



## DISCIPLINARY & DISMISSAL POLICY & PROCEDURES

August 02

Agencies belonging to Volunteer Alliance adhere to the following policy and procedures in relation to disciplinary and dismissal matters.

All volunteers have a right to be treated with respect and dignity. Wherever possible when addressing matters of concern related to a volunteer's performance or behaviour, the services involved choose to take a positive and constructive approach with the aim of affecting positive change rather than instituting punitive measures.

Any dissatisfaction with the performance level of volunteers will be considered in the context of the workplace environment and dealt with as it occurs.

When matters of concern about behaviour or performance arise, volunteers will be given the opportunity to improve their performance to the required level within an appropriate time frame and with adequate support. Where the performance requires learning a new skill or attribute not specifically required as a pre requisite for the position in the job description, referral to appropriate training will be provided.

The Chief Executive Officer of the service where the volunteer is placed has final responsibility for hiring and firing of volunteers. A volunteer has the right to use the grievance procedure of the service concerned if correct dismissal processes have not been followed.

### PROCEDURES

The procedures to be followed when dealing with disciplinary matters are:

1. When a problem exists the first step is that the volunteer is given an explanation of the problem and a verbal request for improvement. The request may be conducted in an informal manner, **by the designated supervisor of the volunteer**. The request should specify the behaviour or activity that is causing concern and clearly articulate the desired behaviour. Appropriate ways of achieving the desired performance level should be explored including any training and support needs.
2. If the problem persists, the Unit Co-ordinator/ or the Volunteer Alliance co-ordinator /or the service's manager/CEO will issue a second formal verbal request for improvement. The request is to be documented (the volunteer should be made aware of this) and any agreements reached noted. The volunteer is to be informed of the likely consequences for failure to achieve change. Information about appropriate training avenue(s) should also be offered to assist the volunteer to achieve the required performance level.

3. Once the process has moved to the formal interview stage, it is the right of both the volunteer and the service to institute either a mediation process or to involve an advocate to speak on either parties' behalf at the formal interview.
4. If the problem is not resolved then the volunteer may be either dismissed, or offered a change in role at the discretion of the service's manager/CEO. A written explanation of the reasons for dismissal will be provided to the volunteer by the service if requested.

In instances, such as theft, physical or verbal abuse, or a breach of the confidentiality agreement, instant dismissal will apply.

Each time the formal dismissal process is invoked there should be a formal review of the policy by the Volunteer Alliance Committee.