



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

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| Good Practice Guideline: Supervision of Volunteers – Direct Service and Collaborative Volunteers | Reference # 5.5 | Page 1 of 2 |
| | Approved: J.Edwards | Date: 15/09/04 Reviewed/Revised: November 2011 |

GOOD PRACTICE DESIRED OUTCOME:

Volunteers will receive appropriate supervision.

WRHA staff supervising volunteers will develop the specialized skills and knowledge required to work effectively with volunteers.

DEFINITIONS:

Supervision of Volunteers - a process of guiding volunteer performance taking into consideration volunteer motivations, goals and balancing volunteer needs with the needs of the organization.

GOOD PRACTICE GUIDELINES:

1. Every WRHA volunteer will have a clearly identified volunteer placement supervisor who will be responsible for day to day consultation, support and direction.
2. WRHA Volunteer Services will not establish volunteer assignments without an assigned volunteer placement supervisor who is available to the volunteer(s) during their placement shift.
3. Where a volunteer placement supervisor is not on duty during the volunteers' shifts a staff person will be designated to act on behalf of the volunteer placement supervisor.
4. Volunteer placement supervisors will advise the WRHA Manager of Volunteer Services of the volunteer's progress and provide prompt notice of any problems or concerns regarding volunteer work performance.



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5. Volunteer placement supervisors will provide regular feedback to the volunteer and handle day to day supervisory matters as they arise. When the volunteer’s placement supervisor advises the WRHA Manager of Volunteer Services of performance problems, the Manager and the volunteer placement supervisor will discuss the concern with the volunteer and the collaborative/sponsoring organization, if applicable. The Manager will listen to the volunteer’s perception of the situation and will obtain the volunteer’s co-operation in resolving the concern. The Manager will also consult with the volunteer’s placement supervisor and collaborative/sponsoring organization, if applicable to develop a plan of action, which may include re-training, closer supervision and additional support in the workplace.

6. The WRHA Manager of Volunteer Services will provide guidance; consultation and training for volunteer placement supervisors and other staff who work regularly with volunteers on the principles of volunteer management including motivation, supervision, training and recognition. The WRHA Manager of Volunteer Services will provide introductory training to all new WRHA staff on creating a welcoming environment for volunteers through the WRHA Corporate Orientation Program.

7. Trained volunteer placement supervisors will provide guidance on the effective supervision of volunteers and may provide formal training for other potential volunteer placement supervisors and staff.

Source: New

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