

VALUE HEALTH AFRICA (VAHA)



VOLUNTEER MANAGEMENT MANUAL

Contents

- 1. GENERAL GUIDING PRINCIPLES 3
- 2. VOLUNTEER SELECTION AND PLACEMENT 3
- 3. VOLUNTEER MANAGEMENT 4
- 4. LENGTH OF SERVICE 7
- 5. VAHA's VOLUNTEER STATEMENT OF ETHICS 7

1. GENERAL GUIDING PRINCIPLES

The following are basic policies that apply to all of volunteers.

Volunteers MUST:

- Perform duties within the rules set by the responsible department head/unit coordinator.
- Perform tasks assigned by their supervisor and approved by the responsible department head/unit coordinator.
- Must maintain strict confidentiality concerning any information to which they may have access within their volunteer duties.
- May not use information generally unavailable to the public and obtained by reason of their volunteer positions for the personal benefit of themselves or others.
- Must be 18 years of age or older
- Shall sign in and out in the Volunteer Daily Log. This record is maintained by all departments or facilities to record volunteer names, dates, hours of service and tasks assigned.

2. VOLUNTEER SELECTION AND PLACEMENT

2.1. Volunteer positions

Volunteers must be assigned to a defined position.

2.2. Requirements to volunteer

Requirements for participation as a volunteer are:

- The applicant must meet the requirements set for the job
- He/she must have full time to do the assigned job
- Willingness to travel when the need arises
- Willingness to abide by the rules and regulation of the organization.

2.3. Placement interviews and orientation scheduling

Volunteer candidates must have a placement interview with a department representative prior to placement and assignment. If it is determined that the candidate is acceptable as a volunteer, the Human Resource Officer will prepare a placement form and arrange an orientation date for the volunteer.

2.4. Orientation

All volunteers must attend orientation conducted by the respective department. These orientations are open only to candidates that have been interviewed by a department director/unit coordinator.

The orientation will consist of a review of the organization and its activities.

2.5. Volunteer commitment agreement

At the end of their orientation, volunteers are required to sign a commitment agreement which is kept on file. This agreement is in effect the volunteer's agreement with the organization. The following points are contained in this agreement:

- The volunteer agrees to abide by the organization Program's policies and procedures.
- The volunteer will perform assigned duties to the best of his/her ability, and will comply with the directions of supervisors.
- The volunteer duties and responsibilities
- Termination of duties

3. VOLUNTEER MANAGEMENT

3.1. Assignment and training

Once a volunteer completes the orientation, he or she will be assigned to a specific position within a department. The volunteer unit coordinator or supervisor will ensure that proper training is given as to the duties of that position, expected work schedule, and safety procedures to be followed. Special attention will be paid to health and safety issues that may impact the position.

3.2. Sign-in and sign-out documentation

Volunteers are required to sign in and sign out when performing duties for VAHA. This may be done by using a time sheet.

3.3. Volunteer benefits

Volunteers are entitled to the following benefits:

- Volunteers will be reimbursed for mileage (at the same rate as employees).
- When volunteer duties require necessary and approved travel. This reimbursement will be the responsibility of the organization.
- Volunteers will be paid transport allowance at the same rate as employees.
- Volunteers are entitled to health coverage and risk allowance.

3.4. Performance and discipline

Volunteers are expected to maintain a suitable level of behavior and appearance. Volunteers are expected to comply with all VAHA's policies and procedures.

Departments are encouraged to provide volunteers with explicit expectations of required performance and to review levels of performance to ensure that quality work is recognized and rewarded and that inferior work is corrected and improved.

3.5. Transfers and resignations

Circumstances may arise in which volunteers need to change their status. If their schedule should change and they can no longer volunteer in their current assignment, they should contact their supervisor or department head. It may be that another volunteer position will fit their new circumstances.

If a problem should arise in their volunteer assignment, we encourage volunteers to try and work it out together with the department staff.

3.6. Terminations

A volunteer can be terminated at any time based on operational requirements and/or performance issues.

3.7. Reasons for dismissal

The following is a list of major reasons supervisors may feel the need to dismiss a Volunteer based on performance issues:

- Attendance problems – is frequently absent, arrives late and/or leaves early.

- Poor attitude – cannot accept suggestions or criticism, is negative to the public or other employees etc.
- Difficulty with volunteer duties – has to be supervised too much of the time, does not follow instructions when given, fails to recognize errors or problems, takes no initiative.
- Failure to follow VAHA program, policy, or procedure.

