

VOLUNTEER HANDBOOK



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1. Definition of 'Volunteer'

A person who contributes his/her skill, time and experience, without any monetary benefit, for the well-being of the community and society, and in doing so, helps influence positive social change.

A 'volunteer' is a person who without compensation or expectation of compensation beyond reimbursement of out of pocket expenses performs a task

2. Introduction

The most valuable asset of our organisation are its people; the paid staff, volunteers, freelancers, consultants and trustees.

Our organisation is committed to developing policies, systems and behaviours that support the culture of high standards and expectations, where people are valued, respected and know they matter. Whilst we expect high standards from people who work, we also aim to provide an enjoyable work culture where being highly motivated also means having fun.

The organisation is committed to fair, clearly stated and supportive relationships between the organisation and its staff and volunteers. We aim to live our values, not only in the way we do our work, but also in the way we treat everyone who works for us.

3. About Sukarya

Sukarya is a non-government development organization working since 1999, on issues affecting the urban and rural poor in Haryana, with a special focus on health. We were formally registered in 2001. For the past 10 years, we have been working in the urban slums of Gurgaon and have also made inroads into rural development in the state of Haryana. Since our humble start in 1999, we have seen a continuous growth in staff, beneficiaries and areas of involvement. We aim to contribute to the physical and mental well-being of the marginalized and vulnerable sections of the society, particularly women, adolescents and children.

We harbour a rare combination of volunteers with spiritual and emotional commitment and knowledgeable professionals. Upon expansion, Sukarya has actively been undertaking various advocacy based curative and preventive health projects. Further, we have been involved in various life skills programs for women and adolescents, as well as income generation activities. IEC campaigns focusing on nutrition, hygiene, sanitation and reproductive health are conducted regularly to improve the general health status in the rural areas and urban slums. Additionally, we provide humanitarian assistance in times of natural calamities.

Our vision is in achieving sound health for the poorest sections of society, especially women, adolescents and children by not just providing access to health care but empowering them to create a healthy society through promotion of efficacious and affordable methods of disease prevention. We particularly seek to empower the women and children for '**Behtar Swasthya Behtar Samaj**'.

Sukarya is at present working in Gurgaon and Mewat.

Our Objectives

- To advocate, encourage and guide positive 'health-seeking behaviour' with special emphasis on overall health and well-being.
- To improve maternal and child health through training, awareness campaigns, workshops, and health related education.
- To advocate, promote and sensitize communities on Primary Health Care, Reproductive Child Health and Community Health issues.
- To empower women by strengthening their physical, mental and emotional well-being and economic security.
- To initiate and implement social and community development activities in the field of healthcare, income generation for women as well as informal education for the weaker sections of society.
- To provide humanitarian assistance in areas affected by natural calamities such as cyclones, earthquakes and floods.

Organizational structure

Sukarya has an advisory committee consisting of 4 eminent persons who have excelled in their respective fields. The advisory committee plays an instrumental role in guiding the path for Sukarya's vision.

Mr. C.B. Satpathy, I.P.S., Retd.

Mr. S.K. Kain, I.P.S., Retd.

Dr. Aasha Kapur Mehta, Professor of Economics, Indian Institute of Public Administration, Delhi.

Dr. Suraj Kumar, National Programme Officer, UNDP, India Country Office, Delhi.

The team at Sukarya is headed by the chairperson, who is supported by committed professionals, including development professionals, medics and administrative staff. At the grass root level as well, we have a committed team of field supervisors and community workers.

The team of **Sukarya** includes volunteers, professionals, consultants, doctors and the working staff.

The road ahead for Sukarya is exciting, inspiring and invigorating. We hope that we will be able to translate our energy into activities that will be the harbingers of prosperity for a very large section of our society.

