everyone benefits. Older people stay active, newcomers integrate and long term residents remain in touch. Communities with high levels of participation by residents are strong, resilient and adaptable.

Victoria

Dianne Embry, Volunteering

Contents

Contact Details, Floor Plan and Location	2
Opening Hours.....	3
Welcome.....	4
Overview of Sorrento Community Centre	5
Our Purpose, Mission and Values	5
We Work in Partnership.....	6
Our People	7/8
Taking Care of You - Evacuation Procedures	9
Volunteers Rights and Responsibilities.	10/11
Policies and Procedures.....	12/13/14
Induction Procedure.....	15
Code of Conduct.....	16
Volunteer Declaration	17
Sample Volunteer Position Description	18/19/20

Opening Hours

- Official Office hours - 9am to 5pm Monday to Friday
- Building is available for use as required, 7 days (day and night)
- Sorrento Early Learning - 9.15am to 2.15pm Monday to Friday
- Community Hub programs and activities – day time and evenings as advertised

Sign In and Out

1. To be covered by insurance and in the case of an emergency evacuation, everyone is required to **Sign In and Sign Out** in the book located at Reception – with date, start and finish times. (This data is collected for reporting purposes)
2. Volunteers working in Sorrento Early Learning will need to ask an authorised staff member to enable them to access the secured area.

It is vitally important for the safety and security of the children, that only staff members (who know the authorised people for dropping off and collecting children) allow people into the secured Early Learning area. (This also protects volunteers against any potential future unpleasantness).

Welcome!

On behalf of all of us at Sorrento Community Centre, we warmly welcome you to our team. We hope that you will soon settle in, feel part of our community, and join with all of us (Board, staff and volunteers) in our endeavour to work together to meet the needs of our community.

We work together to develop and deliver on the Strategic Plan 2019 - 2022, and associated 2020 Operational Plan; there are six key **Strategic Objectives**:

- 1. Community Engagement** Community is engaged – more people using our wide range of activities and services more often
- 2. Sorrento Community Centre is recognized for Learning Excellence for People of all Ages**
- 3. Health and Wellbeing** Encourage and facilitate healthy and active lives
- 4. Internal Capacity Building** We continually develop skills and resources
- 5. Buildings Fit for Purpose** Our facilities support our strategy for growth and community strengthening
- 6. Financial Viability and Accountability** We are financially strong, and continuously develop our skills and resources for growth

As part of our operational focus, we aim to develop a learning culture. This means that we can learn and grow together in the spirit of collaboration and endeavour, build our knowledge, our competence and our performance. We understand that no single person has all the answers; rather that, by each of us openly contributing our ideas, experience and enthusiasm, we will be able to contribute to the continuing growth and development of Sorrento Community Centre.

I trust that you will find this part of your career personally satisfying, as well as providing you with the opportunity to achieve great things. There are many opportunities to continue to build your personal and professional skills - I encourage you to be part of this process!

Board Chairperson
Shane McMahon

Centre Manager
Heather Barton

About Sorrento Community Centre

Sorrento Community Centre (Sorrento CC), established in 1990, was originally situated in local house, until this current purpose-built facility was built by the Mornington Peninsula Shire. Owned by the Shire, the Centre was officially opened on 15 November, 2003; it currently houses a Child Care centre, meeting rooms, offices and a multi-purpose Stadium.

The Sorrento Community Centre, an independent not for profit organisation, is governed by a volunteer Board. The Board is made up of committed local volunteers who share their time and expertise, so that, together, we can further engage people and help to establish and maintain a healthy, connected and vibrant community. Their role is to oversee policy, direction and governance.

Day to day operations of Sorrento Community Centre (including Sorrento Early Learning) are the responsibility of the Manager who reports to the Board.

The part-time Team Leader for Sorrento Early Learning is responsible for the day to day operations within Child Care, and reports to the Manager, as does the part-time Receptionist/Early Learning Administrator. A finance office is contracted to the Centre one day each week.

We are a part of Neighbourhood Houses Victoria, the Learn Local network. In addition to the many regular groups, classes and activities that are available at the Centre, regular groups meeting here include: Red Cross Auxiliary, The Nepean Ratepayers Association, the Nepean Coalition Group, Sorrento Ladies' Probus and Mornington Peninsula Shire Officers and Councillors.

We welcome people of all ages, abilities and backgrounds. We aim to generate increased community connectedness through partnering with others, so that we can broaden our networks and therefore help more people advance their learning and development, support their health and wellbeing, and gain a real sense of belonging and connectedness.

