**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Section: | Volunteers |
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| Date Created: | November 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

**Supervision and Performance Management of Volunteers**

**Policy:**

It is the policy of the Women’s Counselling Centre that Volunteers are adequately supervised during their Volunteer service.

**Procedure:**

Volunteers will report to the Director Of Counselling who will function as their primary supervisor.

In some circumstances, this supervision responsibility may be delegated to another staff person. When this occurs, the Volunteer and the employee will be clearly instructed as to the requirement of supervision.

Performance reviews will be conducted with Volunteers as necessary.

If a Volunteer is not completing their assignment in a satisfactory manner, the Director will attempt to correct the performance of the Volunteer. If the Volunteer is unable to correct the performance of their duties, they will either be reassigned to another position or asked to cease Volunteering at this Centre. In the case that a Volunteer is asked not to Volunteer at WCC, they will be encouraged to Volunteer in another appropriate ministry at the Erin Mills Corps.