



Local Volunteer Policy

Version 1 – October 2022



1 Volunteer Policy

1.1 Introduction

IAfrika exists to serve street-connected children and we have a responsibility to keep them safe while at IAfrika. Volunteers are welcome at IAfrika and play an important role in keeping the ministry running. All volunteers, whether locals or from abroad are subject to understand and follow the guidelines as outlined by this Volunteer Policy.

A printed copy of this policy shall be kept at IAfrika and stored digitally.

All IAfrika volunteers shall be presented with a copy of the Volunteer Policy and a signed copy by the volunteer acknowledging agreement with the Volunteer Policy shall be kept by IAfrika's management team.

This Volunteer Policy covers all of IAfrika's locations and programs.

1.2 Volunteers

Volunteers make a vital contribution to our ministry and heart to serve street-connected children. We recognise the value that volunteers bring to our organisation. Volunteer involvement in this organisation does not replace or devalue the role of paid staff.

Volunteers at IAfrika can be involved in:

- Day-to-day activities happening at IAfrika such as helping in the school, planned games and activities, healthcare, mentoring and specific projects such as construction; electric or plumbing works.
- Fundraising efforts locally or abroad.
- Raising awareness of the work of Afrika.
- Participating in the Board of Directors.

IAfrika aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- The tasks to be performed by volunteers will be clearly defined, organised and planned, so that all everyone is sure of their respective roles and responsibilities;
- Volunteers will be led through an induction process including signing other relevant policies such as the Child Safeguarding Policy;
- volunteering opportunities will complement rather than replace the work of paid staff;
- volunteers will be provided with regular opportunities to share ideas/concerns with IAfrika's Programs Manager;
- all existing and future policies will be checked as to how they affect volunteers

1.3 Purpose of this Policy

This policy, procedures and guidance provide a framework for the involvement of volunteers.

IAfrika aims to:

- highlight and acknowledge the value of the contribution made by volunteers;

- recognise the respective roles, rights and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;
- ensure the protection and safety of all children connected to IAFrika.

2 Volunteer Procedures

2.1 Application Procedures

The following procedures outline the steps a volunteer must take in order to be approved to physically volunteer at any of IAFrika's locations.

1. The volunteer contacts IAFrika to express interest in volunteering.
2. IAFrika's Programs Manager sends the volunteer a copy of the Volunteer Application Form, a copy of this Policy, a copy of IAFrika's Child Safeguarding Policy to complete and sign.
3. The volunteer emails the Program Manager at iafrikamanager@gmail.com the completed application form with a signed copy of the policies to acknowledge they have read, understood and will comply with the policies. The volunteer should also send the contact details of 2 referees and a Police Check.
4. The Programs Manager will organise a time to meet with the volunteer to conduct an interview, discuss the application and determine the volunteer's suitability.
5. The IAFrika leadership team will meet and discuss the application and decide whether to approve or deny the application.
6. The volunteer will be notified.
7. If successful, logistics will be discussed and a plan for the volunteer's time will be created. The volunteer will be sent a copy of IAFrika's Volunteer Handbook. This outlines IAFrika's history, expectations placed on volunteers along with a few helpful hints.
8. Upon arrival, the volunteer will receive an orientation around IAFrika's property, program and teams.
9. During their time at IAFrika, the Programs Manager, Social Worker and/or team members will oversee and support the work of the volunteer and be available to the volunteer should any issues or concerns arise.
10. At the conclusion of the volunteer period the volunteer will be given time to share their feedback and experience of volunteering at IAFrika.

2.2 Information & Training

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities.
- Volunteers will be given induction and training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

2.3 Support & Supervision

- Volunteers will be assigned a contact person, usually the Programs Manager unless it is more appropriate for another staff member to be appointed for support and supervision such as the Social Worker or House Father.
- It is expected that volunteers will follow all instructions and directives given by any member of the leadership team or the appointed contact person.

2.4 Problem-Solving

- IAFrika recognises that problems do arise and we aim to identify and resolve these problems as soon as possible to avoid escalation. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.
- Should complaints arise the matter will be dealt with discreetly and personally with the leadership team.

2.5 Confidentiality

- Volunteers will be bound by the same confidentiality conditions as IAFrika's paid staff and in accordance with the Child Safeguarding Agreement.
- No personal details or identifying information on any of the children or IAFrika's location is to be posted online.
- Likewise no personal information about the volunteer will be shared online by IAFrika without prior written permission.

2.6 Health and Safety

- We expect all volunteers to take measures to ensure their own health and safety along with ensuring the health and safety of the children. This may include wearing appropriate clothing and shoes, resting during off days or wearing a mask when appropriate.
- IAFrika keeps a stocked first aid kit in the office at IAFrika and the Transition House. Volunteers are required to inform their contact person if they require medical attention.
- The leadership team will provide assistance in any medical emergencies.

2.7 Relationship with the IAFrika Team

- IAFrika is committed to ensuring that volunteers' work complements the work of paid staff, and that it will not be used as a substitute for paid work.
- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- IAFrika recognises the need for training for all those working alongside and managing volunteers.

2.8 Records

- Details should be kept on volunteers, in case they are requested by Government Departments. This will include the application form, references, placement details, relevant information regarding the person's health, correspondence and any other relevant information such as emergency contact details.

- Records will be kept secure but accessible to other members of staff in the absence of the Programs Manager.
- Volunteers have the right to request a copy of their records as kept by the Programs Manager.

2.9 Accommodation

- It is the responsibility of the volunteer to organise their own accommodation during the duration of the volunteer period.

2.10 Transport

- It is the responsibility of the volunteer to organise their own transport during the duration of the volunteer period. The Programs or Transport Manager may be able to provide assistance depending of the volunteers location. This will be assessed on a case by case basis.

2.11 Dress Code

- We ask all volunteers to be aware of the outfits they are wearing. All clothing much be culturally appropriate, appropriate for working with young children and footwear should be suitable for walking long distances. No offensive logos, slogans and/or images are acceptable. Long pants/jeans and a t-shirt are what our team wears. Women may wear a dress or shirt provided it is below the knees. Any member of staff holds the right the ask a volunteers to return home to change. Further guidelines can be found in the Volunteers Handbook.

2.12 Termination Clause

- IAFrika reserves the right to cancel any volunteer’s placement in the event of rebellion, gross misconduct or any breaches of policies.
- In the case of a termination, the volunteer will be called for a meeting with the leadership team, the leadership will clearly explain the reason for termination and present the volunteer with a written explanation.
- The volunteer will be asked to leave the IAFrika property immediately. The security team may be called in case of any issues.

3 Agreement

I hereby acknowledge that I have read IAFrika’s Volunteer Policy. I understand and accept the guidelines and commit myself to following all aspects of the policy and guidelines.

Name: _____ Date: _____

Signature: _____