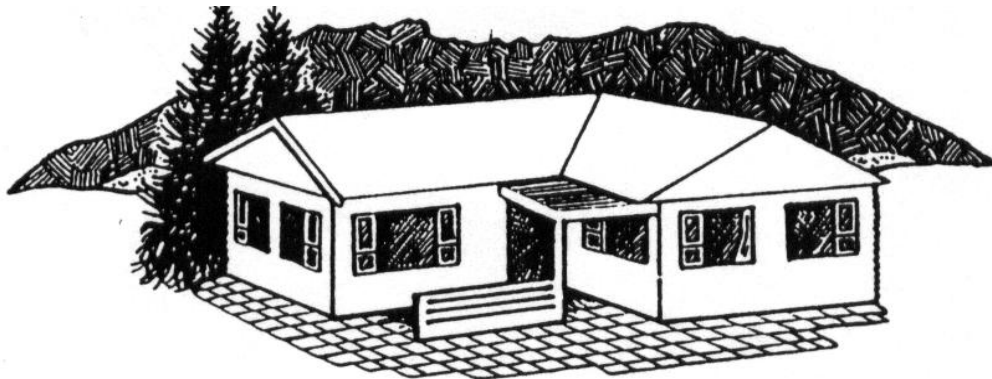


RAGLAN COMMUNITY HOUSE SOCIETY INC

Helping the Raglan Community



VOLUNTEER INFORMATION HANDBOOK

Contact us:

Tel: 07 825 8142

Fax: 07 825 7112

Email: r_ch@xtra.co.nz

Website: www.rch.org.nz

RAGLAN COMMUNITY HOUSE MISSION STATEMENT

Vision

A safe, healthy, motivated community that embraces diversity.

Mission

We identify and anticipate community needs and facilitate responses to them.

We encourage and support active participation.

Values

We value

- * **Integrity;** by being honest, trustworthy, confidential, competent and transparent.
- * **Empowerment;** by encouraging learning, initiative and challenge.
- * **Caring;** by being respectful and empathetic.
- * **Innovation;** by being proactive in anticipating community needs, and finding creative ways of doing things.
- * **Diversity;** by being inclusive, open, accessible and co-operative.

Strategic Goals

1. To work collaboratively and sustainably to provide a range of services and opportunities that promotes community well-being.
2. To enhance the perception and image of the Community House, so that People want to come here.
3. To embrace change and seek opportunities to develop our people, our services and our community.
4. To ensure Raglan Community House remains viable and resilient.

CODE OF ETHICS

The Committee, Staff and Volunteers of Raglan Community House undertake to:

1. Recognise an individuals independence and right to choose at all times.
2. Ensure that all matters discussed with individual visitors to the Community House will be regarded as strictly confidential.
3. Recognise their limitations and be ready, with the permission of the individual to refer to trained persons
4. Avoid emotional over-involvement.
5. Accept the need for on-going training.
6. Ensure that all help and information given will be on a non-political, non-racial, non-denominational and non-sectarian basis.
7. Maintain a good working relationship with other members.
8. Be ready to cooperate with other service agencies
9. Actively encourage the values of equality, cooperation and non-violence are to actively encouraged.
10. Receive all people in a spirit of support and friendliness.

The Raglan Community House Commitment

Each and every volunteer has the right –

1. To be treated as a co-worker, not just free help.
2. To a suitable responsibility – with consideration for personal preference, temperament and life experience.
3. To know as much about the organisation as possible – it's policies, people and its programmes.
4. To continue training on the job – as a follow up to initial training.
5. To sound guidance and direction – by someone who is experienced, well informed, thoughtful and considerate.
6. To be heard, to feel free to make suggestions and to have respect shown for honest opinion.
7. To recognise – as a person who is making a valuable contribution to the RCH and our clients.

The Volunteer's Commitment

Believing that the Raglan Community House has a real need of my services as a volunteer worker –

1. I will be punctual and conscientious in carrying out my duties and accept supervision graciously.
2. I will conduct myself with dignity, courtesy and consideration.
3. I will consider as confidential all information regarding clients and their families.
4. I will take any problems, criticisms and/or suggestions to the Co-ordinator or the staff liaison member of the Committee.
5. I will not do anything for a client without his/her knowledge or consent.
6. I will not push my viewpoint to make converts to my particular religious belief or creed.

JOB DESCRIPTION – LOUNGE HOST

The most important function of the duty host is to make all visitors feel welcome.