Our Vision is to *establish and maintain a healthy, connected and vibrant community*

Our Mission

Sorrento Community Centre aims to provide community leadership by bringing people together to connect, learn, grow and strengthen through:

1. Responding to, supporting and engaging the community using community development processes such as
 - Community consultation, responding to identified needs and priorities, and
 - Collaborating with others to build sustainable funding bases and ensuring ongoing financial viability and accountability
2. Promoting community participation and inclusion
3. Supporting lifelong learning opportunities
4. Promoting health and wellbeing opportunities

Our Values

Sorrento Community Centre's modus operandi is based on the following guiding principles:

Collaboration	We believe that by working with others, more can be achieved. Building partnerships with other organisations and agencies is our way of work so that we can help people find a sense of belonging.
Connectedness and Inclusivity	We believe in the power of people. We continually work to engage the members of our community in ways that meet their needs so that we can help create a healthy, connected and vibrant community. We welcome people of all ages, backgrounds and abilities.
Learning and Curiosity	We believe in the importance of learning opportunities for people throughout all cycles of life. We aim to stimulate curiosity as part of a Positive Ageing Strategy.
Health and Wellbeing	Positive health and wellbeing is fundamentally important for all segments of our community and is a key success factor for the Centre.
Accountability	In order to effectively maintain and grow our services for our community, we strive to become financially viable, transparent and accountable.

We are an Independent Organisation, working in partnership with

Funding Partners:

Victorian Department of Education and Training (DET)
Commonwealth Department of Education, Skills and Employment

Victorian Department of Health and Human Services (DHHS)
Mornington Peninsula Shire Councillors and Officers (MPS)

Community Partners:

Rotary Club of Sorrento
Jack'nAndy's Op Shop
Community 3942

Sorrento Beachside Information Centre
Point Nepean Men's Shed
Blairgowrie Community Garden

Philanthropy Partners:

Bendigo Bank

Our Volunteers - Without whom.....

At Sorrento CC, we rely heavily on our incredible volunteers who generously share their time and talents freely. We value our volunteers highly, and as part of our team they deserve our respect, our support and our thanks; without them we could not possibly achieve our objectives.

Thank you!

Our People

Sorrento Community Centre (SCC), incorporating Sorrento Early Learning (SEL), consists of: Board members (Directors of Sorrento Community House Inc.), Staff members, Volunteers and Contractors / Consultants (as needed)

In Safe Hands – our Board and Governance

Sorrento Community Centre is an independent Incorporated Entity governed by a voluntary Board of Directors who oversee our policy, direction and governance. Association Members, who pay an annual membership fee (\$5), can nominate for Board membership, and, following nomination and approval, are appointed.

Day to day operations of the Centre (including Sorrento Early Learning) are the responsibility of the Centre Manager, who reports to the Board.

Sorrento CC Board Members (for Year Ended October, 2020)

- Chairperson – *Shane McMahon*
- Deputy Chairperson and Secretary – *Shayne Walsh*
- Public Officer – *Doug McLaine*
- Treasurer – *Chris Malkin*
- Members – *Judith Dunn, Alicia Fox Gerner, Philip Hedley, Brian Stacey, Lino Tarquinio, and David Woolnough*

Other Regulars....

 Heather Barton	Centre Manager 	Office at end of passage	Mon to Fri	<ul style="list-style-type: none"> • Sorrento CC Operations • Sorrento Early Learning • Community Programs, Mktg • Staff / Volunteers • Finances, Banking, Emerg Mgmt
 Deb Dick	Reception / Admin Sorrento EL 	Reception	Mon to Fri	<ul style="list-style-type: none"> • Front of house • Early Learning Admin • Communications • Database (Front Desk) • Registrations & Members • Emergency Management Team
 Erica Bawden	Finance Officer	Offsite and in office	Wed.	<ul style="list-style-type: none"> • Payroll • Accounts • Financial Reports • ATO obligations
 Bianca Moresco	Team Leader 	Office behind Reception and SEL	Mon to Fri	<ul style="list-style-type: none"> • Team Leader, Staffing • Curriculum, quality, observations • Parent Engagement • Emergency Management Team
 Jackie Rulach	Early Childhood Educator 	Sorrento Early Learning	Mon to Fri	<ul style="list-style-type: none"> • Early Childhood Assistant • Quality of teaching and learning, Observations • Emergency Management Team
Kate	Cleaner		Thurs and Sun	Keeps our workplace clean, safe and healthy

