

## Volunteer Application Pack



Dear Potential Volunteer,

We are so glad that you have considered joining us a volunteer. City Life is a fun and caring environment to work in and we hope that you enjoy your time with us. We rely heavily on volunteers, so we try and make the volunteer experience as enjoyable as possible.

In this pack you will find some important information regarding volunteering and we ask that you read through each document carefully. Much of the information is what is required by law to keep our clients and our volunteers safe. If you have any trouble understanding or reading this information please let us know and our volunteer coordinator will sit with you and go through it.

In this pack you should find:

- ✓ Volunteer Application Form
- ✓ City Life Brochure
- ✓ Volunteer Consent & Agreement Form
- ✓ Volunteer Policies & Procedures
- ✓ Job Descriptions

We value you and your time and effort and please feel free to talk to us should you have any questions or concerns.

Warm regards,

A handwritten signature in black ink, appearing to read 'Susanne Whitby', is written over a white background.

Susanne Whitby  
General Manager

# Areas of Volunteering

## City Life Café

We serve hot lunches for free to the disadvantaged in our community. The café is open during the following days and times:

DAY	CAFÉ HOURS	MEAL TIME	VOLUNTEER TIME
MONDAY, WEDNESDAY, THURSDAY	4.30 PM - 6.00 PM	5.30 PM	2.00 PM - 7.00 PM
FRIDAY	10.30 AM - 1.00 PM	12.00 NOON	9.00 AM - 2.00 PM

Volunteers are needed to do the following tasks:

- Prepare the café
- Clean the café
- Food prep
- Packing of food
- Dishwashing
- General hospitality duties

## City Life Op Shop

The Op Shop is a main source of income for City Life and all profits go towards running our centre. The shop is open during the following times and days:

Day	Shop Hours	Volunteer Time
Monday -Friday	10:00-4:00	9:45-4:00
Saturday	10:00-1:00pm	9:45-1:00

The duties needed in the Op Shop are:

- Sorting
- Cleaning
- Ironing
- Deliveries
- Pick up of items

## Skilled General Volunteer

This is for a skilled volunteer who can work across each area within their experience. This could be for anyone with carpentry, 'handy man' skills who can help with the constant upkeep of the centre.

Please indicate on your form a skill that you would be happy to use at City Life. Some areas that we are in need of are:

- Administration/Office Skills
- Cooking experience
- Driving the van

## Volunteer Application



Name			
Address			
Phone		Mobile	
Email			
Date of Birth		Gender	
Emergency Contact	Name		
	Phone		Mobile
	Relationship to you		
Restrictions/ Medical Conditions/ Medication taken:			
Skills or Qualifications:			
What area are you applying to volunteer in? (Please circle)			
<input type="checkbox"/> Café <input type="checkbox"/> Op Shop <input type="checkbox"/> Furniture Shop			
Days Available	<input type="checkbox"/> Monday	<input type="checkbox"/> Tuesday	<input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Sat
Hours Available			
Please tick the below boxes if completed			
<input type="checkbox"/>	Have you read the Volunteer Policies & Procedures?		
<input type="checkbox"/>	Have you signed the Volunteer Agreement?		
<input type="checkbox"/>	Have you signed the Confidentiality Agreement?		
Referred by: Please give details of persons who would be able to act as a personal referee for you			
Name			
Contact Number			
<b>If any of this information changes, please inform the Overseer of the Centre.</b>			
Office Use Only:			
Interview date:		Volunteer Area	
Starting date:		Days & Times	



## Deed of Personal Consent for Photo Use

(Please return with Volunteer Pack, this is optional and not required in order to volunteer at City Life)

This is consent to allow us to take photos of you and use them in various City Life publications such as the Website, newsletter or grant applications.

Hereby declare that I

- Consent to being photographed and or quoted by a representative of City Life.
- Consent for these photographs or testimonials to be reproduced in but not limited to promotional material, media (print and electronic) or reports produced by or on behalf of City Life Inc.
- Agree that City Life Inc will have all rights to the photograph/s or testimonials and that these can be quoted, sampled, adapted or reproduced by and for the benefit of City Life;
- Will not take legal action against City Life Inc for any reason relating to the uses of the material.

Please Note: If you are under 18 years old, your parent or guardian is required to sign this consent form on your behalf.

Signature	Date
<input type="checkbox"/> by ticking this box I agree to the above consent	
Date of Birth	
Signature of parent/guardian (if person photograph is under 18)	
<input type="checkbox"/> by ticking this box I agree to the above consent for my child	
Print name of parent/guardian	

## CONFIDENTIALITY AGREEMENT

(Please return with Volunteer application, this is not optional and if not signed, volunteering cannot commence. This agreement is to protect the privacy of our clients, staff, volunteers and their personal situations)

I agree that I will maintain at all times the confidentiality of all privileged or proprietary information to which I am exposed whilst working as an employee with City Life, whether this information involves a client, a paid staff person, volunteer or other person, or involves overall agency business.

Name:	Date:
Signature:	
<input type="checkbox"/> by ticking this box I agree to the above confidentiality agreement	

# **Policies and Procedures of City Life Inc**

*(Please keep for your records)*



## **Training & Orientation**

Orientation and training will be given (if needed) and you will be assessed after three weeks to see if you are compatible with the job assigned.

Please note that some areas you enjoy working in may not be available or require specific training.

Placement will be assessed and discussed at the interview and in consultation with you, the volunteer coordinator and area supervisor. Please note the final say is up to the discretion of the supervisor.

As a volunteer you are directly responsible to the supervisor.

Please do not take the occasional correction or suggestion as personal criticism.

## **Signing in and Out**

Please sign in at the start of the day and sign out at the end of the day. This is compulsory due to Occupational Health and Safety standards.

## **Language and Behaviour**

Please note we are a Christian organisation therefore swearing and inappropriate behaviour while on the premises of City Life is not acceptable.

## **Drugs and Alcohol**

No alcohol or drugs of dependence are allowed on the City Life premises.

Working while under the influence of alcohol or drugs of dependence is unacceptable.

## **Confidentiality**

Confidentiality of our clients or staff is important; under no circumstances is information about the clients to be given out. *(This is a legal requirement)*

## **Please note:**

The volunteer has no authority to make any financial commitments or make statements on behalf of the organisation; these are made by the Pastoral Oversight, Co-ordinator and the Board of Management.

## **Telephone**

The telephone is only for use by a volunteer in an emergency – please keep calls quick (2 mins) as the phone is needed upstairs. Please ask your supervisor if need to use the phone. A suggested donation for use of the phone is 40cents.

Telephones are only to be answered by the supervisors.

## **Toilet Facilities**

There is a toilet out the back of the shop- this is only to be used by the volunteer staff on duty that day.

**Under no circumstances** is this toilet to be used by the clients.

## **Smoking**

All areas inside the shop are non-smoking.

## **Valuables**

City Life will not be held responsible if valuables go missing. Please place all valuables in the lockers or safe area provided - these lockers are only accessible via the supervisor on duty that day.

## **Grievances and Complaints**

Please consult the volunteer co-ordinator; if not available, liaise with the supervisor on duty. Please refrain yourself from gossiping about the situation or spreading rumours.

### **Emergency**

In case of an emergency please be aware of the exits that exist. It is important to note the one nearest to your work space. If there is a need to vacate the building, an attendance role will be taken by one of the supervisors once outside the building at a designated spot which is at the back of Lucky's Deli.

### **Illness or other commitments**

Please notify the supervisor as soon as possible if you are unable to attend ( you can leave a message on the answer machine)

### **Accident Report Book and First Aid**

All injuries or accidents occurring on site must be reported in the accident report book see the supervisor for details. The first Aid kit is located in the Supervisor Office (please ask the supervisor if needed)

### **Name Badges**

All volunteers are issued with a name badge. That are to be worn at all times when on duty at City Life Café. You will be responsible to return the badge to the badge storage area at the end of your shift. If you lose your badge there will be a \$5 replacement cost.

### **Parking**

Due to limited parking, City Life is unable to provide parking for volunteers. Brochures are available indicating cheap parking areas in and around Frankston (please ask the Volunteer Co-coordinator if you need a Brochure).

### **Back Room/Kitchen**

Only volunteer staff is allowed in the Kitchen/back room while on duty. For health and safety reasons no relatives or friends are permitted.

### **Staff Purchases**

City Life Op Shop is happy to offer 25% discount on purchases made by volunteer staff. Goods are not available for purchase until they have been priced and in the shop. Only the manager or supervisor on duty that day is authorized to accept payment and give discount. No goods are to be taken without the manager or supervisor's authority and knowledge of what has been purchased.

# Volunteer Agreement

(Please agree and return with Application)



## TERMS AND CONDITIONS OF VOLUNTEER WORK

1. The Volunteer agrees to provide their time, skill and expertise as a Volunteer
2. The Volunteer agrees that the volunteer work arrangements between them and City Life shall at no time constitute a relationship of employment, partnership or principal and contractor with City Life.
3. The volunteer understands if he/she, or any of their family are involved in the second Hand trade (market stalls etc.) that they CANNOT be a volunteer at The City Life Collections Opportunity Shop or The City Life Collections Furniture Shop
4. The volunteer understands the time that that is given in voluntary service will be mutually agreed upon between themselves and the overseer of the Centre.
5. The volunteer understands that his/her voluntary service must be regular and on no more than 3 days per week.
6. The Volunteer agrees to:
  - 6.1. Follow all lawful instructions of City Life or a supervisor appointed by City Life in regard to the volunteer work.
  - 6.2. Respect the worth and dignity of all persons with whom they are working including other volunteers.
  - 6.3. Undertake, at City Life's expense, all training reasonably requested by City Life.
  - 6.4. Act at all times within the scope of the volunteer work assigned to them.
  - 6.5. Refrain from making any public statements regarding City Life or speak to the media about City Life or the volunteer work they are involved in without the written permission of City Life.
  - 6.6. Take reasonable care to protect their own and other's health and safety. If they are injured through an accident in the course of their duties as a volunteer they will immediately report the accident to the Supervisor.
  - 6.7. Properly and safely use any equipment in connection with the volunteer work.
  - 6.8. Obey all State and Commonwealth laws whilst performing the volunteer work including but not limited to road safety and motor traffic laws.
  - 6.9. Not be affected by alcohol or drugs while performing the volunteer work on behalf of City Life.
  - 6.10. Hold, and keep current, all licences and permits that may be required to undertake the volunteer work including, but not limited to, driver licences.
  - 6.11. I understand that *City Life Inc* is a religious organisation and as a volunteer I am a representative and agree to uphold its principles and standards.

6.12. Every volunteer will be issued with a name badge on commencement of work. The volunteer is responsible to return the badge to the "Badge Storage Area" at the end of the day. If the volunteer loses the badge it will cost him/her \$5.00 to replace. The volunteer can not work without a name badge.

7. Upon presentation of satisfactory documentation City Life may, in its absolute discretion, reimburse to the Volunteer the cost of any expenses the Volunteer has incurred as a result of performing the volunteer work for City Life.

8. City Life will do all things as required by law to ensure the health and safety of the Volunteer while they are engaged in voluntary work for City Life.

9. Finishing at City Life as a volunteer:

9.1. City Life may terminate the volunteer arrangement at anytime, this is at the discretion of the supervisor.

9.2. The volunteer may terminate the volunteer work arrangement at any time. The volunteer understands that if their services are no longer required there is no obligation on City Life Inc to provide them with volunteer tasks or activities.

9.3. Upon the expiration of the notice period the Volunteer must return all property of City Life used in connection with the volunteer work

9.4. No longer portray themselves as a volunteer of City Life.

I have read and agree to abide by the policies and procedures set by the Overseer of the Centre.

<b>Signed by the Volunteer</b>			
Name		Date	
Signature	<input type="checkbox"/> By ticking this box, I have read and agree to abide by the policies and procedures set by the Overseer of the Centre.		
<b>Signed for and on Behalf of City Life</b>			
Name		Date	
Signature			
Position			