

## VOLUNTEERS

---

### PURPOSE

---

The purpose of the Male Survivors Aotearoa ('MSA') Volunteer Policy (the 'Policy') is to enable and support the engagement of volunteers by MSA or a Member Organisation of MSA (MMO) to assist the provision of safe, ethical and high-quality support services to male survivors of sexual abuse ('male survivors'). The Policy establishes a set of guidelines for recruitment, development and management of volunteers, that will assure that their involvement with MSA, or an MMO, is a rewarding experience, that their contribution enhances the organisations capacity to enable the wellbeing of male survivors and that they operate in compliance with relevant MSA and/or MMO policy, guideline and practice frameworks.

### CONTEXT

---

MSA and MMO 's volunteers can be engaged in a range of roles to assist the provision of support services for male survivors. The quality of those support services is assured by the relevant MSA and/or MMO policies and guidelines that set the standards for the capabilities and behaviours of the people we engage to deliver those services and the way in which the services are delivered.

It is important that MSA and/or MMO volunteers comply with the relevant policies and guidelines as they apply to their volunteer role within the organisation.

MSA and MMO's embrace an **Intentional Peer Support (IPS)** model that embraces a strengths-based rather than illness-based approach to '*enabling the wellbeing of male survivors*'. This model is enshrined in the **MSA Peer Support Guidelines**, which establishes the framework for the provision of safe, ethical and high-quality peer support services for the male survivor communities we serve. It is very important that all volunteers understand the nature of our peer support work and embrace the principles and practices in the manner in which they perform their roles.

### SCOPE

---

This Policy is not intended to apply to people who perform governance roles within MSA or an MMO as the performance of their roles are subject to a particular set of governance policies (e.g. Trust Deeds, Rules, Governance Charters etc.) and they are specifically referenced in all applicable organisational policies and guidelines that are relevant to their roles.

The Policy is intended to apply to all other people engaged in operational, administrative or support volunteer roles within MSA or an MMO.

### OBJECTIVES

---

The Policy is intended to achieve the following objectives, each of which references a core element of the Policy:

- **Roles & Responsibilities:** The roles and responsibilities of volunteers are clearly defined in a way that frames their potential contribution to the organisation and sets outcome expectations that enable positive monitoring of their performance and expect compliance with the organisation's values and operating principles;

- **Engagement:** The recruitment and induction of volunteers is subject to appropriate protocols and practices that ensure they have the necessary capacities and capabilities to make a positive contribution to the organisation, that the terms of their engagement are clearly understood and that they are familiar with the relevant policies and guidelines that relate to the effective performance of their role;
- **Education & Training:** Volunteers have access to all policy, guideline and practice information that is relevant to their role and have access to appropriate training opportunities that are considered necessary for the effective performance of their role;
- **Supervision & Support:** Volunteers are properly supported in their role through effective and enabling management and supervision practices that are designed to monitor, guide, develop and acknowledge their performance and assure their personal wellbeing;
- **Problem Solving:** The engagement of volunteers is subject to a relevant code of conduct and they have access to appropriate processes to resolve problems that may arise in the performance of their role;
- **Inclusion & Recognition:** Volunteers are welcomed as colleagues by paid staff, treated with respect as a member of the 'organisational team', encouraged to participate fully in organisational activities, and properly recognised for their organisational and services contributions;
- **Retirement:** Farewelling volunteers should be viewed as a special opportunity to celebrate their contribution and gain their reflections and insights on their journey within the organisation (through an exit interview) and their ideas for improving the volunteer experience.

## DEFINITIONS

---

<b>MMO</b>	Is an organisation that is affiliated through a formal membership agreement as an official Member Organisation of MSA
<b>MSA</b>	Is the national organisation Male Survivors Aotearoa, which provides national advocacy, governance, coordination and representation for MMO's.
<b>Peer-worker</b>	Means an individual engaged as an employee or volunteer by MSA or an MMO to provide peer-support services to male survivors of sexual abuse.
<b>Volunteer</b>	Means any individual engaged to perform a defined operational, administrative or support role within MSA or an MMO for which they are not remunerated.

## CORE ELEMENTS

---

This Policy has six 'core elements' that together express MSA's expectations for the effective engagement of volunteers to participate in the delivery of support services for male survivors of sexual violence.

