



Student/ Volunteer Policy

Reviewed in 2023

PREAMBLE:

The Student/Volunteer manual is designed to provide a clear statement of the organization Student/Volunteer policies and procedures to be followed. The policies contained in this manual are in keeping with the values and goals of the Organization. These policies should be used to inform and guide day-to-day student/Volunteer and human resources decisions.

This manual is published and maintained as a guide for supervisors, employees, students/Volunteers in order that the organization's business is handled consistently and equitably throughout. VSF provides these policies as a framework within which to make Human resource decisions in the institution and competitive environment.

The Student/Volunteers Policy, Procedures, supersedes all inconsistent memoranda and statements. This manual is designed to be the primary reference document for communicating.

This manual will be updated periodically to reflect changes in organization policy and changes in the law. However, no provision in this manual or in separate memoranda should be construed as, an implied or expressed document which only accounts to the efficient and effective functioning of the organization. It shall be used besides other policy document developed by the organization.

The master copy of the manual will be maintained in the Human Resources office. The manual will also be available on the Human Resources section of VSF web site. Nothing in this manual is considered confidential. It should be made available to and used for reference by anyone in the Organization upon request.

Executive Director

Approved By the Board

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1. About WSF

WSF is a foundation of life savours who fight for the rights of children, youth and communities who suffer from poverty, disease, injustice and violence through working with them to find lifelong answers to the problems they face, registered as a non-profit making Non- Governmental Organization registered in Uganda (Reg S.5914/9342 & certificate No: 8871) in 2011. WSF envisions a peaceful, just world free from poverty, through empowering local marginalized and vulnerable persons to improve their well-being in a holistic, sustainable, peaceful, and equitable manner through an integrated community-based approach. WSF's intended impact is that children, youth, and communities in Karamoja realize their rights to be safe and healthy is expected to be achieved through a wide range of interventions including Governance -Peace & human rights; Livelihoods and food security; Natural resources – environment and climate change; Inclusive, and quality lifelong learning (Education); and Health & Nutrition.

2. Volunteering in Context

2.1 Overall policy on the involvement of Volunteers

The goal of WSF is to empower our volunteers to have a voice, fulfill their potential, and get the most from the Foundation. Students are also encouraged to actively participate in the local community through a range of one-off and long-term volunteering opportunities.

2.2 Purpose of the Volunteer Policy

The purpose of this policy is to provide overall guidance and direction to our volunteers and the staff who develop and support them. The policy should be viewed alongside the People Plan¹ and is intended for guidance only; it does not constitute a binding contractual or personnel agreement. WSF reserves the right to change any aspect of the policy at any time and to expect adherence to the changed policy. Any changes will be passed by the HR Committee before they are implemented.

2.3 Scope of the Volunteer Policy

Unless specifically stated, the policy applies to all WSF volunteers.

2.4 Role of staff members and officers

The involvement of volunteers requires a planned and organised effort. The function of Staff or Officers directly supporting volunteers is to provide a central coordinating point for effective volunteer management with regards to volunteering through Warrior Squad Foundation.

2.5 Definition of a Volunteer

A volunteer is any student who performs any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone other than, or in addition to, and close relatives. Volunteering must

¹ www.wsfug.org/volunteer-resources

be a choice freely made by each individual. Volunteers are not considered employees of WSF or the organisations with which they have contact through the brokerage service. Within WSF we have over 30 volunteers, fulfilling over 200 volunteer roles, covering Students, Media Volunteers, and Community Projects.

2.6 Discretion

The participation of volunteers in activities organised by or facilitated through WSF is at the discretion of WSF and other organisations involved in the activity. Volunteers must be willing to submit appropriate checks before commencing their volunteering role, as listed in the role description and policies and procedures of the organisation the activity is through.

2.7 Volunteer Agreements

Volunteers are a crucial part of WSF and their rights and responsibilities are laid out in the Volunteer Agreement which can be found on our Volunteer Resources page www.wsfug.org/volunteer-resources.