Some of our Key Regular Volunteers			
Board Members (10):		Specialising in:	
Shane McMahon	Board Chairperson	Works mainly from home	Leadership of the Board; which is responsible for Strategy, Policy, Financial, Accountability, Compliance, Risk Mgmt, Legal, Ethical, Manager appointment
Shayne Walsh	Board Member, Deputy Chair	Monthly Board Meetings Plus Committee Meetings as required	<ul style="list-style-type: none"> Deputy Chairperson of Board Minutes/Agendas of Board meetings
Doug McLaine	Board Member, Public Officer		<ul style="list-style-type: none"> Public Officer
Chris Malkin	Board Member, Treasurer		<ul style="list-style-type: none"> Board Treasurer
Judy Dunn	Board Member,		<ul style="list-style-type: none"> Early Learning education specialist
Alicia Fox Gerner	Board Member		<ul style="list-style-type: none"> Marketing and Communications
Philip Hedley	Board Member		<ul style="list-style-type: none">
Brian Stacey	Board Member		<ul style="list-style-type: none"> Building upgrade/changes
Lino Tarquinio	Board Member Golf Day		<ul style="list-style-type: none"> Organiser, Annual Golf Day
David Woolnough	Board Member,		<ul style="list-style-type: none"> Education specialist
Operational Volunteers:			
Veronica	Reception (working with Deb)	Monday am	9am to 12noon + Assistance with activities + School Holiday Program
Annie		Tues	9am to 2pm + First Aid Kits – check/refresh + Annual Golf Day
Brian		Wed, Thurs, Fri	10am to 3pm + Community Relations + Marketing updates
Lyn		Currently on leave (travelling around Australia)	
Leigh		Tuesdays	Drawing Workshop
Lorraine / Joan	Wednesdays	Boomerang Bags	
Stan	On call	Small maintenance jobs	
+ Volunteers + Tutors		Who conduct the programs and services from Sorrento Community Centre	

Insurance

Sorrento Community Centre, through the State Government of Victoria's VMIA Risk Management and Insurance, holds current insurances (up to \$20 million) for a range of risk areas, including: Volunteer Care Givers, Property Damage, Public and Products Liability, Personal Accident, Professional Indemnity, and Directors and Officers Liability. In addition, the Centre holds Contents Insurance, and another Public Risk Policy for small groups of independent hirers.

Nut Free Centre To prevent the potential of anaphylaxis episodes, please do NOT bring nuts or nut products into the Centre.

Taking Care of You

Injuries or Feeling Unwell or Needing a Break?

If you are feeling unwell, please feel free to take 'time out'; don't feel shy about asking for help – or to access any first aid equipment. The main Centre **First Aid Kit** is located in the room behind Reception - please don't hesitate to use it if needed. A Defibrillator is located in the foyer of the building.

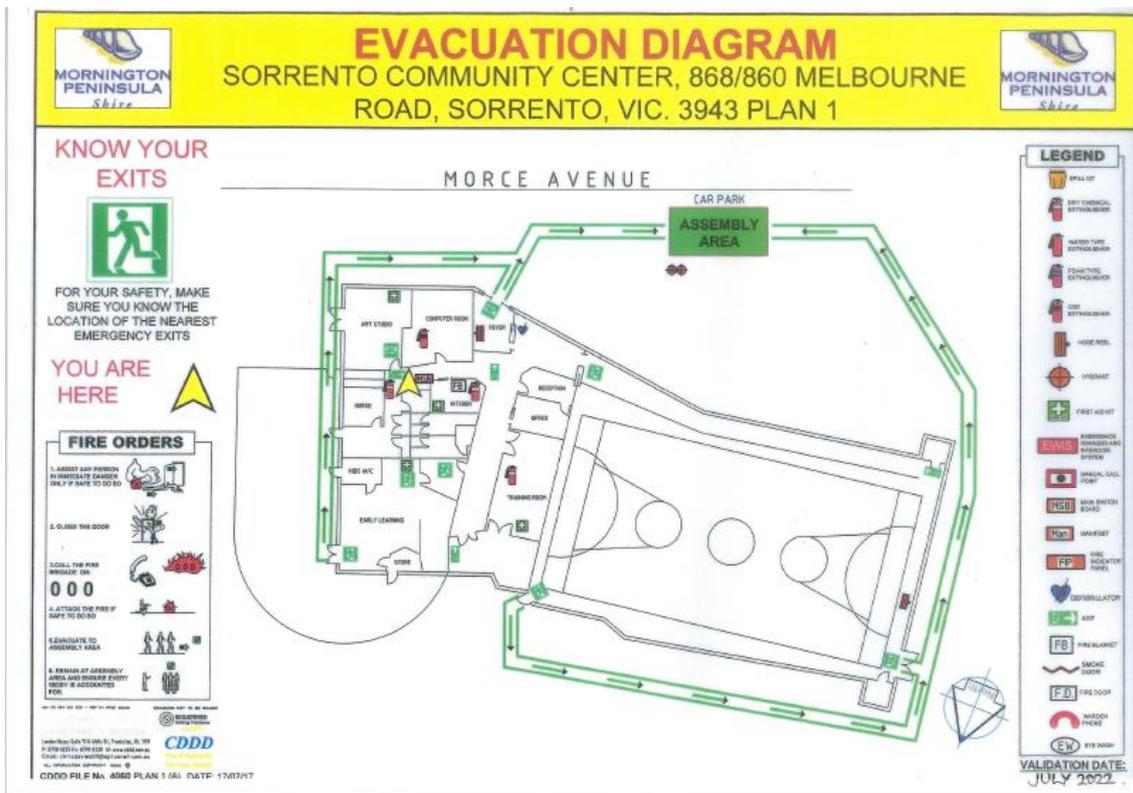
In the event of an injury or illness, please notify the Centre Manager as soon as practicable. We will be able to administer first aid and support if required. Together, we can complete an **Incident Report** to keep on file.