To ensure a friendly atmosphere: **BE ALERT TO ANY VISITOR**
 GREET ALL VISITORS WITH A WELCOMING SMILE
 MAKE VISITORS COMFORTABLE
 LISTEN QUIETLY
 OFFER THEM A CUP OF TEA OR COFFEE

HOURS:

Mornings: 9:30 am – 12:30 pm **Afternoons:** 12:30 am – 3:30 pm

If you are not able to do your shift please either change with someone else or make sure you notify the Coordinator as soon as possible.

TEA/COFFEE AND DISHES:

- Please offer visitors to drop-in lounge a cup of tea or coffee. A donation is welcomed.
- Staff and hosts are not expected to pay for refreshments.

GENERAL DUTIES:

- Please keep humidifier topped up with water throughout the day in summer.
- Supplies:
 - If you notice kitchen, toilet or cleaning supplies are low please inform the Office staff or make a note in the office.
 - Please change the tea towels and hand towels regularly. Clean towels are in the kitchen drawers. Put dirty ones in a plastic bag and leave in office.
 - We sell frozen meals. A price list is on the fridge. Please advise Office staff if supplies are getting low.
- Please check fridge and microwave and clean if required.

MORNING DUTIES:

- On arrival please empty dishwasher
- Open windows/put on the humidifier or heater
- Turn on radio
- Please clean phones with anti-bacterial wipes situated in second drawer on left of computer station in main office.
- Top up tea / coffee supplies. Make sure sugar bowl and sugar is clean.
- If the House is quiet, check Volunteer Jobs list and select job that you can do and mark off /date as completed

AFTERNOON DUTIES:

- Please clean door handles of toilets and offices with anti-bacterial wipes situated in second drawer left of the computer station in main office.
- Tidy up hall table and dust if necessary
- Check noticeboard and windows for out of date notices/posters.
- If the House is quiet, check Volunteer Jobs list and select job that you can do and mark off /date as completed
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- On your departure please:
 - Close toilet windows
 - Close lounge / kitchen windows
 - Turn off radio
 - Stack the dishwasher and turn on
 - Place biscuits / sugar in the fridge

OTHER USEFUL INFORMATION

MESSAGES (PHONE AND COUNTER MESSAGES):

If a member of staff is not available please leave message written in the message book.

NEVER GIVE OUT ANY STAFF OR COMMITTEE MEMBER PHONE NUMBERS

NIGHT MEETINGS:

Key's need to be picked up / signed out no later than 4 pm on the date of use or 4 pm Friday if it's a weekend booking.

Rental forms are in green folder marked Room Hire in the file box on left of counter in main office.

ROOM BOOKINGS:

The Room Bookings Register is kept on the counter in main office. The terms and charges for the facility hire are in the green folder in the file box on left of counter in main office. If date/s requested are available, put booking into the red exercise book Booking Book and complete all details i.e. contact names, phone numbers, billing address etc.

If you are unsure take the clients name and number so that Office staff can confirm.

If taking a booking please ensure contact Ph. no. is written alongside name in booking register.

COMMUNITY VAN:

Bookings to be written in the Van book which is situated in the pigeonhole on left of the front counter in the main office.

It is **important** to write clearly:

- Clients name
- Address
- Phone number
- Time and location of appointment
- NHI number if known
- Advise clients that pick up time is one hour before their appointment.

CAR BOOT SALE BOOKINGS:

Booking sheet is in plastic folder in file box on left of main counter. Sites are \$5 per site and can be paid on the day.

BUDGET ADVICE:

Please refer all Budget Service Enquiries to the Budget Advisors, Ph. no. 825 8500. Messages can be left in the Message Book in the main office. Please do not give staff home phone numbers out to any clients.

COUNSELLING:

The Community House offers a counselling service. A laminated client information sheet is on the right hand side of counter. Prices are on the information sheet. Counsellor's room is located downstairs.

Please take client's name and phone number and say that the counsellor will return the call as soon as possible to make an appointment.

HEARING CLINIC:

Sue Jennings holds a monthly clinic at the Community House. This service is available for people aged 16 and over. The booking sheet is in the Hearing Clinic folder in file box on left of counter in main office.

OPTOMETRIST:

We do not have a visiting Optometrist to the Community House however we have paired up with Paterson Burn Optometrists in Hamilton. People can make a booking with Paterson Burn and collect 2 x \$20 vouchers from us to go towards the exam cost. Date, name and quantity to be entered into black folder that can be found in the file box on left of counter in main office. The Community Van can be booked, if required, to get to appointments.

PROBATION:

The Probation Officer is here every Thursday.

WHEELCHAIR AND MOBILITY SCOOTER HIRE

These are available for hire. Refer to the Coordinator.

We do appreciate you giving your precious time to assisting our local community and your contribution is greatly valued.