3. Volunteer Management Procedures

3.1 Maintenance of Records

The Volunteer Handbook and training our volunteers receive encourages them to register on the toolkit. Details held on the toolkit include:

- Volunteer name
- university
- Student number
- Email
- Progress of the WSF awards covering volunteering log and skills record
- Attendance at Volunteer Training
- Preferences for volunteering opportunities

These personal records are only accessible to staff and lead volunteers who directly support those volunteers. Information such as name, student number and progress on the WSF award will be shared with departments at the Foundation, including but not exclusive to Employability Points, the Careers and Employability Service and Student Records. The Volunteer's permission shall be sought before details are disclosed to an external organisation, except where to withhold information would leave WSF liable to prosecution.

3.2 Representation of WSF

Prior to any action or statement that might significantly affect or obligate WSF; volunteers are requested to seek consultation and approval from the relevant Foundation Staff Member or Sabbatical Officer. These actions may include, but are not limited to, public statement to the press, collaborations or joint ventures, or any agreements involving contractual or financial obligations.

3.3 Confidentiality

Volunteer's details are held in line with WSF procedures. Volunteers must treat all information about service users as confidential except in circumstances which conflict with the Safeguarding Policy.

WSF only - *External organisations registered on the toolkit have their own guidelines on confidentiality, which students volunteering within these organizations must adhere to. It is the responsibility of the volunteer to be aware of the organization's policies and procedures whilst they are volunteering.*

3.4 Health and Safety

Below is a summary of the WSF Health and Safety Policy that relates to our volunteers. A full copy of the policy can be found on the website (www.wsfug.org/volunteer-resources / www.wsfug.org/execresources)

3.4.1. WSF's Responsibilities

- WSF has a responsibility to ensure that all reasonable precautions are taken to place volunteers in safe conditions.
- WSF has a responsibility to act on any Health and Safety concerns raised by volunteers or external organizations.
- WSF has a responsibility to ensure that all volunteers receive appropriate training before beginning their volunteering through the Foundation.

3.4.2. Volunteers Responsibilities

- Volunteers have a responsibility to do everything they can to prevent injury to themselves, fellow volunteers and others affected by their actions whilst volunteering.
- Volunteers must comply with all relevant rules and arrangements issued by WSF.
- Volunteers must report any unsafe conditions, activities, and any accidents or near misses to the project organiser or appropriate staff member.
- Volunteers must make full use of any protective clothing or equipment supplied to ensure safer working conditions.
- Volunteers must NOT undertake any task for which authorisation and/or training has not been given.
- Volunteers must seek the advice from the relevant staff member with reference to any special medical or other condition which may affect the safe working of the individual.

3.4.3. Please note:

- External organisations will be expected to brief volunteers on their own Health and Safety Policies.
- For WSF Volunteering Opportunities forms for recording accidents, incidents and near misses can be provided from the relevant staff member. In the case of external placements, volunteers should record accidents, incidents and near misses through the organisation.

3.5 Equality, Diversity and Inclusion

WSF is committed to implementing its Equality, Diversity and Inclusion Policy, both as an employer and as a Students' mentorship Foundation. We realise that discrimination exists in society, and that this prevents potential

and ability from being realised. (The full Policy can be found at www.wsfug.org/volunteer-resources/ / www.wsfug.org/execresources) .

Our volunteers have the right not to experience discrimination and have a responsibility not to discriminate against others, on any grounds. Please alert the relevant member of WSF staff should you experience an act of discrimination or perceived discrimination.

WSF only - *Voluntary organisations are bound by the same legal responsibilities as all other organisations with regards to Equal Opportunities. Please alert your Volunteer Coordinator if discrimination exists in your volunteering placement.*

4. Volunteer Recruitment and Selection

4.1 Role Description

Volunteers require a clear, complete, and current description of the duties and responsibilities of their role. This role description should also include:

- 4.1.1. Role title
- 4.1.2. How this role contributes to WSF Charitable Purpose
- 4.1.3. Name of supervisor or staff support and contact details
- 4.1.4. Location of Opportunity
- 4.1.5. Time commitment required
- 4.1.6. Training on offer
- 4.1.7. Employability skills gained
- 4.1.8. Benefits of the role

The Head of Volunteer Development and Support is available to assist in the development of role descriptions.

