



GUIDELINES FOR SUPPORTING IPENZ VOLUNTEERS

1.	The Volunteer Programme	2
1.1	Definition of 'volunteer'	2
1.2	Types of volunteers.....	2
1.3	Scope of volunteer involvement	2
2.	Volunteer identification.....	2
2.1	Task descriptions.....	2
2.2	Recruitment and Placement	2
3.	Volunteer training and development.....	3
3.1	Induction.....	3
3.2	On-the-job training	3
4.	Volunteer support and evaluation	3
4.1	Supervision.....	3
4.2	Standards of performance	3
4.3	Feedback.....	3
4.4	Non-performance of a volunteer.....	3
4.5	Resolution	4
4.6	Evaluation of the organisation's use of volunteers	4
5.	Volunteer recognition	4
6.	Code of Practice for Volunteers.....	5
6.1	Code of Practice for Volunteers Involving Organisations	5

1. THE VOLUNTEER PROGRAMME

IPENZ values the contribution of its members and the wider community to the organisation. We therefore encourage the involvement of volunteers within all appropriate programmes and activities. This policy aims to make the experience of volunteering a positive one for both IPENZ and our volunteers.

1.1 DEFINITION OF 'VOLUNTEER'

A volunteer is anyone who performs a task at the direction of and on behalf of IPENZ, without compensation or expectation of compensation. For some volunteers, there is provision for reimbursement of expenses incurred. Unless specifically stated, volunteers shall not be considered to be employees of IPENZ.

1.2 TYPES OF VOLUNTEERS

Volunteers have engineering qualifications and experience that is valuable to the organisation. They can be actively asked to contribute for specific purposes such as judging for awards, scholarships or other forms of peer recognition, mentoring students, or they can volunteer themselves for involvement in career promotions, branch activities or the recording and recognition of engineering heritage.

1.3 SCOPE OF VOLUNTEER INVOLVEMENT

There is a wide range of volunteer involvement and levels of responsibility expected from these volunteers within IPENZ. Volunteers are to be encouraged to express their views on the tasks they are undertaking and bring all of their skills into these roles. Volunteers should not, however, be used to displace paid employees from their position and no volunteer should feel overburdened in their role for the organisation.

2. VOLUNTEER IDENTIFICATION

2.1 TASK DESCRIPTIONS

A clear, complete and current task description should be given to any volunteer who is recruited specifically for a role that is managed by an IPENZ staff member. If a task description is applicable, it should be regularly reviewed and updated if necessary. Other volunteer roles will be flexible and grow and change with each person's level of involvement. These volunteers, who are not directly involved with activities managed by IPENZ office staff, should also have IPENZ support in their role where possible. Their tasks will be determined by their own level of involvement and association with other volunteers in that role/area, such as Branch activities.

2.2 RECRUITMENT AND PLACEMENT

Volunteers actively recruited by IPENZ, shall be identified in line with IPENZ Equal Opportunities Policy. The position will be discussed with the volunteer prior to their acceptance of the task. The interests and capabilities of the volunteer and the requirements of the volunteer position should be considered by both parties before a commitment is made.

3. VOLUNTEER TRAINING AND DEVELOPMENT

3.1 INDUCTION

If the role requires it, volunteers should be given a general induction on the nature and purpose of IPENZ and a specific induction on the expectations of the position they have been recruited for. If an induction is undertaken, a copy of the task description and volunteer agreement shall be given to the volunteer.

3.2 ON-THE-JOB TRAINING

Volunteers will receive training, if required, to provide them with the information and skills necessary to perform their volunteer role. The timing and methods of delivery of training should be appropriate to the complexity and demands of the position. Staff, working with volunteers, shall be responsible for providing the necessary training.

4. VOLUNTEER SUPPORT AND EVALUATION

4.1 SUPERVISION

Volunteers, with roles and responsibilities specific to the IPENZ office, will have a clearly identified contact person who is responsible for the support of the volunteer, and shall be available to the volunteer for consultation and assistance. Contact people have responsibility for ensuring that their volunteers receive all appropriate information relevant to their tasks. Other volunteers will require little or no supervision at all.

Volunteers are advised to comply with OSH regulations when undertaking any IPENZ activities. IPENZ will implement procedures to safeguard volunteer safety and well-being (refer to code of practice).

