



ServeDirect  
UK Registered Charity 1138282

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Braishfield, Romsey SO51 0QB

[www.servedirect.org](http://www.servedirect.org)

<b>Name of Policy</b>	Volunteer Policy
<b>Reason for the Policy</b>	To apply criteria and boundary around volunteer applications – skills, needs, priorities, safeguarding
<b>What the Policy will Achieve</b>	Guidelines in accepting and managing volunteer programs
<b>Who Needs to Know About it</b>	All members and representatives
<b>Date Approved</b>	5 <sup>th</sup> Oct, 2017
<b>Version No.</b>	2.0
<b>Approving Committee</b>	Trustees
<b>Date of Formal Review</b>	4Q2018
<b>Authors</b>	N Allen/L Freckleton

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## Introduction

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- 1.1 This policy sets out the broad principles for volunteering with ServeDirect. It has been written to ensure that our volunteers are treated fairly and consistently and that volunteers know what to expect from us and what we expect from them.
- 1.2 Volunteers play a significant and fundamental role in the delivery of ServeDirect objectives.
- 1.3 ServeDirect is committed to volunteer involvement and engagement, including as described in our charitable objectives.
- 1.4 Volunteers' gifts of time, skills and experience will be used well so that they are able make a difference to the lives of children, students and families using services provided by ServeDirect
- 1.5 ServeDirect Volunteer Co-ordinator is a split role shared between those supporting volunteer(s) preparation in the UK, and those hosting the volunteer(s) on site at the project(s). These may not be the same person.
- 1.6 Whilst ServeDirect is entirely run by volunteers, this document is not intended to cover the role of Trustees or Members.

## 2. ServeDirect's Mission Statement

The prevention or relief of poverty and or hardship anywhere in the world by providing or assisting in the provision of education, training, healthcare projects and all the necessary support designed to enable individuals to generate a sustainable income, be self-sufficient and the opportunity to reach their potential.

## 3. Definition of a Volunteer

- 3.1 A '*volunteer*' is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward.
- 3.2 For ServeDirect, a volunteer is a person who makes a commitment to support the work of the charity in order to enhance the provision of projects. Volunteers are not used to replace the employment of paid staff on a long term basis or where an employee (ie. nurse, teacher) would be more suitable.

## 4. Volunteering Opportunities

- 4.1 A range of volunteering opportunities are normally available in ServeDirect. Each are usually defined around the skills required to meet a need at one or more of the projects at a particular time. Opportunities may differ over time and as needs change.
- 4.2 The ServeDirect Trustees and Members retain responsibility for defining and approving need for particular volunteer skills and placement.
- 4.3 Volunteering Roles will contribute to the work of ServeDirect. These could include:
- Short term visits to the projects to provide support for specific activities
  - Long term visits to the projects to provide assistance with teaching/healthcare work
  - Administrative work
  - Fund-raising
  - IT or website development
  - Marketing and PR

## 5. Recruitment

- 5.1 Provided the prospective volunteer has a genuine interest in, and commitment to, working within the ethos of ServeDirect, and meet the DBS criteria (where applicable – see 5.4 below, and our CSP), the project will *endeavour* to find an appropriate team trip opportunity, regardless of their level of experience or ability.
- 5.2 Whilst ServeDirect, as a Christian based organisation, does not restrict volunteer opportunities to Christians – we actively encourage those of other faiths and those with no faith – we do require volunteers to understand and respect our ethos and to behave in a manner appropriate to a Christian based organisation.
- 5.3 As a general rule, and as part of ServeDirects fundraising process, volunteers will normally be asked to provide a contribution payment to ServeDirect projects as part of the organisation costs associated with a visit.
- 5.4 Arrangement costs (flights, accommodation, transport, meals etc) associated with a volunteer visit are completely transparent and a payment plan will be agreed between the volunteer and the Volunteer Coordinator.
- 5.5 In general, ServeDirect does not recruit for volunteers. However, volunteering opportunities can be shared through:
- raising awareness through local voluntary, community and faith groups

- establishing links with places of worship
- word of mouth
- using the ServeDirect website and social media

5.6 Volunteers for a period greater than 28 days will undergo a Disclosure and Barring Service (DBS) check. They will also be asked to provide two references and to attend an informal interview.