4. Sukarya Volunteer Programme

i. Why do we encourage Volunteerism

- **They are motivated by charity, not money**

Volunteers, by definition, do not demand any payment for the work that they do, so their involvement allows organisations to extend their limited budgets. They are motivated to make a difference rather than earn profit. Moreover, volunteers often provide high quality work that positively influences the organisation or its beneficiaries. At times, there are certain costs associated with volunteers such as reimbursing out of pocket expenses, training and orientation,

to name a few, but the investment is most often not worth the time and effort.

- **They allow our organisations to do more**

Having more people to help allows an organisation to achieve its aims more effectively and rapidly. Volunteers enable working hours to be extended, provide additional services, get a message across to a wider audience, along with a host of other activities. They can often fill needs for which paid staff time can never be justified, but which nevertheless make a huge difference for instance to a client's quality of life. Volunteers can also bring the luxury of focus to their work. Paid staff frequently have to manage many competing tasks, whereas volunteers can be asked to devote their time to specific projects.

- **They bring a human touch to our organisation**

It often means a lot to users of a service that volunteers are there simply because they are self motivated. People frequently volunteer because they have some direct experience of the issue being tackled and thereby bring a real human element to it. This can also help to remove possible barriers between organisations and their clients.

- **They engender a community spirit**

For community development reasons, it is crucially important to involve local volunteers in local projects. Not only are they aware of local needs and bring local knowledge, but their involvement often signals that an initiative has been accepted by the community. Furthermore, volunteering is an empowering activity and ensures true ownership of projects in a locality.

- **Because of their freedom to offer feedback and take risks**

Volunteers are not financially dependent on organisations, and therefore find it much easier to speak their minds than paid staff, offer constructive criticism and are innovative. In this way, they can be powerful agents of change within organisations.

- **They extend the organisation's network**

The more people involved with an organisation, the larger becomes the organisation's sphere of influence. Each volunteer has access to their own network of family, friends, colleagues and other acquaintances, among whom they can raise awareness about the organisation's work.

ii. Principles

This volunteer policy is underpinned by the following principles:

- Our organisation does not aim to introduce volunteers to replace paid staff, and are recognised as equal partners in achieving the aims of the organisation
- The selection process for volunteers does not discriminate on the basis of gender, caste, religion, etc. and is welcoming to all prospective volunteers
- The selection procedure for volunteers follows guidelines for best practice by ensuring that all volunteers are subject to a systematic process of recruitment
- Volunteers are properly integrated into the organisational structure and mechanisms are in place for them to contribute to the organisation's work
- Our organisation expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- Volunteers are provided with a clear explanation of what is expected of them
- Volunteers are provided with all the necessary training and support to carry out their assigned role and responsibilities. Our organisation recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs.

iii. Our responsibilities:

- To match the needs of the organisation with the skills, knowledge, experience and motivation of the volunteer
- To recognise that successful volunteer involvement incorporates the individual's motivations, aspirations and choices
- To ensure paid staff are trained to work with and support volunteers
- To ensure volunteers receive appropriate training and support to help them deliver in their roles
- To celebrate the success and achievement of volunteers and volunteering
- To respect volunteers, listen and learn from what they have to say and consistently encourage two-way communication
- To make financial and other provisions in management plans for the needs of volunteers, including reimbursement for expenses, etc
- To foster a friendly and supportive atmosphere with an aim to make volunteering fun

- To provide an accessible problem solving procedure and endeavour to resolve any complaints or grievances in a fair manner;
- To provide references, where requested, and support them with job search skills where appropriate

5. Our expectations of volunteers

- to work within the ethos and guidelines of our organisation
- to maintain and uphold the good name and reputation of the organisation
- to co-operate with paid members of staff, to listen and learn from what they have to say to achieve the aims of the organisation
- to aim for high standards of efficiency, reliability and quality in all aspects of their contribution; be committed and punctual
- to encourage two-way communication with other volunteers and paid staff, fostering a pleasant and friendly atmosphere
- to provide reasonable notice, where possible, if the volunteer is unable to undertake those duties for whatever reason;
- to adhere to the confidentiality, equality and diversity, general behaviour and health & safety policies and procedures of our organisation, in accordance with our volunteer policy.
- attend essential training and support sessions