4.2 STANDARDS OF PERFORMANCE

Where standards of performance are required, these shall be agreed for each volunteer position. These standards will describe the work to be done in that position, the performance indicators and timeframes for accomplishment of the work. Creation of these standards will be the responsibility of IPENZ. A copy of the standards should be provided to the volunteer for their reference and understanding of the responsibilities of the task being undertaken.

4.3 FEEDBACK

Volunteers should receive periodic feedback on their involvement. The task description and standards of performance for the volunteer placement will provide the basis for this feedback. This may result in an action plan for future placements and a copy should be given to the volunteer. Volunteers should be encouraged to also provide feedback to the IPENZ contact person to enable these reviews to be carried out and to create a better understanding of the roles that volunteers undertake within the organisation.

4.4 NON-PERFORMANCE OF A VOLUNTEER

Where applicable, volunteers who do not adhere to the rules and procedures of the organisation or who do not perform their volunteer tasks to a satisfactory level will be deemed to be unsuitable for that role. No volunteer will be removed from a role until they have had an opportunity to discuss the reasons for this with relevant staff members.

4.5 RESOLUTION

If a volunteer has a grievance, they should discuss it with their contact person in the first instance. If this is not possible, then they should discuss it with the contact person's Director. It is expected that most grievances could be resolved at this stage. If this is not the case, the Director will take a written statement in consultation with the volunteer and pass this to the person to whom the grievance relates, requesting written comments. A grievance hearing will be arranged, chaired by the Director (or HR Manager if the grievance relates to the Director) and the issues discussed. The volunteer will be entitled to be accompanied by a supporter in the case of a grievance hearing. If a suitable agreement cannot be reached with an action plan for the future and a review date set then the volunteer placement will be deemed to have terminated. The volunteer will be given the option of re-assignment or leaving the organisation.

4.6 EVALUATION OF THE ORGANISATION'S USE OF VOLUNTEERS

IPENZ staff responsible for volunteers shall conduct periodic evaluations of the use of volunteers by the Institution. These evaluations will be fed into the organisation's own strategic reviews. The evaluation will include information gathered from volunteers, staff and, in some cases, outside agencies.

5. VOLUNTEER RECOGNITION

IPENZ recognises the valuable contribution made by volunteers. Staff will be encouraged to recognise the volunteers who assist them in their area of responsibility, in a regular and appropriate manner. IPENZ staff will recognise volunteers as valued team members with opportunities to participate in relevant organisation decisions (refer to code of practice). Staff may consult with volunteers on what form this could take. Recognition could range from an informal 'thank you' and/or social event to more formal recognition, such as awarding a certificate of appreciation, a letter of thanks and/or profiling the volunteer's work in one or more of the IPENZ publications or websites.

It is recognised that volunteering can be a rewarding task and an opportunity to contribute to the profession and society in general. In some instances, peer recognition of volunteer roles undertaken can be just as valuable to the volunteer. Volunteers should therefore be encouraged to include these roles on their CVs. This allows recognition of volunteering as a form of professional development as well as involvement.

A quote from "Piglet the Great of Karaka Bay" by Tony Watkins, Engineer:

"Only those who give more than they receive create the surplus which is the foundation of sustainable design.

It is the volunteers who give freely without asking for a reward, who ensure that there will be a tomorrow."

6. CODE OF PRACTICE FOR VOLUNTEERS

To promote excellence in service and maximise the quality of my experience as a volunteer, I will:

- Recognise my own motives for being a volunteer and ensure the organisation is aware of these.
- Seek work opportunities appropriate to my skills, interests and aspirations.
- Be committed to give high quality service.
- Consider opportunities for job training and personal development.
- Carry out all work I agree to do responsibly and ethically.
- Speak out about any concerns that might affect my work relationships or quality of service.
- See myself as a valued team member with the right to contribute to decisions which affect my work.
- Value and support other team members.

6.1 CODE OF PRACTICE FOR VOLUNTEERS INVOLVING ORGANISATIONS

To promote excellence in service and maximise the quality of volunteers' experience, this organisation will:

- Empower our volunteers to meet their own and the organisation's needs.
- Offer volunteers work opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with clear duty statements and orientation to their work and the organisation.
- Offer training and support for volunteers to achieve personal and work goals.
- Implement procedures to safeguard volunteer safety and well being.
- Offer re-imbusement to cover out-of-pocket expenses.
- Recognise volunteers as valued team members with opportunities to participate in relevant organisation decisions.
- Provide mechanisms to acknowledge contributions made by volunteers.