



## VOLUNTEER INFORMATION HANDBOOK



45 Bow Street  
RAGLAN  
Tel: 07 825 8142  
Fax: 07 825 7112  
Email: [r\\_ch@xtra.co.nz](mailto:r_ch@xtra.co.nz)

# THE RAGLAN HOUSE MISSION STATEMENT

## VISION

A safe, healthy, motivated community that embraces diversity.

## MISSION

We identify and anticipate community needs and facilitate responses to them.

We encourage and support active participation.

## VALUES

We value:

- \* **Integrity;** by being honest, trustworthy, confidential, competent and transparent.
- \* **Empowerment;** by encouraging learning, initiative and challenge.
- \* **Caring;** by being respectful and empathetic.
- \* **Innovation;** by being proactive in anticipating community needs, and finding creative ways of doing things.
- \* **Diversity;** by being inclusive, open, accessible and co-operative.

## STRATEGIC GOALS

1. To work collaboratively and sustainably to provide a range of services and opportunities that promotes community well-being.
2. To enhance the perception and image of The Raglan House, so that people want to come here.
3. To embrace change and seek opportunities to develop our people, our services and our community.
4. To ensure Raglan Community House remains viable and resilient.

# CODE OF ETHICS

The Committee, Staff and Volunteers of The Raglan House undertake to:

1. Recognise an individual's independence and right to choose at all times.
2. Ensure that all matters discussed with individual visitors to The Raglan House will be regarded as strictly confidential.
3. Recognise their limitations and be ready, with the permission of the individual to refer to trained persons.
4. Avoid emotional over-involvement.
5. Accept the need for on-going training.
6. Ensure that all help and information given will be on a non-political, non-racial, non-denominational and non-sectarian basis.
7. Maintain a good working relationship with other members.
8. Be ready to cooperate with other service agencies.
9. Actively encourage the values of equality, cooperation and non-violence.
10. Receive all people in a spirit of support and friendliness.

# THE RAGLAN HOUSE COMMITMENT

Each and every volunteer has the right:

1. To be treated as a co-worker, not just free help.
2. To a suitable responsibility – with consideration for personal preference, temperament and life experience.
3. To know as much about the organisation as possible – its policies, people and it's programmes.
4. To continue training on the job – as a follow up to initial training.
5. To sound guidance and direction – by someone who is experienced, well informed, thoughtful and considerate.
6. To be heard, to feel free to make suggestions and to have respect shown for honest opinion.
7. To be recognised – as a person who is making a valuable contribution to The Raglan House and our clients.

# THE VOLUNTEER'S COMMITMENT

Believing that The Raglan House has a real need of my services as a volunteer worker:

1. I will be punctual and conscientious in carrying out my duties and accept supervision graciously.
2. I will conduct myself with dignity, courtesy and consideration.
3. I will consider as confidential all information regarding clients and their families.
4. I will take any problems, criticisms and/or suggestions to the Manager or the staff liaison member of the Committee.
5. I will not do anything for a client without his/her knowledge or consent.
6. I will not push my viewpoint to make converts to my particular religious belief or creed.

## **JOB DESCRIPTION – LOUNGE HOST**

The most important function of the duty host is to make all visitors feel welcome.

To ensure a friendly atmosphere:

**BE ALERT TO ANY VISITOR  
GREET ALL VISITORS WITH A WELCOMING SMILE  
MAKE VISITORS COMFORTABLE  
LISTEN QUIETLY  
OFFER THEM A CUP OF TEA OR COFFEE**

### **HOURS:**

**Mornings:** 9:30 am – 12:30 pm                      **Afternoons:** 12:30 am – 3:30 pm

If you are not able to do your shift please either change with someone else or make sure you notify the Manager as soon as possible.

### **TEA/COFFEE AND DISHES:**

- Please offer visitors to the Drop-in Lounge a cup of tea or coffee. A donation of 50c is welcomed.
- Staff and hosts are not expected to pay for refreshments.

### **GENERAL DUTIES:**

- Please keep humidifier topped up with water throughout the day.
- Supplies:
  - If you notice kitchen, toilet or cleaning supplies are low please inform the Manager or make a note in the office.
  - Please change the towels regularly. Clean towels are in the kitchen drawers.
- Please check fridge and microwave and clean if required.

### **MORNING DUTIES:**

- On arrival please empty dishwasher.
- Open windows/put on the humidifier or heater.
- Please clean phones with anti-bacterial wipes situated in second drawer on left of computer station in main office.

### **AFTERNOON DUTIES:**

- Please clean door handles of toilets and offices with anti-bacterial wipes situated in second drawer left of the computer station in main office.
- On your departure please:
  - Close toilet windows.
  - Run the dishwasher.
  - Place biscuits in the fridge.