6. Volunteering

- i. Formal volunteering is an activity, which takes place in not-for-profit organisations or projects and is undertaken:
 - to be of benefit to the community, non-profit and the volunteer
 - of the volunteer's own free will and without coercion
 - for no financial payment
 - in designated volunteer positions only

The word “volunteering” is used for a range of activities such as community service, self-help, charity, hospitality, public service, involvement in community actions, being a trustee, helper, and so on. Our volunteers come from all walks of life and are active in almost every sphere of society. The beautiful thing about volunteering is that there is no age limit or no educational constraints, and certainly no work experience required. All that is required is dedication to a cause, sincerity about the work that one is doing and a sustained effort.

Volunteering opens up a world of possibilities - and volunteers can and do almost everything!

People volunteer for a wide variety of reasons, especially wanting to help others. In the past, it was thought that individuals volunteered strictly for altruistic reasons. However, recent studies have indicated that there may be other reasons, including:

- To build your resume; to develop skills or to learn new skills; to make career contacts
- To feel better about yourself; to feel needed and feel like you are making a contribution
- To act in a socially desired way (i.e.) helping those less fortunate
- To allow you to act on deeply held beliefs about the importance of helping others

By volunteering you can:

- Get a chance to share your skills and teach others what you are best at
- Learn how a professional organisation / institution functions
- Achieve personal satisfaction by helping others and by doing your civic duty
- Spend your leisure time constructively
- Develop a new relationship with an institution and make new friends
- Keep yourself updated on current issues
- Learn new things while working as part of a team
- Do something different from your routine job without making a serious long-term commitment
- Gain recognition and self-confidence as you can make a difference by working for a cause
- Learn skills and strengthen your resume

Volunteers definitely get back a lot from the work they do. You get a chance to make a difference about issues and causes that matter to you and also learn important skills. Volunteers, through their activities get to meet a lot of new people who share the same interests, ideologies and spirit. Voluntary work allows young people to show that they have the power and the energy to make a difference. Most of all volunteers get to be independent and choose what to do, and where and when to do it.

ii. **How do I decide on Volunteering**

Some people know exactly what they want to do or what cause they need to focus on. But for most people, the choice or cause can be very daunting.

Here are some tips that could help your thoughts and decision making. Asking yourself a number of questions can help narrow down the cause you would like to support. For example:

- How much time do I have or how much time can I give for volunteering?
- When or which days will I be available?
- How far am I prepared to travel and what are the possible expenses? Can I afford it?
- What interests and experiences can I bring to my volunteering?
- Do I like working one-to-one or with groups of people?
- Do I have what it takes to work with troubled young people, the disabled or the elderly, and if not, would I like the challenge of finding out?
- Are there particular issues or causes that I would like to help?

There are literally hundreds of ways in which you can get involved. There will be a volunteering organization in every sphere of social development. We recommend that you spend some time in understanding the various causes, the impact of contributing to the cause and the skills required to do the tasks. It will be a good idea to list the various reasons why you would like to volunteer. This will help you in your decision making.

iii. **Rights and responsibilities of volunteers**

Rights of a volunteer are essentially the responsibilities of the host organization (NGO). Responsibilities of a volunteer are essentially the rights of the host organization. It is a mutually agreeable understanding. The following are broad guidelines for what rights

and responsibilities a volunteer can expect and this list is a short version. They may seem like common sense, but they are often violated by those who do not consciously recognize their importance.

As a volunteer, you have the RIGHT to,

1. Expect that your efforts contribute to the organization's objectives.
2. Receive the necessary orientation, training, and supervision to complete the assigned task at the organisation.
3. Be treated with respect.
4. Expect that your time will not be wasted by poor planning.
5. Ask relevant questions and give suggestions about the work you are doing.
6. Be trusted with confidential information necessary to do your work.
7. Be appreciated for the work you have done.
8. Be given written proof or evaluation of your work, if you request it.