Occupational Health and Safety and Emergency Management Plan

Please also make sure that you are familiar with Sorrento Community Centre's Emergency Management Plan (copies: Early Learning, Reception, Manager's office)

You will be informed immediately - and we will continue to inform you – if the building needs to be in lockdown (or a degree of lockdown) and if any changes occur. When staff or children are put at risk of an abusive or harmful situation, a whistle will be blown by either the Team Leader, Sorrento Early Learning, the Administrative Assistant or the Manager – it doesn't matter if whistles are blown more than once.

Evacuation Drills are conducted a minimum of one per term (quarterly). Please check these notices which are placed around the building to familiarise yourself of the process.



Code Red Days: The Centre will be closed on Code Red Days. However, as Sorrento Community Centre is a listed Evacuation Centre – and in some circumstances, provides an essential service, it may be necessary to keep the Centre open for the community to use.

Our Valued Volunteers

As a Community Centre, we are committed to producing better outcomes for people – children and their families, young people, people with disabilities, older people, and people looking to advance their learning, development and wellbeing.

Strong communities often feature high levels of participation, and at Sorrento Community Centre we understand that, by working with others, much more can be achieved. Put simply - we could not achieve our objectives without the willing, tireless work of our essential volunteers. Volunteers are a building block to strengthening this community, an expression of our community spirit, and a way to create and maintain networks of support among the members of the wider community.

In return, we hope that you will find the work to be personally very satisfying and beneficial; that you will enjoy your role, and take part in a range of opportunities, e.g.

- Support for social, learning, cultural, employment and economic opportunities
- Increased skills and confidence
- Leadership opportunities
- Support to move on to study and paid employment

Volunteer Rights

As a volunteer you have the right to:

- Information about the organisation for which you are volunteering
- Know to whom you are accountable
- Be treated with respect and recognised as a valued team member
- Be supported and supervised in your role, and provided with opportunities for learning and growth, orientation and training
- Be provided with a healthy and safe working environment
- Be protected by appropriate insurance
- Be given meaningful and enjoyable tasks that match the needs of the Centre with the knowledge, interests and skills of the volunteer
- Say no if you feel you are being exploited
- Kept up to date with changes and developments at the Centre, and be provided with timely communication, support and advice
- Be made aware of the grievance procedure within the organisation

Volunteer Responsibilities

As a volunteer you have a responsibility to:

- Be reliable; we would hope that you would provide 2 weeks' notice before leaving
- Respect confidentiality
- Be accountable
- Be committed to the organisation
- Undertake training as requested
- Ensure the provision of a reasonable standard of care
- Ask for support when you need it
- Value and support other team members
- Refrain from making public statements on social media or to the media concerning work or the work environment naming Sorrento Community Centre
- Notify Sorrento Community Centre of any changes to your circumstances and contact details

Mutual Obligation Volunteering

Unemployed job seekers may apply to volunteer at Sorrento CC to improve their competitiveness in the labour market, to give something back to the community that supports them. Through the 'Mutual Obligation' scheme, volunteering is work that:

- Benefits the community
- Is done with commitment
- Is unpaid
- Is always within a community not for profit organisation
- Both men and women, young and old and all abilities can enjoy

You are required to commit to a certain number of hours per week (usually 15); you need to understand this is treated as a job and you are signing a contract between the Centre and Centrelink. You must seek permission to be absent. If you are away, you will need to make up the time at the Centre later. You are also required to sign in and out daily. If you are ill, please provide a Doctor's Certificate for sick leave. Other leave must be in writing to the Manager at least two weeks prior, and at least two weeks' notice is required before leaving.

