



VOLUNTEER POLICY MANNUAL

Functional Area

Programme

Business Owner

Head of Programmes

Approval Body

Board of Directors

Applicability and Exceptions

Edukey Volunteers and partners

A. Introduction

Edukey Gender support is a community centred development organization whose work is underpinned by the United Nations Convention on the Rights of the Child (UNRC). Edukey Gender support is committed to protecting children and youth from harm, abuse and promoting their rights. Edukey strives to promote knowledge acquisition, skills development and information sharing

B. Definition

University volunteers are uncompensated individuals who perform services directly related to the business of the University, support the activities of the University, or gain experience in specific endeavors. By definition, volunteers perform services without promise, expectation or receipt of any compensation, future employment or any other tangible benefit.

C. Purpose:

To establish uniform procedures for screening and engaging volunteers, and to balance the following considerations: the desirability of utilizing volunteers' services; the need to protect volunteers' interests; and the need to minimize legal risk to volunteers and the Organization.

D. Policy:

Edukey volunteers do not have an employment relationship with Edukey Gender support organization on any grounds or for any reason and are not covered by the Fair Labor Standards Act or Illinois wage laws, and are not eligible for any University benefit, including Workers' Compensation. At all times, the University has the discretion to select volunteers.

E. Scope of the policy

- The policy applies to all volunteers from within and outside the country
- Edukey will endeavour to ensure every volunteer is briefed of the policy and signs commitment to comply with the provision of this policy.
- They must understand requirements for compliance and know that sanction may apply for breach of the policy.

Policies and Procedures

Who are Volunteers

Volunteers are valuable resources to Edukey Gender support organization, to the staff, and our beneficiaries. Volunteers are extended the right to be given meaningful assignments, treated as equal co-workers, receive effective training and induction to the organization, environment, and

supervision, have full involvement and participation in the activities of the organization and receive recognition for work accomplished.

In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and policies of Volunteers of Edukey organization. Volunteers may be involved in all programs and activities of the organization and serve at all levels of skill. Volunteers will not, however, be used to displace paid employees.

How to become a Volunteer

- **Applications.** Anyone interested in becoming a volunteer with Edukey Gender support organization is asked to complete a volunteer application form. The application includes basic contact information, areas of interest, and emergency contact information, hobbies, interests and expectations.
- **Interviews.** Each prospective volunteer may be interviewed by a designated Volunteers of America employee or volunteer to determine the applicant's qualifications, available days and hours, and preferred volunteer position.
- **Background checks.** Additional screening procedures may be instituted when volunteers will be placed in direct contact with clients, responsible for financial or other valuable organizational resources, or in other positions identified by the local office. These procedures may include reference checks, criminal background checks, etc. Volunteers who refuse permission to conduct these checks will not be accepted for placement in these identified positions.
- **Placement.** When placing a volunteer in a position, attention is paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement is made unless the requirements of both the volunteer and the supervising staff can be met.
- **Orientation.** All volunteers are required to attend a general orientation on the nature and purpose of the organization, environment, terms and conditions of the voluntary work. Volunteers will be asked to attend an orientation by the staffs of Edukey within the first month of their volunteer placement.
- **Age.** Volunteers must be age 18 or older. Volunteers who have not reached the age of 18 must not apply and admitted by Edukey organization.
- **Supervisors** are responsible for sharing this information with the volunteers and should give out copies of written policies as part of the volunteer's training.
- **Dismissal of a volunteer.** Volunteers who do not adhere to the rules and procedures of the organization or who fail to perform their volunteer assignments at a satisfactory level may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with management of the organization.
- **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 organization equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by organization policies and procedures, and failure to satisfactorily perform assigned duties.

General Guidelines

- Attendance. Volunteers and supervisors work together to determine a schedule that works for both parties. Volunteers are asked to call their supervisors and provide as much notice as possible when unable to fulfill their commitment to serve as scheduled.
- Dress code. As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to clients and the community. Volunteers must dress appropriately for the conditions and performance of their duties. Some programs may have specific dress code requirements that will need to be adhered to. The official dress code is trousers and shirts for men and also trousers /skirts and blouse/top – Monday to Thursday and T/shirts on Friday and weekends.
- Smoking. Smoking is not allowed at the organization premises and before the children. This includes products related to smoking, chewing tobacco, snuff or smokeless tobacco. Volunteers are not permitted to smoke while with the clients (children and youth). A volunteer's supervisor should include this information during a volunteer's orientation to the program and the facility.
- Solicitations. Staff and volunteers are not to engage in any type of solicitation while serving the children and youth. Any staff or volunteer wishing to solicit funds or in-kind gifts on behalf of Edukey Organization must receive prior approval from the Program Manager or Development Director.
- Accident procedures. Volunteers must immediately report any injuries while volunteering. Their supervisor will provide an Accident Report to be completed immediately. If a volunteer witnesses an accident they should notify their supervisor or any supervisor on shift immediately. A written report must also be completed.
- Safety procedures. Each staff and volunteer is expected to obey safety rules and exercise caution in all work activities. You should immediately report any unsafe condition or hazardous situations that you observe to your supervisor or other appropriate person in management. Every volunteer is supposed and must wear a Helmet whenever using a motorcycle which is one of the transport mode. A volunteer must be insured having insurance policy home.
- Client, staff and volunteer rights. All Volunteers of Edukey Gender support organization has the right to be treated in a considerate and respectful manner that emphasizes human dignity.
- Client/staff relationships Volunteers must maintain a professional relationship with program service recipients (clients) at all times. Volunteers should not engage in personal associations with clients and should discourage any attempts on the part of the clients to develop such relationships.
- Confidentiality. Information, both verbal and written, regarding clients, employees or volunteers is to be kept confidential at all times. Any volunteer that who interacts with donors is also asked to keep confidential the specifics of the donor activity. It is mandatory that all information be held in the strictest confidence, both within and outside of the facilities of Volunteers of America.
- Equal opportunity. It is the policy of Edukey Gender support organization not to discriminate against any volunteer because of race, religion, creed, sex, age, national origin or ancestry, disability or any status as long as one can offer him/her self to volunteer.

- Harassment. It is the policy of Volunteers of Edukey Gender support organization that it will not permit verbal or physical conduct by an employee or volunteer which harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

Key Principles of the Policy

- a. Confidentiality: An allegation of child abuse is a serious issue; in following this policy and local procedures, it is essential that all parties maintain confidentiality. Sharing of information which could identify a child or an alleged perpetrator should purely be a need to know basis with full authorization of management.
- b. Best interest of the project beneficiary shall be paramount during the voluntary period
- c. Do no harm shall guide all decisions made with respect to any abuse by the volunteer
- d. Edukey values are at the heart of the child and youth that we do, advocate for, promote their rights and create opportunity for meaning full participation and self reliance.

Focal point person

Location	Contact Name	Title	Contact
Country office Kampala	David Bateganya	National Program Director	+256 774626777 +256756447000
	Derrick M Tebezinda	Country focal person	+256700734072
USA	Dr. David Westfall	Programs Coordinator	
	Megan	Area focal person	
Netherlands	Peter F Muganda	Programs Coordinator	

Roles of Focal point persons

- Make adverts about the Volunteer program to people in the country/ region or area
- Receive volunteer applications and asses them
- Recruit/ admit volunteers on their interests and as per the need from the host country
- Conduct awareness and dissemination information about volunteering in Uganda
- Train and induct volunteers about the policy, guidelines and the organization
- Provide support to volunteers and the organization
- Monitor the performance and progress of the volunteer in the host Country