4.2 Requests for Volunteers

Inquiries from organizations wishing to offer volunteering opportunities to students through WSF should be made to the Volunteer Coordinator, who will discuss the project's needs and volunteer requirements in further detail. The Coordinator will ensure that the organization has the following documentation:

- 4.2.1. Public liability insurance
- 4.2.2. Employer's liability insurance
- 4.2.3. Health and Safety Policy

WSF only – *If an organization wishes to register on the WSF brokerage service (www.wsfug.org/toolkit) they must agree to the service level agreement and upload the above documents, as well as their Equal Opportunities Policy.*

All parties should understand that the recruitment of volunteers is enhanced by creative and interesting tasks and roles, and by well-planned projects. WSF holds no responsibility for the 'recruitment' of a volunteer into an opportunity/project and does reserve the right to refuse to promote an opportunity where they feel effective use will not be made of volunteer skills and abilities, or where it appears the placement may be unsafe or unsuitable.

4.3 Recruitment

Volunteers shall be recruited through a number of means:

- 4.3.1. For elected roles, suitability will be based on the election count. Those volunteers who opt for an elected position will be subject to the WSF Constitution.
- 4.3.2. Non-elected roles will be recruited through the WSF website, social media, posters, leaflets, newsletters, events, and other means. Recruitment shall be based on the suitability to perform a specified task or role on behalf of WSF.
- 4.3.3. All Volunteers shall be recruited without regard to gender, disability, race, age, employment status, or other irrelevant distinctions that may be viewed as discriminatory.

WSF only - *Volunteers who opt for Community Volunteering will be subject to that organization's normal selection procedure. If a volunteer feels that they have been dealt with unfairly, they should contact the WSF Volunteer Coordinator who will mediate between the organization and the individual.*

4.4 References and Disclosure and Barring Service (DBS)

Volunteers may be required to submit a Disclosure and Barring Service check before being placed within certain organizations. Failure to do so will result in that placement being refused. A negative outcome from a check may again result in a position being refused but each case will be looked at individually.

5. Volunteering Training and Development

5.1 Induction

All WSF volunteers will receive an induction which will include an introduction to their role, how they contribute to WSF Charitable Purpose, and an overview of the Toolkit www.wsfug.org/toolkit so that they can record their experiences and skills development and if they choose to work towards the WSF awards.

For one-off events all volunteers will be given a briefing prior to the event starting which includes the purpose of the activity, how they contribute to WSF Charitable Purpose, time commitment, what is expected of them and an overview of the risk assessment.

Each community organization will be responsible for providing volunteers with an induction.

5.2 Ongoing Training and Support

Volunteers need no previous training, experience or qualifications; they just need enthusiasm, energy and commitment. Training is also a very important aspect of our work and we realise that volunteers are more confident and effective when given training, particularly if they haven't done anything similar before. There is a range of training available through WSF including:

- 5.2.1. Specific training for volunteering roles

- 5.2.2. Employability skills sessions, focused on 4 key employability skills (Planning and Organisation, Teamwork, Leadership and Communication) delivered by our student trainers.

6. Volunteer Supervision and Evaluation

6.1 Requirement of a Supervisor

All WSF Volunteers have a staff member and Sabbatical Officer who are available for consultation, guidance and assistance, in confidence where appropriate.

WSF only - *Each volunteer who performs a task or role for an organization should have a named supervisor who is responsible for their direct management.*

6.2 Commitment and Absenteeism

WSF recognizes that academic life is the core purpose for our students being at University which may affect their ability to commit to a role over a longer period of time.

WSF only - *Volunteers should be honest and open about their availability during academic breaks with organizations. Organisations should respect student's priorities in terms of academic work, particularly around examination time.*

Student Volunteers are responsible for informing WSF/ Organisations in a timely manner if they are unable to attend a session due to illness.

6.3 Termination

Volunteers that are in an elected position are subject to the terms set out in their Student Group constitution and/or the Union's constitution.

