



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Placement of Volunteers – Direct Service and Collaborative Volunteers	Reference # 5.3	Page 1 of 4
	Approved: J.Edwards	Date: 15/09/04 Reviewed/Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

Compatibility between volunteers' interests and skills and the needs of the organization will occur.

DEFINITIONS:

Volunteer Assignment Description is a written description including the volunteer role and responsibilities and the knowledge, skills, experience and training required.

Volunteer Matching involves the process of determining that a volunteer is suitable for and meets the needs of a specific volunteer assignment.

Volunteer Placement refers to the appointment of the volunteer to an assignment within a specific program and/or site.

Volunteer's Placement Supervisor is the designated staff person responsible to orient, train and supervise the volunteer in the placement.



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GOOD PRACTICE GUIDELINES:

1. Volunteer matching and placement is the responsibility of WRHA Volunteer Services staff or their delegates.
2. WRHA Volunteer Services staff or their delegate will interview and screen all volunteer applicants to assess suitability, skills, interests, experience, motivation and availability.
3. The WRHA Volunteer Services staff or their delegate will inform the volunteer of the expectations and responsibilities of their preferred volunteer assignment(s) along with any risk or liability, which the placement might entail.
4. The WRHA Volunteer Services staff or delegate will check with the potential volunteer placement supervisor, the schedule for the placement to match volunteer's availability and shift openings. If there is a match, the applicant is accepted or if needed, referred to the volunteer's placement supervisor for an interview.
5. If a match between the volunteer's availability and shift openings is not available immediately, the WRHA Volunteer Services staff may offer an interim placement to the volunteer. The volunteer may decline the interim placement and remain on the waiting list for an opening in their preferred placement.
6. The WRHA Volunteer Services staff will regularly monitor the available openings for the volunteer's preferred placement.



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7. In order to ensure that appropriate match, support and supervision is provided to the volunteer, the WRHA Volunteer Services staff will brief the volunteer's placement supervisor about the volunteer on a *need to know* basis, (may include such information as background, motivation, referral source, time commitment, current physical/mental status, and the type of supervision required. All information about the volunteer, whether communicated by the volunteer services staff, the volunteer's placement supervisor or by the volunteer him/herself, is subject to the WRHA confidentiality policies.
8. The volunteer's placement supervisor will decide whether to accept the volunteer. The volunteer's placement supervisor may rely on the WRHA volunteer services staff's assessment in making this decision, or may wish to interview the volunteer prior to placement in his/her program area. An interview by the volunteer's placement supervisor is recommended for highly specialized placements and for placements requiring a heavy commitment as far as supervision and training is concerned.
9. Volunteers will be fully and honestly informed of the expectations and responsibilities of their volunteer assignment including any risk or liability, which the placement might entail.
10. Volunteers may decline a suggested placement or request change in placement at any point in their involvement with the WRHA.



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11. If the volunteer is accepted, the volunteer’s placement supervisor and the WRHA Volunteer Services staff will agree upon a start date. The WRHA Volunteer Services staff and the volunteer’s placement supervisor will make arrangements for orientation and training. The WRHA Volunteer Services staff will process the volunteer application to ensure the volunteer is registered, activated and an orientation package made.

12. If the volunteer is not accepted, the Manager of Volunteer Services must provide a valid reason. If appropriate, WRHA Volunteer Services will seek an alternative placement or refer the volunteer to another program, or suggest an external agency if necessary.

13. The WRHA Volunteer Services staff will meet the volunteer on the first day of the placement to conduct the Volunteer Services orientation. During the orientation the volunteer must sign a:
 - Pledge of Confidentiality Form under the PHIA legislation;
 - Corporate Confidentiality, and
 - Activity Description.
 The WRHA Volunteer Services staff will also introduce the volunteer to the volunteer’s placement supervisor for placement orientation and training.

14. If a volunteer is from a collaborative/sponsoring agency, then the agency will be involved and included in the placement process.

Source: New

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Reviewed/Revised: Suzie Matenchuk, Manager Volunteer Services and Jeanette Edwards, Regional Director Primary Health Care and Chronic Disease