As a volunteer, you have the RESPONSIBILITY to

1. Understand thoroughly the assigned task.
2. Observe the deadlines with the best quality of work suited to one's ability and knowledge.
3. Discuss with the organisation and ISR(Individual Social Responsibility) team about any significant change in assigned work.
4. Prepare and submit regular reports about progress of your work.
5. Be sincere and committed in the service you offer.
6. Trust ability to bring about positive change through skilled contribution.
7. Loyal towards organization, its staff, and organisational goals.
8. Maintain dignity and integrity of the organization.
9. Acquire and update skills through ISR training programmes and on job training at the host organisation.
10. Maintain professional working relationship with colleagues and representatives in the community,
11. Contribute to supervision through self-evaluation and willingness to ask
12. Maintain cordial relations with employees and other stakeholders of the NGO while you work with them
13. Be responsible and professional. Inform the NGO of late arrival, absence or planning to discontinue.
14. Leave your address & contact details with the NGO.
15. Be proactive in starting new and better initiatives.
16. Spread awareness about the NGO and its activities.
17. Don't over-commit to the NGOs. Communicate your concerns to the reporting

officer.

18. Train yourself well before committing to volunteer for special causes such as teaching physically challenged students.
19. Don't involve yourself in sensitive internal matters at the NGO.
20. Don't communicate confidential or prohibited information of the NGO.

iv. Benefits of Volunteering

Volunteering offers incredible networking opportunities. Volunteering in your community allows you to meet new people, including community leaders. You don't have to join a club or attend meetings. You can volunteer at a time that fits your schedule. You can develop life-long personal and professional relationships.

Volunteering helps sharpen your skills. Sometimes job duties change and you may no longer be doing things you used to do, and liked. Volunteering supports you in retaining professional and personal skills.

Volunteering helps you develop and discover new skills. Employers are often seeking well-rounded individuals who have good teamwork and goal setting skills. Volunteering offers unlimited opportunities to cultivate new skills that can enhance a career.

Volunteering offers opportunities to practice skills in a relatively risk free environment. It is much more effective to practice a skill than to read about it or study it in a classroom. Volunteering is an excellent opportunity to experiment, practice and try out new techniques and skills. It offers you an opportunity to build your self-confidence through practice. You can stretch yourself in new way that can benefit your career and personal life. A business development consultant volunteers for fund raising at a non-profit. His skills face different challenges in the dynamism of non-profit industry and help him execute and test innovative ideas.

Volunteering can help you expand your horizons and explore new career options. Demographics are changing rapidly in our society and volunteering is a great way to enhance cultural awareness, acquire and practise new skills. Group work not only fosters teamwork, but also offers opportunities to learn more about different

perspectives. If you are thinking of a career change, volunteering is a perfect way to explore new fields. A senior legal consultant at a bank and a devoted volunteer on women's issues has widened her career options. Armed with her understanding of legal framework, and volunteering experience in the field, she is today a noted writer journalist on child and women's rights.

Volunteering give you satisfaction and makes you feel proud. A young professional and a volunteer at 'special school' gains valuable personal skills such as patience and tolerance enhancing his professional standing. A feeling of 'being loved by someone' on a child's face, and a satisfied look on a parent's face, have become invaluable experiences. There are so many options for being involved in your community, through professional associations, neighbourhood organisations, arts and historic organisations and social service organisations. If you feel strongly about something that is happening or not happening in your community, get involved. Get others to join with you and craft new solutions to community problems.

Volunteering gives you visibility. Volunteer work can indeed expose you to a wide range of people, including many strong, influential community leaders. An advertising professional volunteers for a national association of advertising professionals. He enjoys it because he gets opportunities to meet and interact with many veteran and senior professionals from his profession.

Volunteering can be rejuvenating. A small break in our routine and an opportunity to create a balance in our lives rejuvenates us. Volunteering around a personal interest or hobby can be fun, relaxing and rejuvenating. The energy and sense of fulfilment can carry over to a work place to relieve work tensions and foster new perspectives for routinely old situations.

