



Volunteer Policy

UNITED ESWATINI DIASPORA

FREEDOM IS OUR BIRTHRIGHT WE WILL HAVE IT

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1. Introduction

Volunteers are welcomed and treated as valued and integral members of UNITED ESWATINI DIASPORA's human resources team. The organization has a planned and integrated approach for volunteer involvement that includes providing appropriate resources to support volunteer involvement.

The achievement of the goals of this Organization is best served by the active participation of citizens of the community. To this end, the Organization accepts and encourages the involvement of volunteers at all levels of its programs and activities

2. Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. This policy is intended for internal management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Organization reserves the exclusive right to change any part of this policy at any time and to expect adherence to the changed policy. Changes to or exceptions from this policy may only be granted by the Human resources Manager and must be obtained in advance and in writing.

3. Definition of Volunteer

A Volunteer is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the Organization. A volunteer must be officially accepted and enrolled by the Organization prior to performance of the task. Unless specifically stated, volunteers shall not be considered as 'employees' of UNITED ESWATINI DIASPORA.

4. Employees as Volunteers

UNITED ESWATINI DIASPORA accepts the services of staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours.

5. Service at the Discretion of UNITED ESWATINI DIASPORA

UNITED ESWATINI DIASPORA accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Organization. Volunteers agree that the Organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with it. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the Organization. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

6. Volunteer Rights and Responsibilities

6.1. Volunteer's rights

Volunteers are viewed as a valuable resource to this Organization, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

Following are the main rights of a Volunteer:

- To be assigned a job that is worthwhile and challenging,
- To receive the orientation, training, and supervision necessary to do the job,
- To feel that his/her efforts have real purpose and contribute to the organization's mission,
- To receive feedback and evaluation on the work that he/she performs,
- To be trusted with confidential information necessary to carry out his/her assignment,
- To be kept informed on relevant matters within the organization,
- To expect that his/her time will not be wasted by poor planning or coordination by the organization.

6.2. Volunteer's Responsibilities

Volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, mission, and procedures of the Organization.

Following are the responsibilities of a Volunteer:

- Not to take more responsibility than he/she can handle,
- To meet time commitments or to provide notice so that alternative arrangements can be made,
- To dress according to the expectations of the Organization,
- To perform the tasks assigned to him/her to the best of his/her ability.
- To follow organizational policies and procedures.
- To respect those confidences entrusted to him/her.

- To be open-minded and respectful towards opinions shared with him/her,
- To notify the organization in advance of absences or schedule changes that may affect his/her work.

7. Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of the Organization and serve at all levels of skill and decision-making. Volunteers should not, however, be utilized to displace any paid employees from their positions.

8. Volunteer Recruitment and Selection

8.1. Volunteer Job Descriptions

It is important to let the volunteer know exactly what the organization wishes him/her to accomplish. Volunteer job descriptions should be developed before the Organization starts recruitment and should be clear and descriptive. Lay out all of the expectations, tasks, and benefits for each volunteer job.

Volunteers, just as paid staff, require a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer. This position will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts.

Job descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially. All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The HR Department will develop volunteer jobs and position descriptions.

8.2. Recruitment

Volunteers shall be recruited without regard to gender, handicap, age, race or other condition. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the organization. Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

8.3. Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability and interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfil the requirements of the position, and should answer any questions that the volunteer might have about the position.

8.4. Health Screening

In cases where volunteers will be working with clients with health difficulties, a health screening procedure may be required prior to volunteer assignment. In addition, if there are physical requirements necessary for performance of a volunteer task, a screening or testing procedure may be required to ascertain the ability of the volunteer to safely.

8.5. Criminal Records Check

As appropriate for the protection of clients, all volunteers may be asked to submit a background criminal check (police clearance) before starting his/her assignment. Volunteers who do not agree to the background check may be refused.

8.6. Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no volunteer should be assigned to a position he/she is not qualified for, and no position should be given to an unqualified or uninterested volunteer.

8.7. Staff Participation in Interviewing and Placement

Wherever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview. Final assignment of a potential volunteer shall take place after review and approval of appropriate staff with whom the volunteer will be working.