Ideas and Suggestions

We welcome your ideas and suggestions, either verbal or written, at any time.

Dress Code

Your dress code when spending time at Sorrento CC will depend on the actual job role you will fulfil

- Reception: neat casual 'office'-appropriate clothing is required – and that all-important SMILE!
- Garden / Handy Person: sturdy footwear with covered toes and tough clothes or overalls to protect your clothing is recommended.
- Sorrento Early Learning- covered toes and loose fitting comfortable clothes suitable for outside and floor play are recommended.
- Kitchen: covered toes is required, comfortable clothes recommended.
- Sorrento Community Centre is a SunSmart work environment. During the months of September to April all volunteers working outdoors will be requested to wear hats and sunscreen. For further information on SunSmart, please see: <http://www.sunsmart.com.au/>

Examples of Tasks

Volunteers are welcomed, much-needed and appreciated at Sorrento CC. The roles of volunteers at the Centre can be dynamic; e.g. a volunteer may start working on one task and may then wish to transfer to another role (variety, meet different people, prefer to work remotely, etc.).

We are always striving for continuous improvement and continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is highlighted and welcomed.

Roles are flexible and we try to align particular skills, experience and expertise with where additional support is needed, for example:

- **Gardening** – Children's Play Ground, other outside areas, Kitchen Garden (in development)
- **Art and craft** activities
- **Events and projects**, e.g. helping with our major fundraiser – the Annual Charity Golf Day, projects associated with the strategic plan, any new events and initiatives (*please talk these over with the Centre Manager*)
- **Organising a fundraising event**
- **Community newspaper** – editing, writing stories; delivery to local drop off points
- **Reception and Administrative** tasks
- **Sorrento Early Learning** – working 1:1 or 1:2 with children or tasks as needed
- **Play Group** leadership or assisting
- **Sharing skills** / leading classes of interest
- **Governing Board**, or a Committee that supports the work of the Board

Be Comfortable and Confident – and enjoy your Role

We want you to feel comfortable and confident in your role, and feel that you 'belong' at Sorrento CC. If you are (inadvertently) asked to perform duties that you feel are beyond your competence, skills, abilities and training – or if you feel 'out of your depth' - please speak up. This might occur because you are asked to complete a task more quickly than you believe is possible, you have not been given sufficient instructions, or you are asked to undertake a task you have never encountered before. If at any time you feel anxious about your work please don't hesitate to speak with your colleagues or the Manager.

All volunteers will be provided with OH&S training and supported whilst you learn your task (within our capabilities at the time).

Permission to use Photographic Images

Sorrento Community Centre produces a range of printed and web-based communications that promote the activities of the Hub. We request permission to use photographs of you for publication; to indicate your agreement, please sign the **Talent Release Form (Volunteers)**

Relevant Policies and Procedures

All volunteers are required to read and adhere to the policies and procedures listed below.

Smoking

Please observe regulations – no smoking is permitted within four (4) metres of the building, including the entrances.

Drug and Alcohol Policy

Sorrento Community Centre is committed to a zero tolerance alcohol and illicit drugs working environment, and will take all practicable steps to endeavour that any persons in the Centre have a zero level for alcohol and illicit drugs and are not impaired by other drugs.

The drinking of alcohol or use of drugs (other than prescription medication) is not permitted during work hours. Any persons attending the Centre, whether volunteer, staff member or visitor, under the influence of drugs or alcohol will be asked to leave and a note to this effect be placed on the person's record.

Privacy Policy and Confidentiality

Sorrento Community Centre is committed to:

- Responsible and secure collection and handling of personal information (families, staff, volunteers and the community)
- Protecting the privacy of each individual's personal information
- Ensuring individuals are fully informed regarding the collection, storage, use and disposal of their personal information and their access to that information
- Ensuring the all personal records, Childcare Subsidy information and children's information is stored according to policy and remain private and confidential within the Centre at all times
- Ensuring no information on the service, centre, staff, children and families and volunteers is used without written consent.

Working with Children Check

It is a condition of voluntary involvement at Sorrento Community Centre, as well as a licensing requirement, that volunteers and staff members hold a valid Working with Children Check (and in some cases, a National Police Check).

It is the responsibility of each volunteer and staff member to ensure these clearances are kept up to date. On commencement of your voluntary assistance, a photocopy of the Working with Children's Check Card will be taken and kept with the volunteer's file located (and locked) in the Manager's office.