Volunteering can create leaders. By watching people around, you begin to identify the qualities of leadership that you most admire. You can develop leadership qualities in yourself by following footsteps of your seniors, or innovating team leading ideas. Managing a group of volunteers is not the same as managing employees. Volunteer groups are often groups of peers and they respond more to leadership than management. You will have opportunities to lead by persuasion, innovation and your ideas and ideals. Working in volunteer settings will help you learn strategic thinking, change management and conflict resolution skills. You will learn about your Community, about trends and issues, about people and resources. All of which help you to develop your leadership potential.

Volunteering demonstrates a wide range of skills, which could enhance your resume.

Work experience is important, even if it is without a pay check. If you are developing new skills or thinking of pursuing a new career, volunteer work can give you valuable hands on experience. Career counsellors and head-hunters encourage job seekers to document pertinent volunteer experiences.

7. Volunteering Opportunities

Our range of volunteering opportunities caters to one-time, short term, long term and online volunteers.

- **One time** volunteering is essentially an event-based opportunity that lasts for a day. This means devoting anywhere between 2 to 8 hours of your time most often on weekends or on public holidays. It could be a medical camp in a village, a fund raising event, a day-long trek or manning a one-day stall at your office to promote a non-profit's merchandise.
- **Short term** volunteering lasts between one week to 3 months and is mostly project based involving activities like helping an NGO with its accounts or in fund raising, designing a website, developing software for accounts for maintaining records of patients in health camps, or helping in project documentation, etc.
- **Long term** volunteering is a 3 month plus time commitment for people willing to volunteer on a regular basis. This involves, for example, working with SHG ladies, working on a health-based community outreach programme or counselling and mentoring slum children.
- **Online volunteering** offers you the chance to volunteer from home or from your workplace. You could help in managing a website, drafting proposals, writing content for an NGO's brochure or designing communication material, etc.

8. Types of Volunteers

i. Individual Volunteer or Individual Social Responsibility (ISR)

Contributing and staying accountable to one's community as individuals; believing that the buck stops at you, could be a daunting task when other priorities get the better of it. But a thought is better than no thought at all and a

small action, better than nothing at all.... after all, a spark is all it takes to light a fire.

Sukarya is able to run its projects successfully because of socially conscious, compassionate individuals. To advocate our cause and to make projects successful and sustainable - we rely on individuals/volunteers to come forward and help us.

Volunteering can be an exciting and enjoyable experience. It is truly gratifying to serve a cause, put one's ideals into practice, work with different people, solve problems, and desire satisfaction from one's participation.

ii. **Employee Volunteering**

'In a free enterprise, the community is not just another stakeholder in business; but is in fact the very purpose of its existence.'

- Mr. Jamsetji N. Tata

What is employer supported volunteering?

The businesses and the public sectors are increasingly becoming interested in how their own employees can become involved in volunteering. Companies play an integral role in helping build stronger communities. Across the world, companies are integrating employee and community involvement initiatives into their business strategy. Many and varied programmes are being set up to assist employees to volunteer, whether during work hours or in their own time.

This is called **Employer Supported Volunteering (ESV)**.

Employer supported volunteering may complement and enhance other community investment programmes, such as charitable and community donations, payroll giving schemes, recycling office equipment etc.

What distinguishes ESV?

Employer supported volunteering is a three-way partnership between the employer, employee and the receiver of these volunteers (e.g. a community

group, school, hospital, NGO or civil society organisation). For each party there are clear benefits in getting involved.

Benefits to organization:

- Demonstrates its commitment to building healthy communities
- Develops skills and morale of the workforce
- Employees become more satisfied and more productive
- Improves organization's image and can help reinforce brand loyalty

Benefits for the employee:

- Offers the satisfaction of 'giving back' to society
- S/he develops new skills and enhances existing ones
- Enjoyment and a welcome break from the daily work routine!