### **OTHER USEFUL INFORMATION**

#### **MESSAGES (PHONE AND COUNTER MESSAGES):**

If a member of staff is not available please leave message written in the message book.

DO NOT GIVE OUT ANY STAFF OR COMMITTEE MEMBER PHONE NUMBERS

#### **NIGHT MEETINGS:**

Keys need to be picked up no later than 4pm on the date of use or 4 pm Friday if it is a weekend booking.

Rental forms are in green folder marked Room Hire in the file box on left of counter in main office.

**ROOM BOOKINGS:**

The big black A4 Room Bookings Register is kept on the main counter. The terms and charges for the facility hire are in the light green folder in the file box on left of counter in main office.

If you are unsure take the clients name and number so that the Manager can confirm.

If taking a booking please ensure contact telephone number is written alongside name in booking register.

**COMMUNITY VAN:**

Bookings to be written in the diary which is situated in the pigeonhole on left of the front counter in the main office.

It is **important** to write clearly:

- Clients name
- Address
- Phone number
- Time and location of appointment
- NHI number if known
- Advise clients that pick up time is one hour before their appointment

**BUDGET ADVICE:**

Please refer all Budget Service enquiries to the Budget Advisor, Ph. no. 825 8500. Messages can be left in the Budget Advisor pigeonhole in the main office. Please do not give home phone numbers out to any clients.

**COUNSELLING:**

The Community House offers a counselling service. A Client Information Sheet is in the file box on the left hand side of counter. Prices are on the Information Sheet. Counsellor's room is located down the hallway.

Please take client's name and phone number and say that the counsellor will return the call as soon as possible.

**HEARING CLINIC:**

Sue Jennings holds a monthly clinic at The Raglan House. This service is available for people aged 16 and over. The booking sheet is in the Hearing Clinic folder in file box on left of counter in main office.

**OPTOMETRIST:**

We do not have a visiting Optometrist to The Raglan House however we have paired up with Paterson Burn Optometrists in Hamilton. People can make a booking with Paterson Burn and collect 2 x \$20 vouchers from us to go towards the exam cost. Date, name and quantity to be entered into black folder that can be found in the file box on left of counter in main office. The Community Van can be booked, if required, to get to appointments. Please ensure clients are aware that the Vouchers do not cover the full cost of tests or glasses.

**PROBATION:**

The Probation Officer is here every Thursday.

**WHEELCHAIR HIRE:**

This is available for hire. Refer to the Manager.

*We do appreciate you giving your precious time to assisting our local community and your contribution is greatly valued.*

## JOB DESCRIPTION - BARGAIN BASEMENT

The most important function of the duty Volunteer is to sell goods and assist customers.

To ensure a friendly atmosphere:      **BE ALERT TO ANY VISITOR**  
**GREET ALL VISITORS WITH A WELCOMING SMILE**  
**MAKE VISITORS COMFORTABLE**

To contact the office upstairs dial 825-8142

### HOURS:

**Mornings:**      10 am – 12:30 pm                      **Afternoons:**      12:30 am – 3 pm

### MORNING TEA AND LUNCH:

Tea and coffee is available – milk is collected from the kitchen upstairs.

Rosters are available during the third week of the month; these are in the main office.

If you are unable to do your duty please try to change with someone else, if this is not possible please the House Manager as soon as possible.

### MORNING DUTIES:

Set up at 9.50

- Place the two signs from the upstairs foyer out in street.
- Pick up the cash box.
- Pick up the keys.
- Unlock the gate and put the open sign out.
- Turn the lights and door monitor on.
- Unlock the office and put the cash box in the office in agreed place.
- **Keep the office locked if you are not in there or near the counter.**
- Please add your sales and check that the till balances.

### AFTERNOON DUTIES:

- Add your sales and check that the till balances.
- At the end of the day add the cash sales sheet and leave in the basement.
- Turn the lights and monitor off.
- Lock the gate and bring the sign in.
- Ensure that the office and outside doors are locked.
- Take the till up to the office and this will be added up and rung on the cash register. This will be done in front of you.
- Bring the signs off the pavement in and place in foyer.

### GENERAL DUTIES:

- Write each article sold and the price on the sales sheet.
- Ensure that each transaction is correctly added and give exact change.
- Keep clothes neat and tidy on the table.
- Assist customers if required, when they are trying clothes on.
- Clean crockery or ornaments as required.

### OTHER USEFUL INFORMATION

- There is an emergency button by the door in the office; this is connected to the office upstairs.
- Buzzer rings if there is a call for the basement. Pick up phone.