

Meeting Notes from Tautoko Network Meeting

March 2018

CUSTOMER SERVICE

We were grateful to Linda Mace from Nurse Maude who came along and shared some of the processes and procedures which are utilised by her organisation for recruitment and retention of volunteers, particularly within the 'op shop' area.

Once more, the importance of volunteer agreements with clear role descriptions was emphasised. It was agreed amongst those who attended that there was quite a variety of reasons why people opt to volunteer in the Op Shop arena. For many, it is to gain skills which are of immediate relevance to the gaining employment. This of course poses challenges for organisations, some of whom have a high turnover in their Op Shop staff. Nurse Maude has a paid staff member as manager of its stores; others staffing the shops are volunteers.

One issue which came up was how to deal with shoplifters; the experience in the room was that shoplifters were generally known to the staff of the Op Shop. Nurse Maude's policy was clear that the volunteer staff would not approach or challenge, rather monitor the person in the shop and police would be called at discretion of the shop Manager. The important thing to note is that *whatever your organisation's policy*, it is clearly known and understood by the volunteers. **Include it in volunteer agreements (along with Health and Safety requirements/responsibilities, point of contact for conflict, review times, full role description).**

Some organisations are offering volunteers in Op Shops support for training for an NZQA accredited 'Retail' qualification. Glenda is following up to find more information about this; if you are an organisation that is offering this support, please contact her! outreach@volcan.org.nz