There may be times when WSF feels it is in the best interests to end an opportunity with a volunteer. If this occurs a staff member or Officer will inform the Head of Volunteer Development and Support to discuss this further.

WSF only - *There may times when a placement feels it is in its best interests to end their relationship with a volunteer, either because they no longer wish to have a volunteer perform the role or they have issues with that volunteer's performance. In the first instance, the placement is encouraged to talk to the volunteer about redeployment. In the second instance the placement is requested to advise WSF regarding its decision and the Volunteer Coordinator will be available to offer guidance and advice to either party at any stage.*

6.4 Concern and Grievances

Volunteers who have concerns or grievances about WSF should follow the procedures laid down in the Foundation's Comments and Complaints Procedure or the Student Disciplinary Procedure, available on the WSF website or from a member of staff.

WSF only - Volunteers who feel they may have concerns or grievances about their volunteering placement in the community are encouraged to speak to their Volunteer Supervisor who will advise them of the appropriate action to take and will offer support throughout the process.

6.5 Evaluation

Volunteers are encouraged to log their hours towards the WSF scheme. Once they have logged 50 hours they are invited to attend a review based on their volunteering role, the activities this involves and the skills they are developing, as well as identifying any issues that are concerning them.

7. Volunteer Support and Recognition

7.1 Reimbursement of Expenses

Warrior Squad Foundation Volunteers are eligible for the reimbursement of reasonable expenses providing they have spoken to the relevant staff member, received approval and have receipts. All expenses should be claimed back within two weeks of the date on the receipt; once the cash refund forms are signed they should be collected within one week.

Volunteers receive training and there is information in the Volunteer handbook on the procedure for claiming back expenses, if it is required.

WSF only - Volunteers, volunteering with an external organisation should check that organisations reimbursement policy.

7.2 Insurance

For student groups, volunteers should check their activities are covered by the WSF's insurance by speaking to the relevant Coordinator.

Where volunteers are volunteering within a community group/organisation the organisations insurance should cover them, this is a requirement of them signing up to the Toolkit or running a project with WSF and will be checked by the Volunteer Coordinator.

7.3 Reward and recognition

WSF believes that volunteers' commitment and performance should be recognised as widely as possible. This is done by:

The WSF scheme (Student Certificate for Volunteering) is available to all volunteers. They are also signposted towards other organisations or schemes where appropriate for additional accreditation, e.g. WSF partners.

The Volunteer of the Month scheme, which is run across both WSF, will have a monthly winner, decided by the Volunteering Committee (WSF) or the Officer team (WSF). The winner will receive a certificate.

Individual departments also have other means of rewarding their volunteers including award ceremonies.

7.4 Volunteer Career Paths

All volunteers are encouraged to develop their personal and employability skills. These skills can be recorded on the Toolkit, which also highlights skill gaps, which volunteers may choose to focus on developing.

Supporting volunteers in their development of skills can be provided by Warrior Squad Foundation staff and the WSF's Careers and Employability service.

8. Policy Review

8.1 Volunteer Policy Review

The Student Volunteer Policy will be review by the HR Committee.

The next review date is November 2018.

WSF VOLUNTEER EVALUATION FORM

PART A: COMPLETED BY SUPERVISOR

Name: _____ Position: _____

Period of Evaluation: _____ Total # of cases handled or hours contributed: _____

Supervisor: _____

Rating scale: 1 = needs improvement 4 = very good
 2 = fair 5 = superior
 3 = good N/A = not applicable

I. PROFESSIONALISM

- ☐ Understands purposes and goals of WSF
- ☐ Understands and complies with confidentiality in client relationship
- ☐ Relates well with public
- ☐ Exhibits poise-in handling difficult situations
- ☐ Exhibits sincere interest and enthusiasm towards clients and work

Comments: _____

2. RESPONSIBILITY

- ☐ Reliable about schedule and time commitment
- ☐ Completes assignments in a timely fashion
- ☐ Pays attention to detail when necessary
- ☐ Willing to take on assignments

Comments:

3. EFFECTIVENESS

- ☐ Welcome opportunities to learn information or procedures that will make work more effective
- ☐ Follows through on assignments