## 1. Roles & Responsibilities

- The volunteer role should be clearly defined in a **Role Definition** (Attachment A) that specifies:
  - Role title;
  - Purpose of the role
  - Organisational context
  - Reporting structure
  - Key relationships
  - Delegations & authorities
  - Position activities and expected outcomes
  - Statement of organisational values
  - Volunteer acceptance statement of the role (signed as part of the appointment process)
- The defined role should reference a set of **critical selection criteria** that will inform the recruitment process, including:
  - Skills, capabilities and experience – including essential, highly desirable and advantageous
  - Personal attributes
- Advertising or otherwise encouraging **applications for the role** should include
  - Information, or access to information, about the organisation
  - Commitment required in terms of time, application and opportunities for flexibility

## 2. Engagement

- The engagement of volunteers by MSA or an MMO is subject to the [MSA Recruitment Policy](#), which provides specific guidance for:
  - **Engaging with applicants** – interviewing and assessing candidates in a manner that ensure equity, fairness and selection of the best person for the role;
  - **Screening applicants** – reference, pre-engagement and security checks that ensure the applicants credibility and integrity, confirms relevant skills and experience and assures the safety of the volunteer and the survivors they may encounter.
- The terms of engagement should be specified in an appropriate **Volunteer Agreement** that specifies (refer Attachment B):
  - **Commitments of the volunteer** that references the role definition, relevant organisational policy and practice requirements and values alignment and time/application commitments for the role;
  - **Commitments of the organisation** that reflect the intentions of this policy and any special arrangements agreed for the role, including reimbursement for expenses as appropriate;
  - **Confidentiality agreement.**
- The formal engagement should be recorded in a **Letter of Appointment** that references the Role Definition and the Volunteer Agreement and is signed by both parties.
- Where volunteer are under the age of 18, you may have to consider matter of consent and the proposed focus of the role before committing to engagement.

### 3. Education & Training

- Volunteers who are expected to participate in the provision of **peer support services** should be:
  - Eligible for participation in relevant intentional peer support courses – individual and or group;
  - Provided with mentoring supervision to provide in-role learning and assurances regarding the quality of service engagement and personal wellbeing;
- **Commitments to training** as a condition of engagement and/or arising as performance development opportunities should be honoured.

### 4. Supervision & Support

- Volunteers who are required to participate in peer support activities should be eligible for **professional peer supervision** to assure their wellbeing and the safety of peers ( refer [MSA Supervision Policy](#));
- Volunteers are entitled to the same levels of management and supervisory guidance as other employed staff. Enabling support is consistent with our peer support principles of **co-learning and co-reflection** that should be hallmarks of our volunteer engagement experience;
- Volunteers are also entitled to regular performance development reviews. These should be performed on a basis consistent with the organisation's policy for staff reviews. They should also feel enabled to request a review to discuss any matter that is relevant to their performance of their role obligations.

### 5. Problem Solving

- Given that the requirement to provide enabling management and supervision includes a focus on operational support and performance development, there must also be appropriate procedures to deal with capability, performance and/or behavioural issues and any matter so dispute about the engagement parameters (role definition, terms of engagement etc.)
- It is recommended that volunteers are afforded the same opportunities as employed staff to amicably resolve matter of difference and dispute. This can be achieved by referencing in the Volunteer Agreement:
  - The volunteer 's obligation is to comply with the MSA or MMO standard **Code of Conduct** for employees; and
  - The organisation's obligation is navigate issues and matter of dispute by applying the **Disciplinary Procedure** for dealing with employment issues as outlined in the MSA or MMO [employment policies](#).

### 6. Inclusion & Recognition

- The intention is that volunteers should feel 'at home' within the organisation and genuinely included as part of 'the team'. This intention reflects the MSA values and the core principle of intentional peer support that we espouse. Suggestions for how this can be achieved include:

- Including volunteers in team meetings and presentations that are relevant to their role;
- Including them in organisational lists, providing them with organisation email addresses and cards where that is a normal practice for staff;
- Making sure they have access to the technology they need to do their work
- Adhere to the intentions of this Policy with respect to education and training, supervision and support and problem solving;
- Acknowledging their contribution through normal communication channels (social media, website, newsletters etc.) and highlighting achievements;
- Involving them in annual planning and organisation wide development initiatives
- Seeking their input and feedback on service design and delivery;
- Meeting their reasonable expenses associated with performing their role;
- Being flexible about their engagement timeframes to recognise their other obligations.

## 6. Retirement

- The retirement of volunteers from the organisation provides an opportunity to celebrate their role and contribution and gain valuable insights from their experience. Retirement protocols should include:
  - A formal exit interview with their manager or supervisor that is focussed on an acknowledgement of their contribution and the opportunity to learn from their experience in the role;
  - Recovery of all organisational property and removal of access to confidential organisational information and databases.