Benefits for the civil society organisations and the community:

- Increases the supply of volunteers with valuable new skills
- Builds important partnerships with business and the public sector
- Helps to break down barriers between different sections of society

Our employee volunteering services are designed to meet the needs of leading companies who recognize the business and the social value of community involvement. We recognize that every company has different needs. Whether you seek to increase employee volunteerism, fulfill community outreach goals, measure program participation or publicly align your brand with strategic community involvement initiatives, Sukarya will help you in every step.

iii. Student Volunteers

Many Indian or Foreign students are looking for an interesting organisation in the social sector to do their training with. Sukarya ensures that students work with a credible NGO. Inputs are provided about the placement, as well as the exact nature of work to be undertaken.

Find a training program that is perfectly suitable for you, matching your interests, expectations and educational backgrounds

Be sure of professional and motivating guidance during your whole training program develop your professional skills in an NGO that gives you responsibility as well as the freedom of using your creativity.

iv. International Volunteers

Sukarya offers people from all over the world the opportunity to work in an evaluated and trustworthy NGO in India. It is not always easy to find credible NGOs when you are on the other side of the world.

Have a professional experience in a developing country, use your skills and knowledge in a different, more challenging cultural environment, develop new skills like flexibility, empathy and intercultural communication.

v. Interns

Sukarya provides unpaid internship placements for individuals for a duration of 1 to 6 months Those interested in working with one of India's many non-profit organizations, while engaged in a career, would be able to take part in a rewarding workplace experience with an NGO that serves India's immense development need.

If you are a college student, you might also be able receive credit through your respective college or university.

9. Activities undertaken by Sukarya:

Health care

- Quality improvement in antenatal, neonatal and postnatal services
- Assist in strategy formulation for health program
- Participation in health awareness program / campaign / camps
- Linkage building of organization with other donor/support agencies
- Create information, education and communication material
- Help in data management of camps, health centres through software

development

Income generation

- Income Generation
- Skill enhancement in product designing, packaging & marketing
- Natural Resource Management

Human Resource Development

- Training of project personnel in Systems Management
- Set up /develop documentation & record maintenance
- Web designing/ management
- Office miscellaneous work

Education

- Adult literacy classes for parents/adult age groups/ SHG ladies
- Assist in starting vocational courses like tailoring, cookery etc.
- Basic education to slum children

10. Areas of Volunteering:

- **Volunteer your time and skills:** Volunteers are Sukarya’s lifeline. We welcome individuals who would consider joining us in our work by volunteering your time and skills.
- **Bring color to someone’s life by Volunteering Directly:** You can give time directly to the community through various activities **like? (we need to sprcify)**
- **Help develop our advocacy material:** You can provide your creative and/or technical inputs in helping us develop advocacy and communication materials related to our projects – brochures, pamphlets, posters, documentary films, radio programmes or project briefs. You will be duly acknowledged in our published materials.
- **Fund raising:** To continue with our projects we are seeking help with ideas for raising funds. You can hold your fund raising event on Sukarya’s behalf, or you can help raise money through Corporate Sponsorship, or even take part in any fund raising events for the projects that we hold.
- **Contribute your skills to help people live with dignity through Sustainable Livelihood programs:** You could help formulate livelihood projects with sound business plans that would help in the economic development of communities.
- **Give Creative Inputs to help positive change:** You can creatively design

programs that will enhance the skills of the community through skill building workshops on photography, painting, writing, designing products etc.

- **Help Capacity Building:** You can provide support to the organization by providing training on issues which may include proposal writing or documentation or create effective office policies and accounting systems that will strengthen the organization.
- **Utilize your Professional Skills to empower people:** Engineers, Doctors, Teachers, Psychologists, Architects, and others with professional qualifications can utilize their skills directly with communities or at the organizational level.
- **Develop Awareness Campaigns to make the world care:** You could help in creating public education material dealing with varied issues related to women, children, senior citizens, etc.
- **Become a Sukarya Ambassador:** Sukarya welcomes friends and supporters from all over the country and abroad who wish to help promote our projects and further our mission. You can talk about the activities of Sukarya to your friends and encourage them to visit our website and send us their names and addresses so that we can add them to our mailing list.