3.8. Response to unfavorable volunteer behavior

In the event of unfavorable performance of duty or behavior of a volunteer, the following steps shall be taken:

- The volunteer unit coordinator or supervisor shall immediately notify to the Situation to the department head. Depending on the circumstances, the volunteer may be suspended temporarily until a final disposition can be made by the Executive director.
- An investigation shall be made as to events and circumstances and a report made to the Executive director.
- Based on the information provided, the Executive director, in coordination with the respective department head will make one of the following dispositions of the situation:
 - If it is determined that no adverse action occurred, the volunteer will be returned to active status.
 - If minor infraction of policy or procedure is determined to have occurred, the volunteer may receive a warning and return to duties, or be transferred to another position. An entry will be made in the volunteer's record.
 - If a major infraction occurred, the volunteer will be terminated from the program.

3.9. Reporting an injury of a volunteer

If a volunteer is injured while performing their assigned task:

- The supervisor shall be notified immediately.
- The supervisor and volunteer must complete a Report of Injury form and submit the form to Human Resource Office within 24 hours.

3.10. Workers' compensation for volunteers

Volunteers may be eligible for workers' compensation medical benefits only

If an injury occurs, the volunteer unit coordinator/department head must be notified immediately.

3.11. Volunteers Rights

Volunteers have the right to:

- Know the hazardous/toxic substances present in the workplace.
- Refuse to work with a hazardous/toxic substance.
- Know the organizations' policies and procedures and working manuals.
- Protection against discharge, discipline or discrimination for having exercised any of these rights.

4. LENGTH OF SERVICE

All volunteer positions shall have a set term of duration. It is highly recommended that this term shall not be longer than six -month, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent. Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases, but may instead seek a different volunteer assignment within the agency, or may retire from volunteer service.

5. VAHAs VOLUNTEER STATEMENT OF ETHICS

We, the volunteers of VAHA, as providers of public service and, in order to inspire confidence and trust, are committed to the highest standards of personal integrity, honesty and competence.

To this end we will:

- Provide responsive service to all citizens equally.
- Accept only authorized compensation for the performance of our duties and respectfully decline any offers of gifts or gratuities from those with whom we do business.
- Disclose or report any actual or perceived conflicts of interest.
- Comply with all laws and regulations applicable to the organization.
- Neither applies nor accepts improper influences, favoritism and personal bias.
- Use VAHAs funds and resources efficiently, including materials, equipment and our time.
- Respect and protect the privileged information to which we have access in the course of our duties, never using it to stir controversy, to harm others or for private gain.

ANNEX

VOLUNTEER COMMITMENT AGREEMENT

The following Volunteer commitment agreement is made and entered into by and between VAHA and (Name.) _____ (here after referred to as the "volunteer").

I. Terms of Volunteer commitment

1. Commencement: Subject to the provisions of termination set forth below this volunteer commitment agreement will begin on _____, 202____ and ends on _____,202____
2. Volunteer Job title: _____
3. Place of work: _____

II. Employer's Obligation

VAHA undertakes to:

1. Transportation allowance of _____ every month.
2. Cover medical expense during injury on work.

III. Volunteer's Obligation

1. The Volunteer will devote full time, attention, and energies to VAHA. During this Volunteer period he/she will not engage in any other activity.
2. The Volunteer should discharge his/her obligations efficiently by using the knowledge, skill, and experience required as per the attached job description.
3. Respect and abide by the laws, rules, and regulations of the employer as well as the order given by his supervisor.
4. If the Volunteer is absent from work for any reason for a continuous period of over 5days, VAHA may terminate the Volunteer's employment and the obligations under this agreement will cease on that date.
5. Normal working hours will be from a.m. to p.m. on Mondays to Fridays.
6. Volunteer agrees not to reveal confidential information to any person, firm, or entity and keep safe and control of all materials issued to him/her. Should Volunteer reveal or threaten to reveal this information, VAHA shall be entitled to an injunction restraining the Volunteer from disclosing the said information.

IV. Termination of the Contract

1. This agreement may be terminated:

- When the duration of the volunteer period expires, or when the work ceases to exist, or when the Volunteer does not carry out his/her work to the satisfaction of the employer.
- When both contracting parties agree.
- Due to the occurrence of force measures such as natural catastrophe, acts of government, civil war, or labor disputes.

Any changes to this commitment agreement will only be valid if they are in writing and have been agreed and signed by both parties.

For the Employer:

- Name: _____
- Title: _____
- Address: _____
- Signature: _____

For the Volunteer:

- Name: _____
- Title: _____
- Address: _____
- Signature: _____

- Signed at _____ on _____ day of _____ Year_____.

Note: This employment contract is void unless it is signed and sealed by VAHA