Centre for Information Technology and Development (CITAD)

POLICY ON VOLUNTEERSHIP AT CITAD/CITAD VOLUNTEER MANAGEMENT POLICIES

Introduction

Volunteership is a process in which someone agrees to work for an organization, not on the basis of being paid a salary, rather, he/she delivers services to the organization in areas that it has needs for while in turn the volunteers gain experience, exposure and as well as come into contact with potential employers and recruiters and thus, stand the chance of getting permeant employment.

CITAD, like any other organizations provides opportunity for genuine volunteers to work with and benefits from what such volunteer work provides for them. This policy guides the volunteer practice in the organization.

Definition

A 'volunteer' is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the organization. A 'volunteer' must be officially accepted and enrolled by the organization prior to performance of the task. Unless specifically stated, volunteers shall not be considered as 'employees' of the organization.

Overall Policy on Utilization of Volunteers

The achievement of the goals of this organization is best served by the active participation of citizens of the community. To this end, the organization accepts and encourages the involvement of volunteers at all levels of the organization and within all appropriate programs and activities. All organization and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The organization reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Volunteer Program Manager, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Volunteer Program Manager.

Scope of Volunteer Policies

Unless specifically stated, these policies apply to all non-elected volunteers in all programs and projects undertaken on or on behalf of the organization, and to all departments and sites of operation of the organization.

Role of the Volunteer Management Department

The productive utilization of volunteers requires a planned and organized effort. The function of the volunteer management department is to provide a central coordinating point for effective volunteer management within the organization, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The department shall also bear responsibility for maintaining liaison with other volunteer-utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Program Manager shall bear primary responsibility for planning for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the organization.

Special Case Volunteers

The organization also accepts as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from whom/which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

Service at the Discretion of the organization

The organization accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organization. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the organization. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor

Rationale for Engagement

Volunteers are signed up based on the skills they have in areas that CITAD has obvious need.

Processes
1. Opportunities for volunteership would normally be advertized on the website and on the social media platforms of the organization
2. Person wishing to volunteer should apply to the Executive Director, stating what area or areas he/she is offer
3. Applicants will be interviewed and if found suitable would be enrolled on the volunteership roster of the organization

Types of Volunteers

Volunteers could work either from a physical office of CITAD where they could provide their service or work online from anywhere, execute their task online, or can be a combination of the two. Volunteer

Work hours

Each volunteer will at the point of signing up indicate the minimum number of hours he or she would provide for the volunteer work, the hours are as follows:

1. Five hours per week (the lowest)
2. 10 hours per week
3. 15 hours per week
4. 20 hours per week
5. 25 hours per week

Rules for Volunteers

1. A volunteer should put in the minimum of agreed hours and
2. Discharge his or her services or commitment to the organization on a timely basis
3. Respect all legal instructions from their supervising officers
4. Obey the rules and regulations of the CITAD
5. Respect the social media ethics of CITAD, including not to hate speech, no sharing of fake news, protection of children online, no to gender violence of any form and respect for digital privacy
6. Be not visibly associated with values that contradict principles of CITAD
7. Respect all non-disclosure clauses in relation to intellectual property right or other such patents or ideas that a volunteer may come across because of his or her work with CITAD
8. Respect confidentiality of information, data and other such privacy information that may come because of engaging in CITAD involvement with individuals

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the organization, its staff, and its clients/partners/partners/partners. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the organization.

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Responsibilities of CITAD to Volunteers

1. Provide
   a. Transport allowance monthly for those volunteers who work from a physical office
   b. Data allowance monthly for those volunteers who work online
   c. Both transport and data allowance are subject to review from time to time by the management of the organizations
2. Provide referee report and testimonial where needed, based on satisfactory performance
3. Volunteers are entitled to participate in activities of CITAD where relevant to the areas of their work
4. Where a volunteer works from an office, she/he shall have access to all relevant tools and facilitate to enable him/her to discharge his or her tasks
5. Entitled to carry with him/her, the organizational personal identity issues to hi/her
6. Where a volunteer invents or develops solution, in the cause of his/her work, CITAD will provide support to commercialize the invention/innovation

Volunteer Training and Development Orientation

All volunteers will receive a general orientation on the nature and purpose of the organization, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

On-the-Job Training: Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

Staff Involvement in Orientation and Training: Staff members with responsible over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

Volunteer Involvement in Orientation and Training: Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

Continuing Education: Just as staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities should be made available to volunteers during their connection with the organization. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by the organization or by assisting the volunteer to participate in educational programs provided by other groups.

