



VOLUNTEER RIGHTS AND RESPONSIBILITIES

The Board of Directors believes that both the volunteer and the Christmas Bureau of Edmonton have rights and a responsibility to ensure the mandate of the Christmas Bureau is achieved. The Christmas Bureau of Edmonton engages volunteers to perform specific tasks in order to meet campaign goals, and as an organization, the Christmas Bureau agrees to provide the volunteer with a worthwhile and rewarding experience. In return, each has the right to some basic expectations of the other.

Volunteer Rights

- To be informed and have an understanding of the Christmas Bureau of Edmonton's Mission, Mandate, Core Values and Principles.
- To understand how their volunteer contribution impacts the goals of the Christmas Bureau.
- To be given suitable assignments and have access to a written position description and/or a list of tasks.
- To receive, as appropriate, orientation, training, adequate information, preparation, or resources to meet the responsibilities of their volunteer position.
- To receive open and clear communication from supervisors and staff.
- To be given sound direction, guidance, support and supervision and to have access to a supervisor and/or staff of the Christmas Bureau to meet their volunteer needs.
- To have volunteer service records maintained; have access to their service information; be recognized for their service; and use the Christmas Bureau as a reference for voluntary service.
- To be treated and considered as a coworker where their contribution is valued and they are regarded with respect and dignity.
- To be engaged in tasks that meet the organizations' needs with the volunteers abilities and requirements.
- To be shown gratitude for a job well done and be recognized for outstanding contributions.
- To express, in appropriate forums and levels of communication, their opinions, ideas, suggestions and constructive criticisms for positive change and to have those expressions received and considered.

Volunteer Responsibilities

- To accept, work within and adhere to the Christmas Bureau of Edmonton's Mission, Mandate, Core Values, Principles and policies and procedures.
- To make a sincere commitment to the Christmas Bureau and to believe in the purpose of the work assigned.
- To act in accordance with the Christmas Bureau's Code of Ethics for volunteers.
- To observe the rules of confidentiality.
- To carry out their volunteer responsibilities, as a representative and ambassador of the Christmas Bureau, with professionalism, dignity, integrity, respect and non-judgmentally.

- To carry out volunteer responsibilities promptly, reliably, efficiently, honestly and to the best of their abilities.
- To be responsible and accountable to the Christmas Bureau when carrying out assigned volunteer responsibilities.
- To know and understand their own limitations when agreeing to volunteer assignments.
- To be responsible in the use of Christmas Bureau resources, tools and supplies.
- To participate in orientation and training sessions as needed and to read all information provided.
- To accept the guidance, constructive feedback and decisions of their supervisor.
- To voice their opinions, ideas, suggestions and constructive criticisms for positive change in appropriate forums only.
- To treat Christmas Bureau staff, clients, other volunteers and donors with respect and dignity.

Staff Rights

- To select the best volunteer for position. Depending upon the volunteer assignment, this may include, interviewing and screening applicants and reference, police and/or child welfare checks.
- To have volunteers adhere to the written position description and/or task list.
- To have assignments completed as instructed/outlined.
- To receive quality performance and professionalism from volunteers.
- To receive clear and open communication from the volunteer.
- To report progress, concerns and commendations of volunteers to the Volunteer Coordinator.
- To be respected, trusted and valued as a colleague.

Staff Responsibilities

- To provide the Volunteer Coordinator with all necessary information and qualifications required for their volunteer position.
- The Volunteer Coordinator to ensure that all position descriptions are up to date and accurate in information.
- To provide adequate orientation, training, information, preparation, and/or resources for the volunteer to meet the requirements of the position.
- To provide the volunteer with clear and appropriate instruction and support.
- To keep proper, open communications with the volunteer.
- To provide feedback (progress, concerns and commendations) in a timely, constructive and professional manner.
- To terminate volunteers as outlined in the policy guidelines.
- To respect and trust volunteers as colleagues.