Workplace Behaviour Policy

Sorrento Community Centre promotes good workplace culture in which staff members and volunteers work together as a team. If anyone has a problem with another staff member or volunteer, they must approach the person concerned and try to work out a solution to deal with the issue. If the problem cannot be resolved, please speak with the Manager

Grievance and Dispute Resolution Policy

This Policy applies to voluntary workers, as well as permanent and part-time paid employees. Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Sorrento Community Centre encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, with the Manager involved.

The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

The Centre establishes mechanisms to promote fast and efficient resolution of any issues. Employees and volunteers should feel comfortable discussing issues with their manager in accordance with the procedures outlined below. All formal avenues for handling of grievances will be fully documented and the employee/volunteer's wishes will be taken into account in determining the appropriate steps and actions. No employee or volunteer will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

Procedure At Sorrento CC, we work to ensure:

- that all grievances are resolved without prejudice in a fair and transparent manner
- that all grievances are dealt with in a timely and prompt manner
- that grievances are resolved as close to the source as possible

An employee or volunteer who considers that they have a dispute should raise the matter with their manager as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The manager should check for clarification of the issue to ensure they fully understand the complainant's concern. The manager should follow the standard procedure of offering the employee or volunteer the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- if more than one person is present, establish the role of each person
- outline the process that is to be followed
- inform those present that the information obtained during the discussion is confidential
- listen to the complainant and diagnose the problem
- take accurate and detailed notes of all conversations (including dates, people involved), and attach any supporting documentation
- if deemed necessary, provide the employee/volunteer with a written summary of the meeting and clarification of the next steps to be taken

The manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation. All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with a representative of the Governing Board. Again, the matter is to be discussed openly and objectively to ensure it is fully understood.

Child Safe Standards, Betrayal of Trust and Intervention Policy - Our Commitment to Child Safety

Sorrento Community Centre, including Sorrento Early Learning has a moral and legal responsibility to ensure the health and safety of all children at the Centre, and will provide training, resources, information and guidance to support this.

Please Note: It is illegal for you to take photographs of children at the Centre at any time

- We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers
- We are committed to the safety, participation and empowerment of all children
- We have zero tolerance of child abuse and any allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures

- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously
- Our organisation has robust human resources and recruitment practices for all staff and volunteers
- Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks
- We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability
- We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments

Legislative responsibilities

- **Failure to disclose:** Reporting child sexual abuse is a community-wide responsibility. All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police.
- **Failure to protect:** People of authority in our organisation will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so.

****If you believe a child is at immediate risk of abuse please don't hesitate to discuss the matter with a staff member or the Centre Manager as soon as possible.**

Induction Procedure

Overview	<p>We want to provide volunteers with the help they need to feel at home as quickly as possible.</p> <p>There are people to meet, activities to undertake and policies and procedures to understand, that will ensure you are provided with a solid foundation for volunteering at Sorrento Community Centre.</p> <p>The following activities and information will help you.</p>
-----------------	--

Volunteer Name: _____		Start Date: ____/____/____
General _____ (Signature of Staff Member)	<ul style="list-style-type: none"> • Understand why are we here? - Our community • Strategic Directions – and intended outcomes • What we currently do at the Centre • Sorrento CC Values • Who's Who, Governing Board – structure and roles • Understanding your volunteer role and contribution • Questions? 	
Walk through _____ (Signature of Staff Member)	<ul style="list-style-type: none"> • Program rooms and public use rooms • Sorrento Early Learning • Toilets, Tea/Coffee making facilities • Reception and Office. Notice Board • Where you will be based for your volunteer work • Equipment to use – provided (if appropriate) 	
Administration _____ (Signature of Staff Member)	<ul style="list-style-type: none"> • Working With Children Check – regulatory requirement • Sign In and Sign Out book • Volunteer meetings (if relevant) 	
Supporting a new Volunteer _____ (Signature of Staff Member)	<ul style="list-style-type: none"> • Volunteer Information Book provided and read by volunteer Yes/No • Strategic Directions 2019- 2022 	

CODE OF CONDUCT

Updated: 16 May 2019

This Code of Conduct provides a framework for appropriate behaviour for all Board members, staff and volunteers at Sorrento Community House Inc. (Sorrento Community Centre). It is not intended to cover all issues, but rather to provide a structure that can be used to address ethical issues that may arise.

