

Volunteering with Playgroup Queensland



Why Volunteer?



Playgroup Queensland relies on the goodwill of countless volunteers who work in partnership with us in a variety of ways.

By volunteering with Playgroup Queensland, you will be assisting and supporting children and their families to have fun, meet friends and learn vital developmental skills through play.



What Volunteer Positions Are Available?

There are many rewarding voluntary roles with Playgroup Queensland, including:

- **Board of Management Member**, working at a strategic level ;
- **Regional Volunteer**, supporting Regional Playgroup Development Officers in establishing and supporting Playgroups in your area and assisting with events and activities;
- **Toy Library Volunteer**, supporting Playgroups and Members by staffing a Toy Library in your local area;
- **Child Health Promotions Volunteer** , promoting Playgroup participation to New Parent Groups;
- **Contact Person or Treasurer**, facilitating and supporting your Playgroup to be the best it can be;
- **Volunteer Facilitator**, helping a Playgroup by planning and running activities, setting up and packing up.

How Does Playgroup Queensland Support & Value Volunteers?

Playgroup Queensland is committed to making your volunteer time rewarding.

We will:

- Ask you about your skills, background and ambition so that we may place you in the most appropriate position
- Provide information and training to ensure that you are clear about your roles and responsibilities
- Ensure that you understand your Playgroup Queensland's Values and our Volunteer Code of Conduct
- Be respectful that you are giving up your time and arrange activities, wherever possible, to suit your needs
- Recognise your abilities and acknowledge your contribution
- Work to make your experience as enjoyable as possible



If you are interested in volunteering with Playgroup Queensland, request a Volunteer Pack which has all the information you need to get you started. Our staff will contact you to arrange induction and training. For more information contact Playgroup Queensland on 1800 171 882 or email volunteers@playgroupqld.com.au

Playgroup Queensland's Commitment to Volunteer Management

Playgroup Queensland has adopted the following management strategy to ensure that all volunteers are appropriately supported and recognised. As an organisation based largely on the efforts of volunteers, Playgroup Queensland and the Playgroup Children's Foundation seek to continuously improve the management of their volunteers. People with a diverse range of skills, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds and people with disabilities are especially encouraged to volunteer. We use the following 5 steps to support, guide and recognise volunteers.

Job Analysis

- Skills and attributes
- Time available to commit
- Personal qualifications

Position Description & Information

- Volunteer overview
- Skills and attributes required
- Duties to be performed

Induction Training & Support

- Match volunteer's skills and experiences to roles most suitable to them
- Assess new volunteer skills & ability to undertake tasks
- Introduce volunteer to the role and then Recommend volunteer for appointment to a voluntary role
- Support volunteer in obtaining Working with Children Blue Card
- Support volunteer through training and induction process
- Reimburse all reasonable expenses in line with our policies and procedures
- Provide free membership at completion of training

Performance Monitoring

Playgroup Queensland and The Playgroup Children's Foundation will seek excellence through continuous improvement by:

- Practising good communication between staff and volunteers
- Providing guidance
- Providing opportunities for personal empowerment
- Seeking continuous improvement by providing training for the volunteer
- Offering feedback on how the volunteer is making a contribution to ensure that the volunteer and the organisation is benefiting
- Taking appropriate disciplinary action as and when necessary

Recognition & Reward

Playgroup and The Playgroup Children's Foundation shall appreciate and recognise efforts by:-

- Offering positive and constructive feedback
- Providing recognition for individual achievement and Rewarding effort and improvement
- Seeking advice and learning from the volunteer on resignation
- Providing volunteers with a Letter of Reference at the end of their volunteer service



Volunteer Induction and Training

Playgroup Queensland is committed to providing quality training and personal development opportunities for their volunteers. We strive to ensure that volunteers are supported at every opportunity and find their experiences both professionally and personally rewarding. The induction and training process is conducted by a Regional Development Officer or The Playgroup Children's Foundation director, and once completed, the volunteer is appointed.

- Completion of the Playgroup Volunteer Information Sheet and Working with Children / Blue Card application form.
- Overview of Playgroup Queensland's Valuing Children Policy and signing agreement to comply with this Policy
- An outline of Playgroup Queensland, its history and purpose, and the role of Playgroups in meeting families' needs
- Overview of Playgroup Queensland's policies and procedures
- The relevant role and its position description and duties is explained, as well as training and support services including the role of the Playgroup Development Officer or the Playgroup Children's Foundation Director
- An outline of Playgroup Queensland Membership process and the part that volunteers play in this process
- How to respond in an appropriate manner to customer enquiries
- An outline of other services provided by Playgroup Queensland. The Development Officer will leave a copy of the relevant Playgroup Queensland Resources with the trainee for them to read
- General questions and answers, calendar of events, regional meetings and conferences

Training will be conducted over a short period of time and includes onsite induction session at a Toy Library or Child Health Presentation.

Playgroup Queensland Toy Library Volunteers



Purpose of a Toy Library Volunteer

Playgroup Queensland operates a state-wide network of Toy Libraries, lending toys to individual members and Playgroups. Toy Library Volunteers are trained and appointed by Playgroup Queensland, to staff and manage Toy Libraries on behalf of their local Playgroups and Member families. It is important to note that as Volunteers, they are not paid, giving generously of their time and energy to retain this member benefit.