11. Recruitment

Volunteers will be recruited using an equal opportunities approach and using a variety of different methods to make the broadest possible range of people aware of the volunteering opportunities offered by our organisation.

Our organisation recognises that it may be approached with offers of help from potential volunteers. In such cases a representative of our organisation will talk to the potential volunteer to discuss ways in which they may be able to help, and where possible and appropriate, an opportunity may be created.

The following are the broad steps involved in recruiting volunteers at our organisation:

Step 1: Defining the role

- A role description is defined, outlining responsibilities, terms of engagement and skills needed

- A clear management structure for recruiting for and supporting the role is agreed upon
- The creation of a new role must be signed off by a member of the Senior Management team and the organisation's Volunteer Manager

Step 2: Publicising the role

Once the role is defined, steps should be taken to develop a plan to advertise the opportunity in an inclusive way. We will be advertising the volunteer requirement on our website, facebook page, Sukarya blog and office notice board.

Step 3: Processing applications

All prospective volunteers will need to submit a formal application to volunteer with the organisation. This application form will be available on our website and in our office. This application will be processed carefully to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Step 4: Screening and reaching agreement

Depending on the nature of the role, successful volunteers may need to provide a reference from a suitable person (excluding relatives) attesting to their character and suitability for the position.

Volunteers considered inappropriate for the role will be given feedback, and the opportunity to explore other options.

12. Training and development

It is the responsibility of the volunteer manager to introduce, orient, and integrate office volunteers to their new work situation.

An induction includes:

- ❖ The organisation's vision, mission, structure chart and strategic plan to provide a context for the role
- ❖ Duties and responsibilities
- ❖ The standards of work, attendance, and conduct expected of the volunteer

- ❖ Workplace rules and procedures
- ❖ A copy of the volunteer handbook

13. Supervision and support

For office volunteers, the volunteer manager's responsibilities include ensuring that the volunteer receives the following:

- ❖ A planned induction at the organisation
- ❖ Regular supervision and support sessions
- ❖ Positive feedback on their contribution

For remote/online volunteers, the volunteer manager's responsibilities include ensuring that the volunteer receives the following:

- ❖ Sufficient information about the organisation and its projects to undertake their volunteer role effectively
- ❖ Regular communication in order to supervise and support the volunteer
- ❖ Regular feedback on their contribution

14. Participation

Wherever a volunteer is based at our organisation on a day to day basis, s/he will be invited to be involved in general staff activities, such as staff meetings.

All volunteers are encouraged to express their views about matters concerning our organisation and its work. Where possible, volunteers are consulted in decisions affecting their role or work.

15. Expenses

Our organisation will reimburse all reasonable expenses incurred by volunteers in relation to their work for us. Volunteers not wishing to claim their expenses may donate them back to the organisation.

Reasonable expense will normally include local travel costs.

Other expenses may be met, providing they are agreed upon in advance with their manager and according to the organisation's ability to pay.

All volunteers are required to itemise and submit expense claims on a simple, standard form.

16. Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff.

17. Ending of Placement

If volunteers wish to leave their role at the organisation at any time before the scheduled end of their placement, they should inform their manager (volunteer manager responsible for the volunteer), giving as much notice as possible.

When volunteers leave the organisation they will be offered an exit interview with their manager.

18. Desired Behaviour

Our organisation welcomes and encourages volunteers and expects staff members to treat volunteers with the same respect they would afford other members of staff. In turn, volunteers are expected to adhere to the same rules of general behaviour as staff members.

