



VOLUNTEER POLICY

Introduction

Any organization exists to attain its mission statement or aims and objectives in line with this VFA seek to involve volunteers to:

- Ensure our services meet the needs of our clients
- Provide new skills and perspectives
- Increase our contact with the local community we serve

Principles

This Volunteering Policy is underpinned by the following principles:

- The host organization will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to organizations work.
- The host organization does not aim to introduce volunteers to replace paid staff.
- The host organization expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- The host organization recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

Practice Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers.

1. Recruitment

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

2. Volunteer Agreements and Voluntary Work Outlines

Each volunteer will have a Volunteer Agreement establishing what the organization undertakes to provide for them. In addition they will agree to a written outline of the specific work they

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<http://volunteersafrica.org>

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will be undertaking. Neither of these documents is a contract the organization has no intention of creating a contract with any volunteers. Each volunteer will also receive a Volunteers Handbook.

3. Expenses

All volunteers will have their travel and other expenses catered for. Volunteers will take care off their transport to the organization offices according to the terms agreed upon.

4. Induction and training

All volunteers will receive an induction into the organization and their own area of work. Training will be provided as appropriate. Where possible volunteers will be entitled to receive additional training on the same basis as paid staff.

5. Support

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

6. The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning the organization and its work.

7. Health and Safety

Volunteers are covered by organizations Health and Safety Policy

8. Equal Opportunities

The organization operates an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

9. Problem Solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers.

10. Confidentiality

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

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