The Code of Conduct is established based on the following Core Values of Sorrento Community Centre, as set down in the Strategic Plan 2019 - 2022:

**Collaboration, Connectedness and Inclusivity, Learning Organisation and Curiosity,
Health and Wellbeing, Accountability.**

It is expected that Board members, staff and volunteers are diligent, impartial, courteous, conscientious and respectful in the performance of their duties and obligations

In the performance of duties ensure you will:

- comply with legislative and industrial obligations and Centre policies;
- comply with Equal Employment Opportunity and Occupational Health and Safety obligations;
- maintain adequate documents and program records to support decisions made;
- treat all persons with courtesy and sensitivity and provide support and assistance;
- strive to avoid waste and extravagance in the use of resources;
- not take improper advantage, use or disclose to any person any confidential or official information relating to Sorrento Community Centre or participants in Centre programs;
- not harass or discriminate against members in work practices or in the provision of education/programs or refuse support on the grounds of gender, pregnancy, race (including colour, ethnic background or national identity), marital status, disability, sexual preference, political or religious belief, or age;
- act responsibly when aware of any unethical behaviour or wrong doing by any person associated with the Sorrento Community Centre;
- refrain from making disparaging remarks about other people;
- carry out duties safely and refrain from any conduct including, alcohol or substance abuse or misuse, that would adversely affect your performance;
- act with integrity with respect to electronic communication for example email/text/WhatsApp

Volunteer Declaration

When you have read and understood all the contents of this handbook – including the Code of Conduct above - please sign below, date, and then copy this page and forward it to the Manager:

I (name) _____ declare that I have read and understand my obligations as a Volunteer and unpaid worker at Sorrento Community Centre.

I acknowledge that I am entering into a voluntary relationship with Sorrento Community Centre and that I can terminate my volunteer service for any reason at any time. I also understand that Sorrento Community Centre reserves the right to conclude my volunteer service if it is deemed to be in the best interests of the organisation.

Further I agree to adhere to the conditions contained within.

I will not, either during the time of volunteering or at any time thereafter (except in the proper course of my duties or as required by law or Sorrento Community Centre) use or disclose to any person any confidential information of, or relating to, Sorrento Community Centre, or any trade or business secrets of Sorrento Community Centre which come into my possession while volunteering in any capacity, and will use my best endeavours to prevent the use or disclosure of any such information by third parties.

I will not without written authority signed by Sorrento Community Centre, disclose or make use of any information in my knowledge or possession relating to Sorrento Community Centre's research, development, client base, programs, processes etc. or any information the disclosure of which may harm, embarrass or prejudice Sorrento Community Centre.

Full Name: _____

Signed: _____ Date: ____/____/____

Manager's Signature: _____ Date: ____/____/____

Start Date: ____/____/____ Finish Date (if known): ____/____/____

Working with Children Check received: _____ Police Check received: _____

**Please sign and we will make a copy to keep with your record.
Thank you - and we look forward to working with you.**

Position:	Volunteer Receptionist
Location:	Sorrento Community Centre 860-868 Melbourne Road, Sorrento VIC 3943
Accountable to:	Centre Manager, Administrative Assistant, Volunteer Coordinator or a nominee. Ultimately to the Board of Directors, Sorrento Community Centre
Works in collaboration with:	Staff members, other volunteers, Hub Users and other stakeholders
Hours	As pre-arranged to suit



(Sample) Position Description – Volunteer Receptionist

Sorrento Community Centre (SCC), established in 1989, is one of twelve Community Houses across the Mornington Peninsula Shire. The Centre, which includes an Early Learning Centre, is located adjacent to the Sorrento Village, providing ease of access for the community.

At Sorrento Community Centre we aim to provide a welcoming environment for people from all sectors of the community, regardless of age or background. We are committed to being responsive in providing a range of activities, programs, events and opportunities in response to the needs as they arise. As a holiday destination, timing and duration of programs may vary according to the time of the year.

The Centre is governed by a community-based Board of Governance, made up of volunteers recruited for their interest in supporting the community and their ability to bring a diverse range of skills and experience to benefit the Centre. The Board is responsible and accountable for the effective governance of the Centre.

Our Vision – *A healthy, connected and vibrant community.*

Our Mission – Sorrento Community Centre aims to provide community leadership by bringing people together to connect, learn, grow and strengthen through:

1. Responding to, supporting and engaging the community using community development processes such as: community consultation, responding to identified needs and priorities, and collaborating with others to build sustainable funding bases and ensuring ongoing financial viability and accountability
2. Promoting community participation and inclusion
3. Supporting lifelong learning opportunities
4. Promoting health and wellbeing opportunities

Values – Sorrento Community Centre’s modus operandi is based on the following guiding principles:

Collaboration

We believe that by working with others, more can be achieved. Building partnerships with other organisations and agencies is our way of work so that we can help people to find a sense of belonging

Connectedness and Inclusivity

We believe in the power of people. We continually work to engage the members of our community in ways that meet their needs so that we can help create a healthy, connected and vibrant community. We welcome people of all ages, backgrounds and abilities.

