



## About Us

Community Networks is a unique one-stop centre offering health and social services, information and advice throughout the Upper Clutha area. Operated by the Alpine Community Development Trust, Community Networks is run by three staff and many volunteers.

### Services include:

- **A 'Heartlands' Service Centre** – We facilitate regular visits from Government and Non-government organisations to offer services to the community. These include IRD, Community Law, Justices of the Peace, Volunteering Central, Budget Advice, Senior Services information, and Careers Services. We also hold an extensive range of social support information such as Immigration forms, Work and Income forms, and details of health professionals and counselling services.
- **Facilitation and Coordination** – We coordinate a range of activities and services including a Community Food Bank, Meals on Wheels, Wheels to Dunstan Bus Service, Total Mobility Vouchers, and a local interagency meeting of social service providers.
- **Strategic Community Development** – We work alongside the community to identify gaps in services and advocate on their behalf to increase social capital. Examples include: Wanaka Alcohol Group, Life Matters Suicide Prevention Group, Champion for Older People Group.
- **Rooms for hire** – We have rooms and office space available for hire for business and not-for-profit organisations.

### Contact:

*Kate Murray (Manager)*

*Nova Knippers (Heartlands Coordinator)*

73 Brownston Street, Wanaka 9305

Phone: (03) 443 7799 Fax: (03) 443 7803

[www.communitynetworks.co.nz](http://www.communitynetworks.co.nz)

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## Role Description - *Volunteer (Reception)*

<b>Position:</b>	Community Networks Volunteer - Reception	
<b>Reports to:</b>	Manager, Community Networks	
<b>Location:</b>	Community Networks Office, 73 Brownston St, Wanaka	
<b>Key tasks and responsibilities:</b>	<ul style="list-style-type: none"> <li>• To greet clients in a warm and welcoming manner and find out what support they need.</li> <li>• Respond to client enquiries, accessing the Community Database and other resources.</li> <li>• Continually update resources such as Immigration, Work &amp; Income &amp; Inland Revenue Forms.</li> <li>• Promote Community Networks and all the Services offered therein.</li> <li>• Undertake clerical duties as requested.</li> <li>• Provide support for the team at Community Networks as requested.</li> <li>• Assist clients in accessing information on the client reception computer.</li> </ul>	
<b>Time Commitment:</b>	To be discussed. (Preferably once a week for either a morning or afternoon.)	
<b>Screening required:</b>	Police check:	YES
	References:	YES
<b>Support and supervision:</b>	Staff are always available to answer questions or help with any issues that may arise, either in person or by telephone.	
<b>Training offered:</b>	<ul style="list-style-type: none"> <li>• Orientation of the office and services will be given to volunteers along with a session going through policies and procedures.</li> <li>• Long term volunteers will be offered any relevant local training when it is available.</li> </ul>	
<b>Benefits offered:</b>	Expenses:	Pre-arranged expenses will be reimbursed. Costs of any activities volunteered for will be covered by Community Networks.
	Recognition:	References will be supplied for those who volunteer for a total of 40 hours or more.

<b>Ideal person specification:</b>	Knowledge & skills:	<ul style="list-style-type: none"> <li>• Great interpersonal skills</li> <li>• Good organisational, administrative skills</li> <li>• An ability to communicate with clients, simply, clearly and with patience.</li> <li>• The ability to deal with many different types of people and organisations.</li> <li>• Sound computer knowledge</li> <li>• Knowledge of the local community.</li> <li>• A basic knowledge and appreciation of the Treaty of Waitangi.</li> </ul>
	Personal qualities:	<ul style="list-style-type: none"> <li>• A high level of honesty and confidentiality and awareness of the Privacy Act.</li> <li>• A sense of humour, and plenty of initiative.</li> <li>• Flexibility to volunteer for additional hours, if required.</li> <li>• The ability to work unsupervised.</li> <li>• Willingness to promote equality.</li> <li>• Willingness to attend training and to liaise with other people working in the community support, employment and enterprise arena.</li> </ul>



## Application Form - *Volunteer*

Thank you for taking the time to complete this application form.  
This information will be kept confidential.

