VOLUNTEER MANAGEMENT

S.O.S Needs
(Siblings of Special Needs)

VOLUNTEERING

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Objective:

To establish a structured approach for recruiting, training, and managing volunteers, ensuring they are fully aware of their roles and responsibilities and are effectively supported throughout their service, in alignment with *UN guidelines on volunteer management and the principles of SDG 17 (Partnerships for the Goals).*

Policy:

➢ **Recruitment:**
- Fair and Transparent Processes: Recruitment procedures shall be conducted with fairness, transparency, and inclusivity, ensuring equal opportunity for all applicants regardless of background, ethnicity, or experience.
- Outreach: Recruitment efforts shall be broadened by leveraging various channels, including social media, community outreach, partnerships with educational institutions, and volunteer platforms to attract a diverse and skilled pool of volunteers.
- Clear Position Descriptions: Detailed volunteer position descriptions, including required skills, time commitments, and the impact of the role, shall be prepared and shared during the recruitment process.
- Application and Screening: A structured application process, including interviews, reference checks, and background screenings, shall be implemented to ensure volunteers align with the organization's mission and values.
- Volunteer Database: A volunteer database shall be maintained to keep track of applications, placements, and volunteer hours, ensuring efficient management and communication.

➢ **Training:**
- Comprehensive Orientation: All volunteers shall undergo a comprehensive orientation program that introduces them to the organization's mission, values, policies, and the specific projects they will be involved in.
- Role-Specific Training: Volunteers shall receive detailed training tailored to their specific roles, including the tasks they will perform, the skills they need to develop, and the outcomes expected from their contributions.
- Ongoing Training: Regular training sessions shall be provided to enhance volunteers' skills, update them on new policies, and introduce them to emerging practices within the organization.
- Mentorship and Peer Support: A mentorship program shall be established where experienced volunteers mentor new recruits, providing guidance, support, and feedback to help them settle into their roles effectively.

- Training Materials: Training materials, including handbooks, guides, and e-learning modules, shall be developed and made available to all volunteers to reinforce learning and provide ongoing reference.

➢ **Roles and Responsibilities:**
- Clear Role Definitions: Each volunteer role shall be clearly defined with specific tasks, responsibilities, expected outcomes, and time commitments, ensuring volunteers understand their contributions' scope and impact.
- Role Assignment: Volunteers shall be assigned roles that match their skills, interests, and availability, with flexibility to change roles if necessary to meet both their needs and the organization's requirements.
- Regular Supervision: Volunteers shall be provided with regular supervision by assigned staff members or volunteer coordinators to ensure they are supported, any challenges are addressed promptly, and they receive constructive feedback.
- Performance Review: Periodic performance reviews shall be conducted to assess volunteer contributions, provide feedback, and discuss opportunities for role enhancement or advancement within the organization.
- Volunteer Recognition: A volunteer recognition program shall be implemented to acknowledge and celebrate the contributions of volunteers, including awards, certificates, and public recognition events.

➢ **Ongoing Support and Management:**
- Communication Channels: Open and effective communication channels shall be maintained between volunteers and the organization, including regular check-ins, newsletters, and meetings to keep volunteers informed and engaged.
- Conflict Resolution: A clear process for resolving conflicts involving volunteers shall be established, including mediation and support from volunteer coordinators to address any issues that arise.
- Health and Safety: Volunteers shall be provided with training and resources to ensure their safety while performing their roles, including emergency procedures, hazard identification, and access to first aid kits.
- Volunteer Feedback: Regular opportunities for volunteers to provide feedback on their experiences, including anonymous surveys and suggestion boxes, shall be established, and their input shall be used to improve the volunteer program.
- Volunteer Exit Procedures: A formal exit process shall be established for volunteers leaving the organization, including an exit interview to gather insights on their experience and provide them with a certificate of service.