8.8. Acceptance and Appointment

Working as a volunteer with UNITED ESWATINI DIASPORA shall begin with an official notice of acceptance or appointment to a volunteer position. Notice is be given by the HR Manager. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete all necessary

enrolment paperwork and shall receive a copy of their job description and agreement of service with the Organization.

8.9. Probationary Period

All volunteer placements shall initially be done on a trial period of 30 days. At the end of this period a second interview of the volunteer shall be conducted, at which point either the volunteer or his/her supervisor may request a re-assignment of the volunteer to a different position.

8.10. Re-Assignment

A Volunteer, who is at any time, re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before he/she begins work.

8.11. Length of Service

A volunteer position shall have a set term of duration. It is highly recommended that this term shall not be longer than one-year, with an option for renewal at the discretion of both parties.

8.12. Leave of Absence

At the discretion of the supervisor or the HR Manager, leaves of absence may be granted to volunteers. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

9. Training and Development

9.1. Orientation

Every volunteer will receive a general orientation on the nature and purpose of the Organization, an orientation on the nature and operation of the program or activity for which he/she is recruited, and a specific orientation on the purposes and requirements of the position which he/she is accepting in that effort.

9.2. On-the-Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment.

9.3. Staff Involvement in Volunteer's Orientation and Training

Staff members with responsible over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

9.4. Continuing Education

Just as staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities should be made available to volunteers during their connection with the Organization.

Volunteers will also be allowed to participate in trainings or workshops organized by the Organization or its partners.

Volunteers will also be authorized to attend conferences and meetings which are relevant to their volunteer assignments organized by the organization or other organizations or government institutions.

The organization will facilitate them by providing transport fees and/or lunch, if they are not provided by the organizers.

10. Volunteer Supervision and Evaluation

10.1 Requirement of a Supervisor

Each volunteer who is accepted to a position with UNITED ESWATINI DIASPORA must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

10.2. Volunteers as Volunteer Supervisors

A volunteer may act as a supervisor of another volunteer, provided that the supervising volunteer is under the direct supervision of a paid staff member.

10.3. Relationship between Volunteers and Paid staff

Volunteers and staff are considered to be partners in implementing the mission and programs of the Organization, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

11. Volunteer Management Procedures

11.1. Maintenance of Records

Volunteer services must be documented and supported by the Organization. A system of records will be maintained on each volunteer with the agency, including dates of service, positions held, duties performed, evaluation of work, and awards received.

Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the HR Manager in a timely and accurate fashion.

Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

11.2. Conflict of Interest

No person who has a conflict of interest with any activity or program of the Organization, whether personal or financial shall be accepted or serve as a volunteer with the Organization

11.3. Representation of the Organization

Prior to any action or statement which might significantly affect or obligate the Organization, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their job descriptions and only to the extent of such written specifications.

11.4. Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall Organization business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Organization or other corrective action.

11.5. Dress Code

As representatives of UNITED ESWATINI DIASPORA, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Where uniform is requested, volunteers shall the same uniform as staff in the same service.

11.6. Timesheets

Individual volunteers are responsible for the accurate completion and timely submission of timesheets.

12. The role of staff in Volunteer evaluation

Affected staff should be involved in all evaluation and work assignments of volunteers with whom they are connected.

13. Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments.

Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments.

Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer.

Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

14. Absenteeism

A Volunteer is expected to perform his duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, he/she will inform his/her supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

15. Standards of Performance

Standards of performance shall be established for each volunteer position. Creation of these standards will be a joint function of HR Manager, the volunteer assigned to the position and the volunteer's direct supervisor. A copy of the standards shall be provided to the volunteer together with a copy of his/her job description at the beginning of her/his assignment.

16. Evaluations

Every Volunteer shall receive periodic evaluations to review his/her work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the Organization, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. The evaluation session is an opportunity for both the volunteer and the Organization to examine and improve their relationship.

The position description and standards of performance for the volunteer's position shall form the basis of this evaluation. The organization shall keep a written record of each evaluation session.

The volunteer's supervisor is responsible for performing periodic evaluation and to maintaining records of the evaluation.

17. Corrective Actions

In appropriate situations, corrective actions may be taken following a volunteer's evaluation.

Examples of corrective actions include verbal warning or written warning to the volunteer, suspension of the volunteer, or dismissal of the volunteer.