- ☐ Willing to ask questions when in doubt
- ☐ Uncovers and communicates all pertinent facts

Comments: _____

Benefits to staff from working with this volunteer are: _____

Benefits to program from this volunteer's skills, experience and knowledge are: _____

Additional Comments: _____

Signature of Supervisor: _____

Date: _____

Signature of Volunteer: _____

Date: _____

PART B: COMPLETED BY VOLUNTEER

Supervisor: _____

Rating scale:

1 = needs improvement	4 = very good
2 = fair	5 = superior
3 = good	N/A = not applicable

I. ORIENTATION AND TRAINING

☐ The goals and purposes of VSF were clearly explained.

☐ The job description for your position was reviewed and procedures to be followed were explained.

☐ Training was effective and provided the tools needed to perform the assigned tasks.

2. SUPERVISION

Supervisor was available to you when you had questions or needed information.
Supervisor's attitude was one of professional regard.
Lines of supervision were clear.

Comments: _____

PLEASE RESPOND TO THE FOLLOWING QUESTIONS:

What other training or growth opportunities would you like to see offered?

What additional "tools" would make your work more effective and/or pleasant?

What are some suggestions or goals you would offer for the WSF program?

How could WSF improve its volunteer - staff structure and/or relationships?

Additional Comments:

Signature of Volunteer: _____ Date: _____

Signature of Supervisor: _____ Date: _____

Volunteer Achievement Award
VOLUNTEER AS PROCUREMENT

Officer

This certifies that

Simon

SERVED WITH DISTINCTION AS A VOLUNTEER OF WSF IN THE OPERATIONS DEPARTMENT AND PROCUREMENT VOLUNTEERS FOR THE PERIOD OF MONTHS AT KOTIDO HEAD OFFICE. *PLEASE DO PROVIDE THE TERMS OR ROLES FOR VOLUNTEERING THAT THE WAS UNDER TAKEN BY THE VOLUNTEER.*

AWARDED BY WARRIOR SQUAD FOUNDATION

MARCH 04, 2017

MILTON LOPIRIA
EXECUTIVE DIRECTOR

Sample Volunteer Agreement

Volunteer Agreement

This Volunteer Agreement is a description of the arrangement between us, WSF, and you (*the volunteer*) in relation to your voluntary work. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

Part I WSF

We, WSF, accept the voluntary service of (*name of volunteer*) beginning (*date*).

Your role as a volunteer is (*state nature and components of the work*). This work is designed to (*state purpose of work in relation to its benefit to the organisation*).

We commit to the following:

1. Induction and training

- To provide thorough induction on the work of WSF, its staff, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role, The Volunteers Handbook provides full details of the organisation.

2. Supervision, support and flexibility

- To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work
- To provide a personal supervisor who will meet with you regularly to discuss your volunteering and any associated problems
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

3. Expenses

- To reimburse the following expenses incurred by you in doing your voluntary work in accordance with the procedures set out in the Volunteers Handbook:

Travel to and from home to (the office) and during your work as necessary: see the Volunteer Handbook for rules relating to methods of travel and mileage allowances for use of a car

Meal allowance to a maximum of Ugx 12,000 with a receipt and Ugx12,000 per day without (to be eligible for lunch allowance you must work around meal times or for a minimum of [6] hours a day.)

Special clothing, where this is provided by you;

Actual cost of crèche, childminding fees or other dependant costs incurred in order to be available for voluntary work.

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteers Handbook.

5. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteers Handbook.

7. Problems

- To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us;
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteers Handbook.

Part 2 The volunteer

I,(*full name in capitals*), agree to be a volunteer with WSF and commit to the following:

1. To help WSF fulfil it's (*write in your service here*).
2. To perform my volunteering role to the best of my ability
3. To adhere to the organization's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and clients.
4. To maintain the confidential information of the organization and of its clients.
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.
6. To provide referees, as agreed, who may be contacted, and to agree to a police check being carried out where necessary.

My agreed voluntary time commitment is

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Agreed to:

Volunteer signature

.....

On behalf of WSF

Date:

Volunteer role: