



VOLUNTEER MANAGEMENT POLICY



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0.1 Introduction

This Life Beacon International (LBI), values the vital contribution of our volunteers towards achieving our aims and objectives. The significant role our volunteers play by giving their time, skills and knowledge to enhance the growth of the organisation cannot be over emphasized. Our volunteers bring great experience, diversity and insight to LBI.

This policy indicates our commitment as an organization to our volunteers and sets out a framework of procedures which we will strive to follow when working with our volunteers, to ensure that both volunteers' and LBI's expectations are met. This policy is for all volunteers recruited by LBI and will be provided at the time of their induction.

0.2 Life Beacon Volunteer Definition

A volunteer at LBI is one who without compensation or expectation of compensation, on their own free will, choose to give their time, skills, knowledge, and expertise to support LBI in achieving and realizing its goals and objectives. There are no financial obligations associated with this employment except reimbursement of previously approved out-of-pocket expenses incurred on behalf of the organisation.

0.3 Our Vision for Volunteering

LBI believes that by harnessing the passion and skills of our volunteers, we will achieve more for the people that we serve, and we are committed to engaging our volunteers in this mission. Our aim is to give our volunteers the best experience so that they will enjoy supporting us and feel well equipped to support the work that we do and be the best organisation a volunteer would like to work with. To achieve this, we aim to

1. Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.
2. Create a working environment through innovative ways which will make working enjoyable and less daunting.



0.4 Policy Statement

LBI is committed to diversity and inclusion and best practices in recruitment, support, and management of volunteers. LBI is governed by the following principles:

1. LBI will ensure that volunteers are properly integrated into the organisational structure.
2. LBI will work positively with volunteers and actively involve them in their work so volunteers get a rewarding experience.
3. LBI will ensure that volunteers are given meaningful assignments pertaining to their department with full participation and involvement with effective supervision.
4. LBI will ensure that all volunteers have been properly inducted and given an orientation to the nature and purpose of the organisation and the department for which they are recruited.

0.5 Rights and Responsibilities of Volunteers

LBI recognises the rights of volunteers to:

1. A supportive environment in which to work and contribute.
2. Know what is expected of them and to do it.
3. To receive appropriate training pertaining to their scope of work.
4. Free from discrimination.
5. Be offered an opportunity for self-development.

LBI expects volunteers to:

1. Fulfill effectively and efficiently the duties of the role as defined in the position description.
2. Be reliable, honest and respect confidentiality.
3. Make the most out of training and support opportunities.
4. Comply with all organisational policies.

0.6 Recruitment

All volunteer positions will be posted and advertised according to the recruitment policies and procedures of LBI with job descriptions, qualifications, and timelines for applicants to submit applications. All positions will emanate from a Department with an assigned Coordinator who will be in charge of recruitment.

0.7 Interviewing

LBI is not obligated to interview short term (project/event based)volunteers except if it is necessary. For Long term (department based) volunteers, they will all be interviewed by an interview panel prior to being assigned or appointed to a position. The interview panel will include the department coordinator and at least 2 other suitable LBI volunteers (chosen at the discretion of the coordinator leading the interview).

The interview is to asses their suitability for the role and interest in that position. The interview will determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and will answer any questions that the volunteer might have about the position. Interviews will be conducted either in person, virtually, or by other means deemed acceptable and appropriate by LBI.

0.8 Diversity and Inclusion

LBI is committed to building a diverse organisation and providing equal opportunities at all stages of volunteer recruitment process. Qualified volunteers will be recruited without regard to their age, race or sexual orientation. The sole qualification for volunteer recruitment will be the individual' s qualification and suitability to perform the task on behalf of the organisation

LBI will not accept, ignore or tolerate any form of discrimination or unacceptable behavior.

0.9 Training, Support and Supervision

All volunteers will receive a general induction on the nature and purpose of LBI, an induction on the nature and operation of the Department for which they are recruited, and a specific induction on the purposes and requirements of the position they are accepting.

Volunteers will also have continuous training where appropriate to enhance their skills and help in performing their tasks.

Each volunteer who is accepted for a position with a particular Department will have a clearly identified Coordinator who will be responsible for direct management of the volunteer. The Department Coordinator will be responsible for day-to-day management and guidance of the work of the volunteer and will be available to the volunteer for assistance.

1.0 Evaluation and Feedback

Life Beacon shall conduct regular evaluations of volunteer programs and activities to assess effectiveness, identify areas for improvement, and gather feedback from volunteers.

Volunteers shall have opportunities to provide input, suggestions, and feedback on their volunteer experience, contributing to continuous improvement and development of volunteer programs.

1.1 Recognition

LBI will seek to recognise volunteers achievements and contributions to the organisation. Volunteers will be given formal recognition of their contributions.

1.2 Time Keeping

Volunteers are required to keep track of all hours spent volunteering for LBI. Once recruited, a volunteer will be trained by the Department's Coordinator on the use of the recommended Time Keeping tools which can be accessed at any location. They will be required to keep track of their time using the recommended timekeeping tools as Timekeeping is necessary to accurately track the number of hours spent on projects and programs by the Department and the organisation as a whole.

1.3 Expenses

Volunteers will be reimbursed for pre-approved expenses incurred while undertaking work for the organisation with receipts showing expenditure. Prior approval must be sought for any major expenditure.

1.4 Health and Safety

The health, safety, and well-being of our volunteers are of primary concern to the organisation. LBI will ensure that health and safety hazards are minimised or eliminated. Volunteers should report all incidents and accidents to their Coordinators immediately should they happen.

1.5 Problem Resolution

LBI aims to ensure that all volunteers are treated fairly and objectively. Volunteers are encouraged to raise any problems and concerns with their Department Coordinator immediately an issue arises so that they can be resolved promptly to avoid further complications. Volunteers grievances will be heard, noted, and acted upon promptly using the organisation's mediation and grievance procedures.

1.6 End of term and Termination

Volunteers may resign or relinquish their volunteer position with LBI at any time. LBI requests that volunteers who intend to resign or relinquish from their position provide two weeks' advance notice of their departure and a reason for their decision. This is so the coordinator can reassign any work or transfer responsibilities to other department volunteers. This ensures a smooth transition.

LBI requires volunteers to formally submit their decision in writing to their Department Coordinator. A volunteer's role can also be terminated by LBI if the volunteer is unable to satisfactorily carry out their assigned role or if the volunteer is in violation of organisational policies and procedures. In all cases, the volunteer will be treated fairly with dignity and respect.

1.7 Data Protection and Confidentiality

LBI places significant importance and emphasis on data protection and confidentiality as such all volunteers will be required to maintain strict confidentiality. All volunteers will be required to read and sign an Information Governance Form with LBI at their induction and volunteers will be responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as a volunteer.

The Information Governance Form thoroughly outlines the volunteer's responsibility in safeguarding and protecting the data and information of LBI. Failure to maintain such confidentiality will result in corrective action or termination.

1.8 Review and Approval

This policy shall be reviewed and updated regularly to reflect changes in organisational needs, legal requirements, and best practices in volunteer management.

Proposed revisions to the policy shall be reviewed by relevant stakeholders and approved by the Board of Trustees before implementation. This Volunteer Management Policy is approved by the Board of Trustees/ Co-ordinators and is effective from the date of approval.

If you are unsure about the contents of this document, please email Life Beacon International at Info@lifebeacon.org.