Volunteers are expected to:

- Treat colleagues with courtesy, and with respect for their rights, duties and aspirations
- Maintain cordial relations with employees & co workers
- Be courteous & helpful with the audience
- Perform personal duties with skill, care and diligence
- Perform their duties professionally, and not physically assault or insult, threaten or malign colleagues or behave in such a way that brings the organisation into disrepute
- Observe our organisation's policies and procedures
- Spread awareness about the NGO's activities

Do's

1. Maintain cordial relations with all employees of the NGO you work with bring to desired behaviour
2. Speak appropriately to the audience (especially when working with individuals with special needs)
3. Give enough time & space before committing to volunteer for special causes
4. Take initiative to starting something new or better
5. Spread awareness about your NGO's activities

Don'ts

1. Do not over commit to the NGO.
2. Do not set unreasonable goals
3. Do not get involved in NGO internal matters this point can be included in responsibilities
4. Do not communicate NGO's confidential information to outsiders this point can be included in responsibilities

After volunteering

- Share your joy with the community or NGO through communication
- If you believe sharing the joy with your friends and colleagues would help the community / NGO, do share it
- If you were unattended by the NGO despite their commitment, communicate with them & give them a second chance. **Do not bad mouth them**

19. Problem Solving Procedures

Most disciplinary matters will be dealt with informally with the volunteer manager responsible for the volunteer. If required, the procedure to be followed is outlined below:

Stage one: formal warning

Stage two: written warning

Stage three: de-registration of volunteer

Where appropriate, the role and placement of the volunteer may be terminated by their manager at one week's notice, or immediately where behaviour equivalent to gross misconduct has occurred. In all cases the volunteer will be entitled to an explanation of the decision and action taken. The manager will report any such terminations to the Senior Management Team.

20. Grievance

A grievance or complaint raised by a volunteer will be examined quickly and effectively. A mutually agreeable resolution will be sought at each stage:

Stage one: The volunteers should put their grievance to their manager. Where the grievance is against the manager the matter should be raised with a more senior manager.

Stage two: if there is no satisfactory resolution at stage one, the volunteer should put their grievance to a Senior Manager, up to and including the Chief Executive. A written response will be provided within ten working days.

21. Recognition

A monthly list of volunteers involved in Sukarya will be published on our website, blog, facebook page and office notice board. Also the best volunteer will be named the Volunteer of the Month.

AIR becomes an integral, key word maintaining enthusiasm among volunteers.

ACTION: Providing the kind of activity Volunteers expect

INSPIRATION: Keeping Volunteers motivated by understanding what inspires them

RELATIONSHIP: Maintaining communication and nurturing a long-term relationship built on trust and support.

22. Certification

The programme is task oriented within a stipulated period of 1 to 6 months. On completion of the task, a Certificate of Participation will be awarded. A certificate of Merit will be awarded for exceptional work. Certificate for Innovation for creativity shown.

23. Conclusion

The organisation would like to thank the volunteers and staff who helped draft this policy and who made a valuable contribution to the review process.

Our volunteers contribute a wealth of skills and experience across the organisation. Wherever you are and whatever your skills, our organisation welcomes and values your support.

24. Volunteer Application Form

Documents required to be submitted

- i. proof of residential address
- ii. proof of status(student, employee etc)

VOLUNTEER APPLICATION FORM

Name: _____

Date of Birth: _____

Sex: Male Female

Nationality:

Marital status: Married Single Any other

Address (Current):

Address (Permanent):

Telephone: Mobile _____
Work _____
Home _____

Email: _____

Education: _____

Qualification: _____

Other special qualification if any: _____

Languages known :

Language	Speak	Read	Write
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Present occupation: _____

Work Experience:

Designation

Years at Work

Job Function

Skills you would like to share: _____

Have you volunteered before? **Yes** **No**

If yes to above, please give details of organization, duration, skills shared and experiences. :

Duration (weeks): _____

No. of days in week: _____

No. of hours in a day you will like to volunteer: _____

Preferred starting date of volunteering: _____

In what way will a program benefit from your participation? _____

In what way will you benefit from volunteering? _____

How did you come to know about Sukarya: _____

Have you read our Policies, Procedures, Code of Conduct and Terms & Conditions? Yes No

Do you agree to comply with all? Yes No

Please provide two references who will verify your credentials. :

1. Name

Contact Information

Email

Mobile

2. Name

Contact Information

Email

Mobile

Additional Information :