The time commitment for most Toy Library positions is ½ a day per month or per fortnight depending on the individual Toy Library, with additional time for the annual stocktake. Support for the role is provided by Playgroup Queensland Development Officers and the Toy Librarian.

Toy Library Volunteer Position Description

Requirements

- Demonstrated affinity with the Playgroup Queensland values and ideals
- Financial Member of Playgroup Queensland
- Satisfactory Working with Children Check
- Ability to work cooperatively with people from a wide array of backgrounds
- Reliable & friendly, with customer service abilities
- Good oral and written communication skills
- Understanding of early childhood issues as they relate to toys
- Awareness of Workplace, Health and Safety Issues
- Understanding of Toy Libraries and borrowing procedures
- Agreement and compliance with the By-Laws, Policies and Procedures of Playgroup Queensland, including Valuing Children Policy and Playgroup Queensland Code of Conduct

Duties

1. Manage or support the operation of a local Playgroup Toy Library Service to ensure Playgroups and Playgroup Queensland Members benefit from play resources. Tasks include:
 - a. Maintain up to date Toy Library records including borrowing and stock take records
 - b. Report Toy Library borrowing statistics monthly
 - c. Report overdue borrowings monthly to the Playgroup Queensland Toy Librarian
 - d. Promote the Toy Library to Members and Playgroups
2. Act as Playgroup Queensland's representative and facilitate borrowing in line with the Association's policy and procedures, while promoting a positive atmosphere for customers.
3. Work in partnership with the Regional Playgroup Development Officer and Playgroup Queensland Toy Librarian to order, purchase and catalogue toys in line with established procedures for the benefit of Playgroups and Member Families.
4. Work in partnership with the Regional Playgroup Development Officer and other volunteers to stage and conduct Playgroup Events including National Playgroup Week celebrations, fundraising and other events as required.

If you are interested in volunteering with Playgroup Queensland, request a Volunteer Information Pack which has all the information you need to get you started. Your Playgroup Queensland Regional Development Officer will be in touch to arrange induction and training. For more information contact Playgroup Queensland on 1800 171 882 or email volunteers@playgroupqld.com.au

Playgroup Queensland Regional Volunteers



Purpose of a Regional Volunteer

Playgroup Queensland supports Playgroups located throughout the large state of Queensland, from Coolangatta in the south through to Cooktown in the north and through to Mount Isa in the west.

Playgroup Queensland's Regional Development Officers support new and existing Playgroups in their specified area. Regional Volunteers are trained to assist the Regional Development Officers to support Playgroups, promote playgroups and assist in the running of Playgroup Events. Regional volunteers may enlist the support of other volunteers in their area to assist in their role.

Regional Volunteer Position Description

Requirements

- Demonstrated affinity with Playgroup Queensland values and ideals.
- Financial member of Playgroup Queensland
- Satisfactory Working with Children Check
- Ability to work cooperatively with people from a wide array of backgrounds
- Understanding of how a Playgroup operates and is conducted
- Good communication skills and an ability to relate well to others
- Understanding of early childhood, family and parenting issues
- Agreement and compliance with the By-Laws, policies and procedures of Playgroup Queensland

Duties

- Support the establishment of Playgroups under the direction of the Playgroup Regional Development Officer including:
 - a. Assisting new Playgroups to commence as need arises.
 - b. Assisting in the identification of appropriate and safe venues
 - c. Promoting Playgroup Queensland services within the community
 - d. Supporting established Playgroups
- Act as an important part of the Membership referral process by assisting new families in identifying suitable services.
- Work in partnership with the Regional Playgroup Development Officer and other volunteers to stage and conduct Playgroup events including National Playgroup Week celebrations and other events.
- Undertake fundraising where required improving the quality of events and services within the Region.

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Playgroup Queensland Child Health Promotion Volunteers



Purpose of a Child Health Promotion Volunteer

Playgroup Queensland recognises that participating in playgroups can provide crucial social, emotional and other support during the significant life changes that occur with a new baby. This support is especially important for first time parents who may experience feelings of social isolation and loneliness.

A Child Health Promotions Volunteer is trained and appointed by Playgroup Queensland to promote the benefits of Playgroup to new parent groups at Child Health Clinics in their local area. A time commitment of approximately two hours per talk is required (travelling time included).

Child Health Promotion Volunteer Position Description

Requirements

- Ability to communicate effectively with people from a wide array of backgrounds
- Good personal presentation
- Demonstrated affinity with the Playgroup Queensland values and the ideals.
- Satisfactory Work with Children Check
- Understanding of how a Playgroup operates and is conducted
- Understanding of early childhood, family and parenting issues
- Good organisational skills
- Agreement and compliance with the By-Laws, policies and procedures of Playgroup Queensland

Duties

1. Under the direction of the Playgroup Regional Development Officer:
 - a. Promote the benefits of Playgroup membership by delivering talks to New Parent Groups
 - b. Liaise with Child Health staff regarding Playgroup Promotion presentations
 - c. Deliver Playgroup promotions material to Child Health Clinics and other services accessed by families with babies and young children
 - d. Arrange Playgroup promotion displays
2. Maintain records of Child Health visits and provide details to Regional Development Officer and/or other Playgroup Queensland staff when requested.
3. Work in partnership with the Regional Playgroup Development Officer and other volunteers to stage and conduct Playgroup events.

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