

The Pink Box Initiative (PBI)



Volunteer Policy

As of January 2024

Confidential

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Amendments and additions to the contents of this document will be as frequent as the Executive Director (ED) will consider fit.

Approved by:

Program Coordinator Rebecca Msangi **Date:**5th January 2024

Executive Director Alice Magaka **Date:** 5th January 2024

1. Policy statement

The organization's strength depends on the broad volunteer base and elaborate strategic partnerships and networks. The Pink Box Initiative (PBI) values volunteers as partners and key stakeholders in the organization's business. The organization provides equal opportunities for all volunteers to effectively participate at all levels of the project cycle. Volunteers often reap the satisfaction and benefits of volunteering by actively being involved in their community development programs. Volunteers are valuable resources to PBI, its staff, and its beneficiaries.

Volunteers are extended the right to be given meaningful assignments, to be treated as equal co-workers, to receive effective training and supervision, have full involvement and participation and receive recognition for work accomplished. In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and policies of PBI.

Volunteers may be involved in all programs and activities of the organization and serve at all levels of skill and decision-making. Volunteers will not, however, be used to displace paid employees.

2. Definition of volunteer

According to the PBI definition, this refers to individuals who willfully commit their time, skills, energy and resources to the work of the organization without expecting any reward. These include field officers, facilitators, nutritionists, board members and anyone willing to offer his or her services to the organization. Volunteers can be full time or activity based.

3. Becoming a Volunteer

3.1 Applications. Anyone interested in becoming a volunteer with PBI will have to complete an online volunteer application. The application includes basic contact information, areas of interest, skills and emergency contact information.

3.2 Interviews. Each prospective volunteer may be interviewed by a designated PBI employee or volunteer to determine the applicant's qualifications, available days and hours, and preferred volunteer position.

3.3 Background checks. Additional screening procedures may be instituted when volunteers will be placed in direct contact with beneficiaries (coaches, facilitators and mentors), responsible for financial or other valuable organizational resources, or in other positions identified by the local office. These procedures may include reference checks, criminal background checks, etc. Volunteers who refuse permission to conduct these checks will not be accepted.

3.4 Placement. In placing a volunteer in a position, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met. No volunteer should be assigned to a "make-work" position, and no position should be given to an unqualified or disinterested volunteer.

3.5 Orientation. All volunteers are required to attend a general orientation on the nature and purpose of the organization. Volunteers will be asked to attend an orientation within the first month of their volunteer placement.

3.6 Minors. Volunteers must be 18 or older. The volunteer activity that is assigned to a minor must be performed in a non-hazardous environment and comply with all appropriate requirements of child labor laws.

3.7 Other specific policies. Volunteers are required to abide by the organizational policies and procedures in addition to those in this volunteer policy. Supervisors are responsible for sharing the information with the volunteers and should give out copies of written policies as part of the volunteer's training. Some of the policies include Anticorruption, Sexual Harassment and Child Protection policies.

3.8 Dismissal of a volunteer. Volunteers who do not adhere to the rules and procedures of the organization or who fail to perform their volunteer assignments at a satisfactory level may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisors.

3.9 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 beneficiaries or co-workers, failure to abide by organization policies and procedures, and failure to satisfactorily perform assigned duties.

3.10 Exit interviews. Exit interviews will 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 about improving the position, and the possibility of involving the volunteer in some other capacity with the organization in the future.

4. General Guidelines

4.1 Attendance. Volunteers and supervisors work together to determine a schedule that works for both parties. Volunteers are asked to call their supervisors and provide as much notice as possible when unable to fulfill their commitment to serve as scheduled.

4.2 Dress code. As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to partners, beneficiaries and the community. Volunteers are to dress

appropriately for the conditions and performance of their duties. Some programs may have specific dress code requirements that will need to be adhered to.

4.3 Smoking and drinking alcohol. All PBI facilities and grounds are tobacco, smoking and alcohol free. Volunteers are not permitted to smoke or drink alcohol while on duty. The possession, distribution or use of alcohol or illegal drugs at any PBI facility or while volunteering in any PBI program is forbidden. A volunteer's supervisor should include this information during a volunteer's orientation to the program and the facility.