Learning and Curiosity

We believe in the importance of learning opportunities for people throughout all cycles of life. We aim to stimulate curiosity as part of a positive ageing strategy

Health and Wellbeing

Positive health and wellbeing is fundamentally important for all segments of our community and is a key success factor for the Centre

Accountability

In order to effectively maintain and grow our services for our community, we strive to become financially viable, transparent and accountable.

Position Overview

As the first point of contact, the all-important role of the Volunteer Receptionist is to provide a warm welcome for visitors to the Centre – including community members, families involved in Sorrento Early Learning, room hirers and their guests, and other users.

Position Objectives

- To support the Administrative Assistant in Reception Services, providing high quality business, administrative and organisational support services to the Centre
- To present the Centre to members, public, sponsors and donors, government and business in the best possible manner.

Key Responsibilities for Volunteer Receptionists include:

- Reception Services
- IT Support
- Classes and Program Administration
- Community Program Support
- Compliance and governance administrative requirements
- Promotional Activities
- Room Bookings
- Meetings and Consultations
- Physical oversight of the Facilities, and work with staff to ensure OH&S compliance
- Centre Supplies
- Other duties as required

Daily Tasks include:

For morning shift – unlock window, check room allocation on display and set up rooms as needed.

If phone has been night-switched, take off night-switch, and check for any messages that have been left overnight.

For afternoon shift – close window at 5pm, check room allocation list for evening or next day needs.

General:

- Offer a welcoming and inclusive manner to all visitors to the Centre (☺)
- Ask people to sign in and sign out (*legal requirement; in the event of an evacuation, we use the Sign In book to ensure that everyone is out of the building and accounted for*)
- Show people to the appropriate rooms as required
- Check the message bank for phone messages throughout the day
- Check kitchen for cleanliness and supplies, including fresh milk, and tea/coffee making requirements – empty or fill dishwasher as needed
- Answer the telephone, transfer calls (Centre Manager, Finance Officer on Wednesdays only, take and pass on messages)
- Respond to emails through: admin@sorrentocommunitycentre.com on Reception Computers
- So that visitors and callers can be assured of being provided with up to date and correct information regarding Term Programs, keep abreast of the current available program offerings, including Pop-Up programs and any 'last minute' programs that have been advertised

- Process registrations and accept payment for Centre programs and course registrations
 - Use Eftpos machine or accept cash or cheques
 - Write 'hard copy' receipt (so there is a permanent record)
 - Recording student details (and other details as needed)
- Accept cash from 'gold coin' users, put into envelope, with group and date on the front of envelope, and post into the safe
- Maintenance Items – there is a book is for recording calls made to the Mornington Peninsula Shire for maintenance requests, as well as another book for incidental maintenance requirements by Maintenance Volunteers
- Communications Diary – write into the Communications Diary, key activities or messages to be passed on for other days, or to other Receptionists
- Make sure the Reception area is clean and tidy for public use.
- Volunteers with specialist skills will also be needed to assist with specific tasks, e.g. marketing, event management (e.g. for Golf Day), or food preparation.
- Assist others as required, e.g. photocopying, research, organising, filing.

Key Selection Criteria

- Demonstrated commitment to the ethos and values of Sorrento Community Centre
- Current Working with Children Check and a willingness to undergo a police criminal records check
- 'Can-do' attitude and customer-focussed skills – over the phone and in person
- Demonstrated excellent communication in verbal and written skills
- Interpersonal skills, and an ability to work with competing priorities
- Ability to work cooperatively in a team environment.
- Demonstrated ability in administration and record keeping
- Desirable: Computer skills - Microsoft Outlook, Word, Excel and Internet Explorer.

Terms and Conditions

- Volunteering is work that benefits the community, is done of your own free will, and is unpaid. This is a volunteer position and no wage or salary is available
- Respect and confidentiality at all times is mandatory for all staff, visitors and volunteers
- Reliability is important – please respect others by treating this as you would a (paid) job
The incumbent of this position recognises the importance of advising the Administrative Assistant, Centre Manager or Volunteer Coordinator of any proposed absences, to allow adequate alternative arrangements to be made
- All volunteers participate in training and supervision
- All volunteers are covered by Sorrento Community Centre's Insurance, and as part of the Sorrento CC Volunteer Team are warmly invited to participate in Volunteer Team Meetings and refreshments, as well as the many other events and activities at the Centre
- All volunteers please complete and read the Volunteers Information Book, and sign the Volunteer Declaration (which includes acceptance of the Code of Conduct); a photo release form is also available to enable the Centre to publish photographs of our volunteers. A grievance process is also included, and suggestions and complaints are welcomed by the Centre Manager.

- Ends -