

VOLUNTEER MANAGEMENT POLICY

General Statement of Policy

Volunteers contribute to MYMCA by committing time and effort for the benefit of society. It is undertaken freely and without financial gain. Volunteers help to promote the interest and welfare of MYMCA as our ambassadors. They increase engagement with the community and complement jobs of full time staff, bringing talent, skills and experiences to augment MYMCA's resources. This policy aims to put in place practices to attract, engage and retain volunteers effectively.

Purpose and Scope

The purpose of this policy is to establish policies and procedures for

- Recruitment and Screening
- Orientation and Training
- Code of Conduct
- Support and Recognition

Recruitment and Screening

MYMCA seeks to ensure the best possible match between interested volunteers and organisational needs. In addition, because volunteers are representatives of MYMCA, recruitment and screening processes would be similar to recruiting full time staff. MYMCA adheres to the following policies and disclose them to potential and new volunteers:

- **Volunteer/Staff Relationship Policy**

Volunteers are critical to the success of MYMCA, and are essential to the organisation's day-to-day operations. Volunteers and full time staff are considered partners of the organisation, each with complementary roles to play. Designated full time staffs are expected to provide orientation, training, supervision, and feedback to volunteers.

- **Equal Opportunity Policy**

MYMCA maintains a strong policy of equal volunteer opportunity. MYMCA recruits, accepts, trains, promotes and dismisses volunteers on the basis of personal competence and position performance, without regard to race, religion, sex, age, marital status or handicap.

- **Volunteer Screening Policy**

Prior to being assigned or appointed to a position, volunteers may be interviewed to ascertain their suitability for, and interest in, a position. The interview will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about MYMCA. Volunteers will also be given the opportunity to ask any questions they may have about the position. Background and reference checks may be undertaken for volunteer positions within MYMCA. Volunteers working with children and youth will be required to sign an undertaking that he or she has not committed any offence under the Children and Young Persons Act.

Orientation and Training

To prepare for their volunteer assignment, all individuals volunteering for MYMCA engage in orientation in the following areas:

- A general orientation on the vision, mission, core values, nature and purpose of MYMCA;
- An orientation on the nature and operation of the program or activity for which they will serve;
- A specific orientation on the purposes and requirements of the job which they are accepting.

MYMCA see volunteers as representatives of the organisation, orientation and training are similar to the orientation and training of full time staff. MYMCA adheres to the following policies and disclose them to potential and new volunteers:

- **Volunteer Rights and Responsibilities**

Volunteers are viewed as a valuable resource to the organisation and its staff. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, 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 vision and mission of MYMCA.

- **Orientation and Training Policy**

All volunteers will receive a general orientation on the nature and purpose of the organisation, all pertinent policies and procedures, and to the work to which the volunteer has been assigned. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment.

- **Feedback and Evaluation**

On a need-to basis, volunteers shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

- **Opportunities for Advancement**

All volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given opportunity for advancement for other volunteer positions.

- **Volunteer Management System**

A system of records will be maintained on each volunteer with the organisation. The record will include volunteer application, volunteer agreement, emergency information, dates of services, position held, duties performed and work evaluated.

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Code of Conduct

The following policies will be reviewed during orientation. Volunteers agreeing to work with MYMCA will sign off on these policies before beginning work.

- Volunteer Code of Conduct aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to uphold the Volunteer Code of Conduct at all times when carrying out their duties and interactions. Should a volunteer have a grievance concerning their work environment, they should report it promptly to their programme in-charge. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially. Confidentiality cannot be guaranteed for complaints involving sexual harassment or child abuse.
- Volunteers are expected at all times to:
 - ⇒ Be present for duties, otherwise to inform their programme in-charge as early as possible;
 - ⇒ Carry out their duties responsibly and safely;
 - ⇒ Be appropriately dressed for their duties;
 - ⇒ Maintain confidentiality of all data and information obtained while volunteering;
 - ⇒ Observe all safety procedures;
 - ⇒ Avoid situations which may have conflict of interest with MYMCA.
- Volunteers are NOT to:
 - ⇒ Act in any way that may create liability or bring into disrepute the organisation and its name;
 - ⇒ Disclose confidential client information to unauthorised persons;
 - ⇒ Use organisation property, resources, information or funds for any purpose other than authorised uses;
 - ⇒ Seek or accept rewards, benefits or gifts without authorisation;
 - ⇒ Engage in any activity that may bring harm (e.g. physical or mental) to another person or property;
 - ⇒ Be under the influence of alcohol and non-prescription drugs while volunteering;
 - ⇒ Falsify or change any documents or records;
 - ⇒ Post any photographs or videos on reports, advertisement, promotional material or social media without obtaining permission from relevant personnel;
 - ⇒ Act as a spokesperson for MYMCA, unless prior permission or authority has been given.
- In the event of a serious breach of the Code of Conduct that results in loss, damage or injury, the Association will terminate the volunteer arrangement, and may take such action as necessary for restitution or other legal remedy.

Support and Recognition

Supporting volunteers helps them remain fully committed to the organisation. This is critical to ensure that a good balance between the needs of the organisation and those of the volunteers are managed.

- **Volunteer Development**

Staff are encouraged to adhere to the following guidelines for volunteers:

- ⇒ Hold regular short meetings with volunteers to discuss tasks, progress, updates and resolve queries;
- ⇒ Give clear instructions and check if they have been understood;
- ⇒ Make sure volunteers know who to ask if they have any questions;
- ⇒ Give encouragement and look for ways to recognise progress and work that has been done well;
- ⇒ Keep notes of observations and discussions about the skill development and contribution of volunteers;
- ⇒ Have an open door policy for volunteers to raise suggestions, questions or concerns at all times;
- ⇒ Run a volunteer feedback survey at regular junctures to identify any potential areas of support which volunteers need;
- ⇒ Identify opportunities for development that are relevant and meaningful for volunteers, eg empowering experienced volunteer to train and mentor new volunteers;
- ⇒ Identify learning opportunities for volunteers, including attending local training programmes or volunteer conferences. This will enable volunteers to deepen their skillsets and potentially carry out more specialised roles within the organisation;

- **Volunteer Recognition**

Everyone likes to be appreciated and thanked for their efforts, and as an organisation involving volunteers, it is important to ensure that their contributions do not go unnoticed. A recognition system can comprise of various aspects, to ensure the recognition is personal and meaningful for every volunteer. Examples to recognise volunteers may include:

Informal methods	Formal methods
A heartfelt, personal "thank-you" is all that your volunteer needs to feel appreciated.	Identify development opportunities for each volunteer.
Check in with volunteers about their volunteer assignments and solicit honest feedback about their experience with the organisation.	Present certificates of appreciation to volunteers for their support and/or length of service during appreciation events.
Include volunteers in discussions and decision making, and ask for their ideas.	Organise events/gatherings where volunteers can bring their families and friends along.
Send at least one written thank-you note or greeting card to your longer-term volunteers.	Write testimonials and references for volunteers.
Invite volunteers to attend important meetings.	Nominate volunteers for achievement awards by external organisers (with their permission).

- **Reimbursement for Expenses**

Volunteers may incur out-of-pocket expenses in undertaking a project. Expenses may be in the course of travel, purchase of materials, rental of facilities or equipment, meals, etc. Reimbursement will be made for reasonable expenses which are pre-approved by the staff-in-charge within his or her limit of authority, and supported by documentary proof.