

WRHA Volunteer Services ROLE STATEMENT

Revised December 10, 2011

In meeting the WRHA's mission, WRHA Volunteer Services will, through meaningful public engagement develop effective partnerships, mobilize appropriate volunteer and community resources, support a positive working environment and enhance the WRHA's capacity to support and deliver quality services.

WRHA Values for Volunteer Involvement (Adopted from The Canadian Code for Volunteer Involvement Values)

- *Volunteer involvement is vital to a just and democratic society.* It fosters civic responsibility, participation and interaction.
- *Volunteer involvement strengthens communities.* It promotes change and development by identifying and responding to community needs.
- *Volunteer involvement mutually benefits both the volunteer and the organization.* It increases the capacity of organizations to accomplish their goals, and provides volunteers with opportunities to develop and contribute.
- *Volunteer involvement is based on relationships.* Volunteers are expected to act with integrity and be respectful and responsive to others with whom they interact.

Guiding Principles

- Volunteers assist WRHA staff in providing quality services to clients and communities by sharing their skills and talents.
- Volunteer engagement at the WRHA supports meaningful public participation.
- Volunteer Services works collaboratively and cooperatively with staff, volunteers and other organizations, thus ensuring that services are not duplicated.
- The WRHA is committed to building capacity in communities and achieving service excellence.
- Volunteering is a learning experience for both the volunteer and WRHA staff.

The WRHA 2-pronged approach

The WRHA will not be in competition with community organizations and initiatives which also utilize volunteers. In order to ensure that the WRHA continues to support collaborative efforts with community organizations and initiatives, a 2-pronged approach to the utilization of volunteers will be adopted. This 2-pronged approach will include volunteers who register directly with WRHA as well as collaborative volunteers who are individuals who are registered with, and work on behalf of another agency as a volunteer but part of their volunteer role also assists with WRHA projects or programs. These volunteers do not need to undergo WRHA's screening procedures unless the requirements of the role have not been met by the collaborative organization.