



Volunteering ACT

Volunteer Referral Service

Volunteering ACT's Volunteer Referral Service seeks to meet the needs and expectations of two customers:

- Our **member agencies** – who can provide us with information about the volunteer positions they can offer;
- **Prospective volunteers** – who come to us seeking information about suitable positions.

The experienced interviewers of our Referral Service provide the vital link between these two customers.

The essential elements of the Volunteer Referral process are:

- The **Volunteer Job Request** is submitted to us by the member agency. A copy of this form is included in the Information Pack.

Please ensure that you provide us with a separate Job Request Form for each job you are offering (extra forms can be copied from one provided or we can send more on request).

When the form is complete, please return it to our office. Feel free to attach any other documentation that describes the job in more detail – e.g. formal duty statement or information brochure.

- **Actioning your Job Request.** When the completed Job Request is received it will be checked and entered on our system as an 'active' volunteer opportunity. We then start matching those prospective volunteers who approach us, against your job specifications and criteria.

If clarification of your information is needed, this will be done before we talk to volunteers.

We ask you to note that we do not have a 'pool' of volunteers on which we can immediately call. People contact us from day to day seeking information about current opportunities for undertaking volunteer work within the community. We then invite them to our office for an initial interview.

- **The Volunteer Interview.** During this interview, whether in the office or by telephone, the volunteer's skills, interests, time availability and motivation/s are matched against a range of available positions. A volunteer is usually provided with at least four different referrals. We believe this interview process achieves the best match between the needs and expectations of the volunteers, and those of the agency.

The purpose of our initial interview with the prospective volunteer is to assess their general suitability in terms of your job description. When the volunteer contacts you, it is ultimately your responsibility to determine their suitability for the position.

In particular, we do not carry out police, character or health checks in our matching process. It is the responsibility of each agency to carry out detailed screening in its own final selection process.

- **After the Interview:** The volunteer takes away at least four referrals to volunteer positions for which they appear suited. As the next step in the process they are asked to call the designated contact person in those agencies.
- **Withdrawing the Job Request:** If your job is filled or no longer current, please inform us in writing as soon as possible to avoid us raising the hopes of people about jobs which no longer exist, or wasting your time by referring volunteers to you unnecessarily.
- **We will continue to refer people to your position until you officially withdraw it.**
- We will do our best to bring volunteers and agencies together. Sometimes the match is not quite right – and we rely on your information to assist us to get it right. Also, if the volunteer is unsuitable, you are asked to explain to them why this is so. Open, constructive feedback assists them to make themselves more ‘employable’. We also welcome feedback concerning the service we provide.

We try to keep in touch with you. Our Liaison Team will schedule an initial visit and discuss mutual requirements for periodic follow-up to assess how, and if, the referral process is meeting your needs.

We will both be helped if you keep a record of the jobs you have lodged with Volunteering ACT, and of the volunteers who have approached your agency as well as those who have joined your team. This assists us to provide a quality service to you.

Please do not hesitate to contact us at any time if you wish to discuss any aspect of our referral service, and the ways we can help you.

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