



Volunteer Policy

Policy: 09

Policy:

Volunteers may be recruited from churches or the local community. They are not required to have a personal Christian faith, but should be willing to work within this ethos. Volunteers will have a desire to work in this project to serve, journey with and support people who are experiencing homelessness. A range of skills and abilities amongst volunteers will add value to the Sunbury Winter Shelter project eg. listening, cooking, first aid etc. Volunteers will offer a non-judgmental approach that attempts to meet guests "where they are at". Volunteers should recognise that the realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination and other social factors affect our guests.

Procedures:

1. Volunteers will be recruited through church visits, newsletters, social media and word of mouth.
2. Volunteers will complete a registration form and agree to integrity checks being carried out – Working with Children Check and personal reference check.
3. On notification of a successful application, volunteers will be required to attend compulsory training session.
4. Volunteers will sign the Volunteer Agreement Form.
5. Training volunteers will cover:
 - Overview of homelessness
 - Introduction to local agencies for referral
 - Overview of policies and procedures with specific focus on dealing with inappropriate behaviour, substance use and health and safety.
 - Listening and conversation skills.
6. Volunteers will be provided with a Volunteer Handbook. This will provide information covered in training, along with additional information on volunteer roles, expectations and responsibilities.
7. Volunteers will be rostered on to shifts as follows: 5.30pm – 10pm (min 3 volunteers + cooks), 10pm – 7am (3 volunteers, with two being awake at any time), 7am – 9am (min 2 volunteers). Maximum number of guests will be 10, but likely to be less initially.

(Winter Night Shelter – Sunbury acknowledges and thanks Stable One for permission to use their documents either whole or as reference)