



Application Form to be a Volunteer ACAN Worker

Your personal information:

- The information collected on this form is for the purpose of assessing your suitability to be trained as a volunteer ACAN worker.
- The shifts at ACAN are usually covered by two volunteers – morning shift 9:00am to 12:00noon – afternoon shift 12:00noon to 3:00pm, but on some occasions only one volunteer is available to cover a shift. Is there any medical reason which would prevent you from working on your own? Yes / No
- If you complete training successfully this information will be kept on your personal file and only used for ACAN administration and management purposes with limited personnel access.
- Your information will be held securely at our premises and will be subject to you signing a Confidentiality Agreement.
- Would you be able to commit to a regular duty?

Day of Week _____

Morning

Afternoon

Under the Privacy Act 1993 you have a right to ask for access to and correction of any personal information we hold about you.

My name is (Mr / Mrs / Miss / Ms) _____

I like to be called _____

My address is _____

Cellphone No. _____ Home Phone No. _____

email Address _____

Emergency Contact Details: Name _____

Phone No. _____

Relationship _____

The names, phone numbers and addresses of two people (not family members) who can give a character reference are:

1. _____ 2. _____

Why would you like to be a volunteer at ACAN?

Experience:

Paid / unpaid work that I have done or am doing is:

I have taken the following courses or training that may be useful in community work:

I am, or I have been, an active member of the following organisations, groups or committees:

Some of the things I enjoy most are:

I am willing for the members of the selection panel to contact the two referees that I have named on this application form.

I am willing to sign a Declaration of Confidentiality regarding client's enquiries and to offer information that is impartial and independent.

I understand that if accepted for basic training I will undertake the training and the probationary period. However, membership of ACAN is dependent on the satisfactory completion of the basic training and the probation period.

I also agree that if I am approved to become an ACAN Volunteer I will undertake regular duty and attend ongoing training and specific tasks as required by the Management.

I also understand that if I should be responsible for, or involved in, matters which bring ACAN into disrepute, then my membership will be terminated.

If I no longer wish to be an ACAN Volunteer I will submit my resignation in writing.

I understand that I must at all times comply with the rules as set out with the ACAN Constitution. I also understand that any changes to my personal information must be notified to ACAN in writing.

Signature: _____

Date: _____



VOLUNTEER JOB DESCRIPTION

JOB TITLE: Alexandra Community Advice Network Volunteer

RESPONSIBLE TO: The Management Committee through the Coordinator of ACAN

PRIMARY OBJECTIVE: The Community Advice Network provides a free, impartial, and confidential service of information, advice, guidance, and support to all individuals.

SKILLS REQUIRED:

Must understand and maintain strictest confidentiality at all times.

The ability to relate well with a diverse range of people.

Must be an effective listener.

Have good computer and internet skills.

Have good oral and written communication skills.

Be non-judgmental and impartial when working with clients.

KEY TASKS:

Ideally, we would like people to do a weekly duty, but we understand that this is not always possible, and we try to accommodate all contributions.

To be familiar with the Volunteer Handbook.

Work effectively with the client.

Be able to use all information resources and information systems to research and answer enquiries.

When requested by the client, assist with phone calls, form filling, letter writing and referral to advocacy.

Assist with tasks as delegated by Management Committee or Coordinator.

Attend a minimum of six training sessions each year. These may include local, area or regional seminars and workshops.

To be familiar with all new information including the message book, pamphlets, new information folders, noticeboards, and all other resources.

To record each enquiry accurately and fully in the ACAN Day Sheet.

To work co-operatively with fellow volunteers, Management Committee and Coordinator and other volunteer groups.

To acknowledge that there will sometimes be quiet sessions when on duty and to use this time to familiarise yourself with all resources available and update the database.

LIMITS OF AUTHORITY:

Requests from the media are to be referred to the Coordinator or Chairperson.

Community networking and / or accepting guest speaking engagements must be discussed and approved by the Management Committee.

RESOURCES FOR THE VOLUNTEER:

The Network commitment is that the volunteer has the right to:

- Receive sound guidance, direction, and support from an experienced person
- Be recognised as a person who makes a valuable contribution to the community
- A congenial working environment
- Receive training to enable him / her to carry out their duties.
- Have any grievances heard and dealt with – discipline and grievance procedures may sound rather formal, but they are simply intended to promote fairness in the treatment of Volunteers.

Following an initial three-month trial period, during which time the volunteer will complete regular weekly duties and attend training sessions, a review will be held. This will establish that both the volunteer and ACAN Management expectations comply with the contract.