4.4 Solicitations. Staff and volunteers are not to engage in any type of solicitation while serving PBI, with the exception of PBI sponsored programs. Any staff or volunteer wishing to solicit funds or in-kind gifts on behalf of the organization must receive prior written approval from the Program Coordinator or Executive Director.

4.5 Volunteers becoming employees. Should a volunteer decide to apply for a paid position within PBI, he or she will go through the same hiring process as any other individual. All job openings are posted and advertised. Dates for applying and job qualifications are listed. The volunteer may use staff and other volunteers as job references. Preference shall be given to qualified volunteers.

4.6 Accident procedures. Volunteers must immediately report any injuries while volunteering. Their supervisor will provide an Accident Report to be completed immediately. If a volunteer witnesses an accident, they should notify their supervisor or any supervisor on shift immediately. A written report must also be completed.

4.7 Safety procedures. Each staff and volunteer are expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe condition or hazardous situations that you observe to your supervisor or other appropriate supervisor. If you are unsure how to do a job safely, ask your supervisor. When working with babies, volunteers should be extra cautious to safety.

4.8 Client, staff and volunteer rights. All PBI beneficiaries, staff and volunteers have the right to be treated in a considerate and respectful manner that emphasizes human dignity.

4.9 Beneficiary/staff relationships. Volunteers must maintain a professional relationship with program service recipients (beneficiaries) at all times. Volunteers should not engage in personal associations with beneficiaries and should discourage any attempts on the part of the beneficiary to develop such relationships.

4.10 Confidentiality. Information, both verbal and written, regarding beneficiaries, employees or volunteers is to be kept confidential at all times. Any volunteer that interacts with donors is also asked to keep confidential the specifics of the donor activity. It is mandatory that all information be held in the strictest confidence, both within and outside of the facilities of PBI.

4.11 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. Those volunteers who find themselves to be in a conflict situation should immediately report the nature of the conflict to their immediate supervisor.

4.12 Equal opportunity. It is the policy of PBI not to discriminate against any volunteer because of race, religion, creed, sex, age, national origin or ancestry, disability or veteran's status. All volunteers shall be treated equally.

4.13 Grievance. Whenever a volunteer has a job-related question, problem or concern with PBI, there are people available to help resolve the matter. The volunteer should discuss the issue with their supervisor. It is expected that most disagreements will be dealt with at the lowest level of the chain of command. In the event that informal conflict resolution fails to resolve a volunteer's problem, a grievance may be completed and submitted to the appropriate management staff member.

4.14 Harassment. It is the policy of PBI that it will not permit verbal or physical conduct by an employee or volunteer which harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

4.15 News media inquiries. No volunteer may give information concerning PBI or any of its programs or beneficiaries to the news media unless specifically authorized to do so by management. These inquiries should be referred to the Executive Director or Senior Management.

4.16 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, lobbying efforts with other organizations, collaborations or joint initiatives, 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.

5. Benefits of volunteering with PBI

5.1 Growth

By volunteering with an ongoing PBI programs, volunteers see growth and change. They will be exposed to trainings, meetings and opportunity that promote personal and professional growth. Whether working with children or mothers or health care providers in different programs, volunteers learn from the beneficiaries and can make positive contribution to community development. This reinforces the volunteer's own sense of worthiness and vitality in the program.

5.2 Enrichment

There's nothing more fulfilling than realizing how much of an impact a volunteer can make. Volunteers working together to improve maternal and child health, conduct lactation and nutrition training, community projects can later visit these sites and see how the project has

enriched the neighborhood. Just a few hours of helping can turn into a lifetime of opportunity, which is one of the greatest benefits of volunteering.

3. Learning

Volunteer opportunities often allow people to try new activities or learn new skills. Through our orientation and capacity building programs, volunteers learn new skills that can transform their lives. During activities they practically learn from peers and volunteers.

4. Friendships and networks

When like-minded people get together, friendships and networks are formed. After working on a volunteer project for a few weeks, it's not uncommon for volunteers to exchange phone numbers or social media information. By giving just a few hours a week, lifetime friendships and networks may be established.

5. Allowance

Volunteers will be supported by Transport and food allowance whenever a field activity is involved. The volunteer policy/handbook shall be shared with all volunteers and they will also sign the organizational confidentiality clause.