17.1. Warning

17.1.1. Verbal warning.

Verbal warnings will not apply in cases of serious misconduct. This will normally be the first formal action instituted against a volunteer for failure to meet performance requirements, breach of the terms of employment of the organisations or other work rules. Warnings of this nature must be given as soon as possible after the offence became known.

17.1.2. Written Warnings.

These written warnings may be used when the verbal warning(s) fail(s) to produce the required results or where stronger action than a verbal warning is required.

At least one written warning shall precede any other more serious corrective action except when corrective action is the result of performance or conduct which a volunteer knows or reasonably should have known was unsatisfactory. Such performance or conduct may include but is not limited to violations of law, dishonesty, theft, or

misappropriation of organisation`s property, fighting on the job, insubordination, acts endangering others, or other serious misconduct.

Each warning letter is recorded in the personal file of the volunteer and has a particular level, depending on the offense..

If a formal warning is written to a volunteer, it should explain the level of the warning letter, and the nature and seriousness of the offense. A copy of this warning will be given to The Finance & Administrative Manager / Finance Manager and placed on the employee`s personal file. Following the delivery of the formal disciplinary action, he/she will always hold a formal interview with the employee during which contents of the letter will be discussed. Minutes will be taken and filed as well.

17.2. Suspension of a Volunteer

The following guiding principles are applicable:

- a) The volunteer must accept suspension in writing as a reduced punishment instead of dismissal.
- b) If the volunteer refuses to accept suspension, he/she must be dismissed.
- c) Suspension must be carried into effect as soon as possible after an offence has been committed.
- d) Volunteer may not be suspended on off days or any other non-working days.

Any case of suspension must be ratified by The Finance & Administrative Manager. Suspension without pay may only be imposed if a serious offence warrants dismissal but management wishes to extenuate the punishment.

As a guideline it should be borne in mind that a volunteer should not, except in exceptional cases, be suspended for more than seven (7) working days.

17.3. Dismissal of a Volunteer

A Volunteer who does not adhere to the rules and procedures of the Organization or who fails to satisfactorily perform his assignment is subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with his/her supervisor. Prior to dismissal of a volunteer, the supervisor will seek the consultation and assistance of the Volunteer Finance & Administrative Officer.

17.4. Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of the organization's equipment or materials, abuse or mistreatment of clients or co-workers, failure respect the Organization's policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

17.5. Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing his/her concern or grievance.

17.6. Resignation

A volunteer who wishes to resign from UNITED ESWATINI DIASPORA must provide advance notice of his/her departure and a reason for his/her decision.

18. Volunteer Support and Recognition

18.1. Reimbursement of Expenses

Volunteers are eligible for reimbursement of reasonable expenses incurred while undertaking business for the Organization. The Finance & Administration Department shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any major expenditure.

18.2. Volunteer Stipends

The organization shall not pay its volunteers, but it will give a monthly stipend which will help to cover some expenses such as Transport fees, lunch, and rent.

18.3. Recognition

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the Organization. Volunteers will be consulted and involved in order to develop an appropriate format for the event.

19. Access to the Organization's property and materials

As appropriate, volunteers shall have access to agency property and materials necessary to fulfil their duties and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for organization purposes. This policy includes access to, and use of the Organization vehicles, computers and other equipment used by the Organization.

20. Volunteer Code of Conduct

This Code of Conduct outlines the mission and values of the organization, the purpose of the volunteer involvement, and expectations.

Every volunteer will:

- Agree and adhere to the Organization policies.
- Represent the organization positively to its stakeholders and the communities,
- Treat other volunteers, staff, and clients with respect,
- Support a safe harassment-free work environment,
- Use organization property and facilities as authorized,
- Never divulge or misuse confidential information,
- Not respond to the job under influence of alcohol or drugs.

21. Policy implementation

The Finance & Administrative Manager is responsible for the implementation of this policy. He shall be assisted in his function by the head of the relevant Department.

The productive utilization of volunteers requires a planned and organized effort. The function of the Finance & Administration department is to provide a central coordinating point for effective volunteer management within the Organization, and to direct and assist staff and volunteer efforts to jointly provide more productive services.

The Finance & Administrative Manager shall bear primary responsibility for planning for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the Organization

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