## **6. Induction and Training**

6.1 Volunteers will be given an induction pack that will include:

- A brief overview of ServeDirect
- A Waiver Form
- A Gift Aid Form and advice on how to fundraise
- A list of recommended inoculations and options for malaria prevention
- A checklist for items that have proved to be useful to past volunteers to include advice on appropriate clothing.
- A cultural “do’s and don’t’s” behaviour advice sheet for cultural dress code and interaction around the school and other ServeDirect projects.

The Volunteer Coordinator (UK) will meet with volunteers prior to assignment and take them through the pack.

6.2 A longterm volunteer (greater than 28 days) will need an approved DBS statement. Induction and preparation will be on a one-to-one basis depending on the assignment. The Volunteer Coordinator on-site will help prepare itinerary for the duration of the visit to ensure best use of the volunteer’s skills and time and to ensure the volunteer has best opportunity to personally gain from the experience.

## **7. Responsibilities**

7.1 All volunteers must read, understand, sign, and have witnessed, a ServeDirect Waiver Form that identifies responsibilities and expectations for the duration of the volunteer’s involvement and ensures visitors understand their own responsibilities during a volunteer visit.

7.2 All volunteers must be treated with dignity and respect

7.3 If a member or trustee is interested in developing a new volunteering opportunity, they should first put together a volunteer role description.

7.4 ServeDirect may seek testimonies from volunteers on completion of their visit, to share externally.

7.5 ServeDirect may encourage volunteers who are willing and able, to become longer term partners through regular donations/giving.

## **Safeguarding statement**

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ServeDirect believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises it's responsibility to safeguard the welfare of children and young people it has contact with.

Safeguarding is a term which is broader than 'child protection' and relates to the action we take to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility. Safeguarding is defined in Working together to safeguard children 2013 as:

- protecting children from maltreatment
- preventing impairment of children's health and development
- ensuring that children grow in circumstances consistent with the provision of safe and effective care and
- taking action to enable all children to have the best outcomes

- See more at:

<http://www.charitycommission.gov.uk/detailed-guidance/protecting-your-charity/safeguarding-children/#sthash.3CcP5q7L.dpuf>

ServeDirect is concerned with specific incidents of maltreatment against a child or young person who is in contact with a ServeDirect representative or volunteer. It is essential that all ServeDirect representatives and those coming into contact with the organization are aware of its central messages and any duties/responsibilities it places on them

**See ServeDirect Child Safeguarding Policy document at latest review level for detail on Safeguarding observations, practice, reporting.**

ServeDirect has a responsibility to provide a safe and secure environment for volunteer visitors and programs. This may include, but not limited to, clean accommodation, access to appropriate food, security for belongings, adherence to Health and Safety considerations.

For volunteers on long term placement and who do not have a local ServeDirect representative acting as Volunteer Co-ordinator on site at the projects, a named (UK) co-ordinator will be provided for daily contact whether via email or text etc to ensure contact and dialogue is maintained and opportunity for advice, help, resolution is always available.

At WTA, our project Director Opio Charles, will represent on site contact for any ServeDirect volunteer in lieu of a specific co-ordinator. SD will nominate an equivalent site contact at Gulu but in lieu of specific name, Jody Unterrheiner (READ for Life) will act as liaison point.

## **9. Risk Management**

Any concerns arising from perceived safety issues must be raised immediately with the local Volunteer Coordinator. A briefing will be given on arrival in-country, covering generic country risk aspects. On arrival at project location, any site specific advice will be provided.

## **10. Problem Solving Procedure**

10.1 All grievances should be resolved openly, fairly and quickly in order to:

- Protect our volunteers
- Minimise any disruption to ServeDirect and other volunteers
- Demonstrate that our organisation respects volunteers
- Protect the reputation of ServeDirect

10.2 A volunteer has a right to complain if they feel they have been treated unfairly. Their first point of contact should be their local trip coordinator (normally part of their team). If a volunteer has a grievance against the Volunteer Coordinator their first point of contact will be the relevant in-country SD representative who will work with the team coordinator and SD team to resolve any issue.

10.3 All volunteers will be required to work to ServeDirect's policies and procedures and to take direction, as applicable from ServeDirect Members.

## **14 Confidentiality**

Any health related information shared by a volunteer to our ServeDirect medical coordinator or our Project Guardians is held in confidence and used only in the context of any resultant illness or need for medical assistance during the trip. All related medical files are destroyed one week after the trip to ensure time for a trip participant to return back to UK and be reintroduced into UK mainstream NHS.

Volunteers should not have access to any confidential information related to students, staff, patients at ServeDirect projects and any involvement in discussion or treatment will be on a generic basis.

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