<b>Name:</b>		
<b>Address:</b>		
<b>Phone:</b>	<b>(Home)</b>	<b>(Mobile)</b>
<b>Email:</b>		

<b>Referees</b>	<i>Please provide the names of two people who know you well and who will speak on your behalf. Please include at least one referee who can comment on your past work or volunteer experience.</i>	
<b>Name:</b>		<b>Name:</b>
<b>Relationship:</b>		<b>Relationship:</b>
<b>Organisation:</b>		<b>Organisation:</b>
<b>Phone:</b>		<b>Phone:</b>
<b>Email:</b>		<b>Email:</b>

<p><b>What time are you able to give to our organisation? (Please circle)</b></p> <p>Weekly / Monthly / One-off events</p> <p><b>Other:</b> _____</p>
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<p><b>Please briefly describe the skills you could bring to Community Networks:</b></p>
<p><b>What are your hobbies and/or interests?</b></p>
<p><b>What do you hope to gain from volunteering with us?</b></p>

<p><b>Do you have a current NZ First Aid Certificate? YES/NO</b></p>
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Do you have a current NZ Driver's Licence? YES/NO

Do you have your own transport? YES/NO

Are you a permanent resident in the Upper Clutha area? YES/NO  
If not, how long are you staying in the Upper Clutha area?

Next of kin (name):

Relationship:

Contact number(s)

Do you have any medical conditions that could affect your ability to carry out volunteer duties? If yes, how could we provide assistance?

**I declare that:**

- All the information provided in this application is correct.
- I consent to Community Networks contacting the referees provided.
- I am willing to undergo a New Zealand police check.

Applicants' Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Agreement - *Volunteer*

### Context

You have agreed to work as an unpaid volunteer for the Alpine Community Development Trust operating as Community Networks Wanaka. As a volunteer this is not a contract of employment but sets out our expectations of you in the work that you do. It also says what you can expect from us. If you have any questions or concerns about what's being asked of you, please talk to us about it.

### As a Volunteer I agree to:

- abide by and support the philosophy, policy, and guidelines of the organisation
- act in the best interests of the organisation
- maintain confidentiality
- abide by safety and risk management requirements
- carry out the tasks outlined in the Role Description
- attend on the agreed time and day or contact the Community Networks office on 03 443 7799
- participate in orientation, meetings, and training
- maintain a record of my volunteer hours at the Community Networks office
- raise any matters of concern with Community Networks staff.

### (For Volunteer Drivers)

- use a warranted, registered and insured vehicle when driving for the organisation
- Notify the organisation of loss of license or driving related charges

### The Organisation agrees to:

- provide information about the organisation
- provide orientation, support, training and supervision
- provide a safe working environment
- provide opportunities for input into the organisational plan and evaluation
- reimburse for pre-approved expenses
- acknowledge and recognise the contribution of volunteers to the organisation

Either Community Networks or you, the Volunteer, can end this agreement at any time by giving 10 days' notice to the other party that it will not continue.

### Declaration:

I have read and understood the expectations and requirements in this Agreement, and I accept them:

Volunteer's name \_\_\_\_\_

Volunteer's signature \_\_\_\_\_ Date \_\_\_\_\_

Volunteer Co-ordinator's name \_\_\_\_\_

Volunteer Co-ordinator's signature \_\_\_\_\_ Date \_\_\_\_\_

## Checklist – *Volunteer Induction*

Volunteer: \_\_\_\_\_

Sign/date	Task
	Volunteer information pack given
	Volunteer Application form received
	Police check completed
	References contacted
	Interviewed; specific hours and tasks discussed (added into Agreement)
	Volunteer Agreement signed (both parties)
	Induction – Welcome and orientation. Health and safety / emergency procedures covered. Code of conduct discussed. Further information given if required.

**Notes:**