SPECIFIC TASKS

KEY TASKS	DUTIES
Basic Daily Tasks	<ul style="list-style-type: none"> • Put the ACAN flag out at the front of the building next to the path, and the sign board halfway down on left of pathway. • Attach your name tag. • Turn on both computers. • Turn on heaters, if necessary. • Check for any telephone messages on the answerphone and action as necessary. Delete message following instructions in the phone window when it has been dealt with. • Check for any cellphone messages - action as necessary. Delete message when it has been dealt with. • Check for messages in message book (red exercise book on the desk). • Check unopened emails and action as required. • Print and date stamp anything that needs filing for reference e.g. database replies; these are to be printed and placed in the pink database file on the desk. • Read the information on the Day Sheets that have been entered since your last duty. • Check Roster on Noticeboard 1 and write your name on the Roster if there is a space you can fill. • When afternoon duty workers arrive, go over any calls or emails that might require a follow-up, or more research. • If a VDS email request for the following afternoon has not been answered by 2:00pm, send out another email marked URGENT. • If a VDS email request for the following morning has not been answered by 2:00pm, phone the VDS Drivers. • At end of duty print the Day Sheet and add to the Day Book. • Print out any email request that has not been answered and write on the printout "Driver still required". • Bring in signs. • Turn off computers, heaters, lights, and printer in the office. • Check windows are shut and shut the doors.
Enquiries	Assist with client enquiries – on the phone, over the counter or via email. Record all actions taken on the Day Sheet.
Correspondence	Check ACAN cubby hole in Resource Room for mail. Date stamp envelopes etc. and place on the Coordinator's desk.
Meals on Wheels (MOW)	<ul style="list-style-type: none"> • Morning Shift : As soon after 9:00am as possible phone the 3 MOW Drivers for that day from the Roster to remind them that they are on duty, and deal with any requirements that may arise, e.g. finding emergency drivers or making changes to the MOW Roster if needed. If no reply, wait until 10:00am and then arrange replacement(s) as necessary. Refer to list of emergency drivers in MOW folder. • Afternoon Shift : If MOW Drivers have contacted the office regarding clients, phone Dunstan Hospital between 12:30pm and 1:15pm and relay any message(s). • Record all actions taken on the Day Sheet.

KEY TASKS	DUTIES
Day Sheets	<ul style="list-style-type: none"> Record all enquiries (phone calls, emails, walk-ins etc.) during the day on the Day Sheet. Make sure that all sections of the Day Sheet are completed. Please make sure that queries and responses are understandable to all. Write comprehensive information. We don't need a novel, but we do need to have an accurate description of the inquiry and the response you have given. Use names where appropriate.
Legal Appointments	<ul style="list-style-type: none"> Make Legal appointments. On a Friday afternoon check the diary for Legal appointments for the following Monday. Phone the scheduled Lawyer at 2:30pm with the information. Also phone the Lawyer if there are no appointments scheduled. Inform ACH reception the number of clients expected on the Monday, OR if there are no appointments let them know that the room is NOT required. On a Monday morning check for Legal appointments in the diary and phone the client(s) before 10:00am to remind them of their appointment. If any changes notify the Lawyer. At 12:00 noon turn on the lights and / or heater in Interview Room 2 and show "Do Not Disturb" sign on the door prior to the arrival of the Lawyer on duty. Turn off the lights and / or heater after the Lawyer has left, and close the "Do Not Disturb" sign on the door.
Community Law Appointments	<ul style="list-style-type: none"> Make Legal appointments. On a Monday afternoon (before the 1st Tuesday of the month) email Community Law Otago at about 2:30pm to inform them of the appointments for the following day.
JP Service	<ul style="list-style-type: none"> The JP's clinic is held on a Friday in Room C from 12:30pm - 1:30pm. Place the JP sign board out at the front of the building next to the path (beside the ACAN flag). Check the room before 12:30pm – light on, heater on (if necessary), chairs and table arranged appropriately. Put the JP's black banner holder and file-box in the room. Some JPs will return the banner etc. to the Coordinator's office. Turn off lights and heater after appointments and pick up the banner etc. if left in the room. Bring in the JP sign board.
Training Meetings	<ul style="list-style-type: none"> Training Meetings are held on the 2nd Monday of every month at 10:00am. Attend a minimum of six training sessions each year.
Volunteer Drivers Service (VDS)	<ul style="list-style-type: none"> Take bookings from clients and enter details on the VDS excel spreadsheet. Send out an email request to all the VDS Drivers. When a Driver has been confirmed, phone the client to let them know the name of the Driver. NOTE: Refer to the ACAN Handbook for full instructions. Record all actions taken on the Day Sheet.