Conference Attendance: Volunteers are authorized to attend conferences and meetings which are relevant to their volunteer assignments, including both those of the organization and of other organization. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

Duration for Volunteership/Length of Service

All volunteers can sign up for a period of one year. This can be renewed on mutual agreement. By mutual agreement, a short period can be accepted. All volunteer positions shall have a set term of duration. It is highly recommended that this term shall not be longer than one-year, 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 organization, or may retire from volunteer service or program.

Termination of Volunteers

Each party may revoke the volunteer MOU to end the relation by giving a one-month notice

Upon termination, the volunteer is expected to hand over all properties of the organization in his or her possession, including email address, password and any other electronic access code(s)

Volunteer Management Procedures

- **Maintenance of Records:** A system of records will be maintained on each volunteer with the organization, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Management Department in a timely and accurate fashion. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

- **Two Hat Policy:** Members of the organization's board of directors are [are not] accepted as direct service volunteers with the organization.

- **Conflict of Interest:** No person who has a conflict of interest with any activity or program of the organization, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the organization.

- **Representation of the organization:** Prior to any action or statement which might significantly affect or obligate the organization, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any

agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their job descriptions and only to the extent of such written specifications.

- **Confidentiality:** Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall organization business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the organization or other corrective action.

- **Worksite:** An appropriate worksite shall be established prior to the enrollment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable to volunteer to effectively and comfortably perform their duties.

- **Dress Code:** As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to clients/partners/partners/partners and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

- **Time-sheets:** Individual volunteers are responsible for the accurate completion and timely submission of time-sheets.

Volunteer Supervision and Evaluation

Requirement of a Supervisor: Each volunteer who is accepted to a position with the organization must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. **Volunteers as Volunteer Supervisors:** A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

Staff Volunteer Management Training
An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer utilization will be provided to those staff who are highly involved in volunteer management.
Volunteer Involvement in Staff Evaluation:
Examination of their effective utilization of volunteers may be a component in the evaluation of staff persons who are assigned to work with volunteers. In such cases, supervisors should ask for the input and participation of volunteers in evaluating staff performance.
Staff Involvement in Volunteer Evaluation: Affected staff should be involved in all evaluation and work assignments of volunteers with whom they are connected.

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Lines of Communication: Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site or mailbox for receipt on information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer. Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties

Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

Substitution

Volunteers may be encouraged to find a substitute for any upcoming absences which might be filled by another volunteer. Such substitution should only be taken following consultation with a supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the organization.

Standards of Performance

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards will be a joint function of staff and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

Evaluations

Volunteers shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the organization, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any

suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and the organization to examine and improve their relationship.

Written Basis for Evaluation

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record should be kept of each evaluation session.

Staff Responsibility for Evaluation

It shall be the responsibility of each staff person in a supervisory relationship with a volunteer to schedule and perform periodic evaluation and to maintain records of the evaluation.

Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, reassignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the organization or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Volunteer Program Manager.

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/partners or co-workers, failure to abide by organization policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

Notice of Departure or Re-Assignment of a Volunteer

In the event that a volunteer departs the organization, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer Management Department to inform those affected staff and clients/partners that the volunteer is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer is outside any scope of relationship with the organization.

Exit Interviews

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the organization.

Communication with the Volunteer Management Department

Staff who are supervising volunteers are responsible for maintaining regular communication with the Volunteer Management Department on the status of volunteers, and are responsible for the timely provision of all necessary paperwork to the Department. The Department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

Evaluation of organization Volunteer Utilization

The Volunteer Management Department shall conduct an annual evaluation of the utilization of volunteers by the organization. This evaluation shall include information gathered from volunteers, staff, and clients/partners.