

# Newtown Neighbourhood Centre

## Section 3

### Human Resources

## Stress Management Procedure

<b>Policy:</b>	Stress Management Procedure
<b>Sub heading:</b>	Human Resources
<b>Status:</b>	Operational
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<b>Approved by:</b>	Management Committee
<b>Staff Training Date/s:</b>	19/7/06
<b>Next Review Date:</b>	October 2012

### Purpose

This procedure aims to minimise potential stressors in the Newtown Neighbourhood Centre (NNC) and provide guidelines for assisting Staff, Volunteers and Students to be known as Team Members who may be affected by stress.

### References

1. NSW Occupational Health and Safety Act 2000
2. Stress, the Workplace and the Individual (Work Cover Authority of NSW April 1996)

### Definitions

**Stress:** A psychological and physiological reaction to some form of pressure being applied to the individual. Individuals convert pressure into stress according to their perceptions and personality.

### Procedure

#### Knowledge and Skills

All Team Members will be required to attend a full orientation with NNC on their commencement of employment.

All specific knowledge and skills required for each task will be identified. All relevant Team Members will be trained appropriately to ensure provision of services to meet NNC's quality standards.

All Team Members will be informed of significant changes in the workplace and work practices and be required to attend the relevant training.

#### Workload

All Team Members are required to work the appropriate number of hours set down in the Social and Community Services Employees (State) Award NSW and their individual contracts. Where they are required to work additional hours, the number of hours and nature of work requires approval from their Managers or the Executive Officer and will be documented on their relevant time sheet.

No team members can ever accumulate more Time In Lieu (TIL) than they work in a normal week. TIL will be closely monitored and reviewed by Managers or Executive Officer. If TIL is constantly high this will be discussed in supervision meeting to address this issue.

No overtime will be worked without the express permission of Managers or the Executive Officer.

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Annual leave must be taken within eighteen [18] months of it becoming available or permission must be obtained from the Executive Officer.

#### **Insufficient Resources**

NNC recognises there is unmet need throughout the region. Services will not under any circumstances be provided beyond the financial, physical and human resources available. Reviews of service levels will be implemented by the team and adjusted accordingly.

#### **Communication**

The Management Committee will be kept informed of the level of service on a monthly basis and any change to that service level required. Stressors will be identified in the monthly Managers report to the Management Committee.

All Team Members are required to inform the Managers of any stressors being experienced or potential stressors that are identified. This information should be then given in writing in the bi-monthly reports tabled to the Management Committee.

#### **Training**

All Team Members will have adequate training provided and this training will include but not be limited to the following:

- Standard Policies and Procedures
- Occupational Health and Safety Policies and Procedures
- Any changes in current systems and administrations

#### **Conflict Resolution**

NNC has in place grievance and dispute resolutions policies and procedures.

#### **Recognition of Stress amongst Team Members**

The Managers are to be trained in the recognition of stress amongst Team Members and implement appropriate procedures where this is identified. Signs of stress may include:

- Frequent absences from work
- Fatigue
- Unhappiness
- Complaints of sleep disturbances
- Avoidance of work
- Difficulty in concentrating

#### **Volunteers and Students**

It is acknowledged that volunteers and students will be exposed to various stressors in the course of their duties and as such will be provided with adequate knowledge and skills to address such issues.

NNC has Policies and Procedures, clearly defining the roles, activities, rights and responsibilities of all volunteers and students.

NNC has developed support systems for all volunteers and students, which includes regular meetings, informal meetings, and regular contact with relevant employed Team Members, training, debriefing, newsletters and information sessions.