## ATTACHMENT A: VOLUNTEER ROLE DEFINITION

### Male Survivors Aotearoa: Volunteer Role Definition (Sample)

<b>Position Title</b>	<i>Volunteer Peer Worker</i>	
<b>Volunteer Name</b>	<i>Philip Castles</i>	
<b>Role Purpose &amp; Context</b>	<p><i>The purpose of the role is to enable and support qualified and experienced workers hosting peer support groups.</i></p> <p><i>The role provides a learning opportunity and the intention is that the incumbent will develop the necessary skills and experience to become a qualified peer worker.</i></p> <p><i>Male Survivors Aotearoa (MSA) operates an intentional peer support model (IPS) that is articulated in our Peer Support Guidelines. It is expected that this role will embrace the principles and practices of IPS and observe all relevant MSA policies in working with peer workers and our male survivor community</i></p>	
<b>Manager</b>	<i>Peter Bailey (Managing Peer Worker)</i>	
<b>Key Relationships</b>	<i>Peer workers, male survivors, and administrative staff</i>	
<b>Delegated Authorities</b>	<i>NIL</i>	
<b>Activities &amp; Outcomes</b>	<b>ACTIVITIES</b>	<b>OUTCOMES</b>
	<i><b>Making an effective contribution to the provision of high-quality intentional peer support services to the male survivor community</b></i>	<i>Feedback from colleagues and male survivors confirms principled and productive contribution to peer support services</i>
	<i><b>Developing effective peer support skills through active participation in formal and work-related learning and development opportunities</b></i>	<i>Participation in relevant IPS courses and feedback from manager review and support sessions confirms open and positive learning attitude and effective role development</i>
	<i><b>Ensuring personal wellbeing and safety through effective participation in supervision and problem-solving session</b></i>	<i>Feedback from supervisor and manager confirms active and effective focus on wellbeing and safety</i>
	<i><b>Embracing MSA values and fostering a positive and collaborative culture and a safe working environment</b></i>	<i>Feedback from manager and peer worker / volunteer colleagues confirms positive contribution to culture and safety</i>
<b>Organisational Values</b>	<i>Always 'on purpose': putting male survivors first and always seeking ways to improve their wellbeing</i>	
	<i>Always ethical, open and honest; acting authentically with integrity and without judgement, always aspiring to the highest standards of professional practice.</i>	
	<i>Always collegial: building meaningful relationships based on mutual value, trust &amp; respect and working together to achieve our ambition for the future</i>	
<b>Volunteer Commitment</b>	<i>I agree to contribute positively to the MSA organisation by collaborating effectively with the MSA community to perform the role described in this role definition competently and working diligently to achieve the role outcomes</i>	
<b>Signature</b>		Date:

## ATTACHMENT B: VOLUNTEER AGREEMENT

### MALE SURVIVORS AOTEAROA: VOLUNTEER AGREEMENT

<b>NAME</b>		<i>Refer to Role Definition attached</i>
<b>ROLE</b>		
<b>Manager</b>		

**As a volunteer I agree to:**

- *Support the organisation’s purpose and embrace the organisations’ values* *Refer to statements below*
- *Always act collaboratively and in the best interest of the organisation*
- *Abide by the organisational policies and guidelines that relate to my role within the organisation* *Refer to policies listed below*
- *Carry out the activities outlined in the Role Definition to the best of my abilities and seek help when I need to*
- *Comply with the vehicle and transportation policy if authorised using my private vehicle on authorised organisational business*
- *Be prepared to participate in organisational activities that are relevant to my role including education and training*
- *Maintain the confidentiality of organisational and survivor data* *See confidentiality statement below*
- *Support the organisation in creating a safe space for survivors*
- *Maintain my safety and wellbeing and seek support when I need to*
- *Raise any matter of concern with my manager/supervisor*

**The organisation agrees to:**

- *Provide the necessary access to organisational information, including policies and guidelines*
- *Provide an appropriate induction process and ongoing training, supervision and support for the role*
- *Provide an inclusive and safe working environment and support you to maintain your wellbeing*
- *Provide opportunities for your participation in relevant organisational activities*
- *Provide appropriate processes for you to raise any issues of concern and to resolve any matter of difference*
- *Acknowledge your contribution to the organisation*

**Confidentiality Agreement**

*I, \_\_\_\_\_ agree that any information heard, observed or obtained during the course of my work at Male Survivors Aotearoa (MSA), shall remain confidential to MSA and that I shall not discuss any confidential information obtained as a volunteer with anyone other than my Manager*

**Volunteer Signature**

**Date**

## MALE SURVIVORS AOTEAROA: VOLUNTEER AGREEMENT

### Organisational Purpose & Values

#### Purpose & Ambition:

*Enabling the wellbeing of male survivors of sexual violence*

*Building a sustainable national network of appropriate, high-quality support service for male survivors in Aotearoa*

#### Values:

**Purposeful** *Always 'on purpose': putting male survivors first and always seeking ways to improve their wellbeing.*

**Professional** *Always ethical, open and honest; acting authentically with integrity and without judgement, always aspiring to the highest standards of professional practice.*

**Collaborative** *Always collegial: building meaningful relationships based on mutual value, trust & respect and working together to achieve our ambition for the future*

#### Relevant Organisational Policies

- Volunteer Policy
  - Peer Support Guidelines
  - Working with Māori and Pasifika
  - Code of Ethics
  - Code of Conduct
  - Confidentiality Policy
  - Health and Safety Policy
  - Access & Equity Policy
  - Child Protection Policy
  - Vehicle & Transportation Policy
- Reference: <https://malesurvivor.nz/our-policies/>*