

Diabetes Help Tauranga Volunteer Job Description

Definition: A volunteer is a person who, without compensation or expectation of compensation, beyond 'out of pocket' expenses carries out tasks co-ordinated by Diabetes Help Tauranga (DHT).

General Description

Diabetes Help Tauranga (DHT) is a registered, incorporated society and not for profit charity providing diabetes information, advice and support to anyone with diabetes, their family, whanau and friends in the Western Bay of Plenty. DHT underpins the work of local health care providers and works closely with Diabetes New Zealand to improve the services available to those with type one, type two and gestational diabetes. DHT works with other not for profit organisations to increase public awareness of diabetes. The Board bears corporate authority and responsibility for DHT, the Chair together with the Board provide leadership to meet the organisation's Strategic Plan.

Roles and responsibilities of Volunteers

Provide voluntary support to the Manager &/or Board for delegated tasks which will ensure the sound functioning of services

Results required

1. All volunteers will be subject to (a) an informal interview (b) completion of a signed confidentiality form (c) completion of a registration/volunteer agreement and (d) Police clearance (if needed). Induction sessions if required may be formal or informal
2. Any volunteer requiring close unsupervised contact with children/vulnerable people, cash handling or financial responsibilities, or access to individual member details will be asked to undertake a background and criminal record check, at the expense of DHT
3. Volunteers will be provided with a role description that gives clear guidelines relating to their duties, responsibilities, time commitment and if necessary, working environment
4. DHT has the right to refuse a volunteer, or end a volunteer's role if (a) there is a risk or perceived risk to a member of the public or volunteer (b) the volunteer does not comply with DHT policy & procedures (c) the volunteer does not comply with the role description following an initial trial period (d) the volunteer does not comply with reasonable request for information relating to name, address, police clearance etc.
5. All potential volunteers are asked to disclose any potential or obvious conflict of interest.

Key Tasks

1. DHT volunteers are responsible for keeping DHT information confidential & shall not disclose to any person confidential information which may be revealed whilst carrying out services as a volunteer
2. DHT volunteers should participate in any training related to their role and perceived as necessary by the Board/Manager
3. DHT volunteers working within a 'shared leadership' structure should accept direction & supervision from relevant team leaders
4. Volunteers are responsible for informing team leaders if they are unable to carry out delegated tasks or in the case of an absence
5. Volunteers are responsible for complying with DHT Policy at all times
6. Volunteers should carry out agreed tasks within agreed timeframes & as negotiated
7. Volunteers should ensure that their behaviour does not in any way compromise DHT's reputation in the community
8. Volunteers are responsible for carrying out any tasks to the best of their ability and as would be expected with any 'duty of care' in a professional healthcare/disability setting
9. Volunteers can resign from their role at any time although 'notice' would be preferred. Volunteers are entitled to an exit interview to assess what DHT/Team Leaders can do to improve volunteer conditions
10. Volunteers shall comply with the Health and Safety in Employment Act 1992, Privacy Act 1993, the Employment Relations Act 2000, Human Rights Act 1993, the Health Information Privacy Code (1994), the Code of Health and Disability Service Consumers Rights (1996). DHT will at all times assist volunteers to maintain these Acts/Codes and provide access to the appropriate policy/paperwork
11. Volunteers shall not do anything to prejudice the good name of DHT in dealings with third parties. Volunteers should accept that whilst in this role, he/she is representative of DHT and agree to maintain high standards of conduct and integrity appropriate for a charitable organisation
12. Volunteers shall comply with such directions that the Board may decide in respect of the performance of volunteer services at any time

Functional Relationships

1. Volunteers are directly responsible to their delegated 'team leader'
2. In the case of a grievance, volunteers are encouraged to approach the Manager or Chair

Resources

1. Volunteers have the right to be treated fairly & respectfully & valued as an important part of DHT
2. Volunteers have the right to receive on-going support and direction from a designated team leader without excessive demands being made in terms of requests/expectations or undue/heavy oversight
3. Volunteers have the right to work in a safe environment
4. Volunteers have the right to have complaints or grievances heard with regard to members/other volunteers/Board members/staff
5. Volunteers have the right to decline or withdraw from work if they do not consider it suitable
6. Volunteers should be included on any emails/information needed to ensure their tasks are able to be completed effectively
7. Volunteer Team Leaders are responsible for acknowledging the value that volunteers bring to DHT & for ensuring retention & reward of volunteers
8. Volunteer Team leaders should provide volunteers with the necessary equipment/information needed to perform their tasks effectively
9. Volunteer Team leaders should ensure that all volunteers are compliant with DHT Policy
10. Volunteer Team Leaders are responsible for providing a working environment where all volunteers are able to work together to gain the best possible outcomes
11. Volunteer Team Leaders should provide effective feedback to volunteers and take every opportunity to encourage where possible
12. The Board/team leaders should take every opportunity to encourage new volunteers to comply with Health and Safety in Employment Act 1992, the Employment Relations Act 2000, and Human Rights Act 1993, the Health Information Privacy Code (1994), the Code of Health and Disability Service Consumers Rights (1996).

Time Expectations: Unless you are undertaking a specific role i.e. website design, Newsletter Editing, Counsellor, the expectation is that you will work approximately 2 - 5 hours weekly.

To discuss this further please contact the Chair or Manager (07) 571 3422 or 027 8830158