



SLUM SOCCER
VOLUNTEER POLICY
AND
PROCEDURES MANUAL





Background

Volunteers have been involved in almost every area of the Slum Soccer's activity since its inception. Traditionally Slum Soccer (hereafter referred to as SS) has attracted people with a range of backgrounds and skills, a shared commitment to the social work and a desire to help SS achieve its goals. SS recognizes and values the reciprocal nature of the relationship and is committed to providing a volunteer program which both:

- Supports SS's work; and
- Meets the expectations and needs of individual volunteers

Definition

In this policy the term "volunteer" refers the formal definition:

"Formal volunteering is an activity which takes place through not for profit organizations or projects and is undertaken:

- *to be of benefit to the community and the volunteer;*
- *of the volunteer's own free will and without coercion;*
- *for no financial payment; and*
- *in designated volunteer positions only."*

Policy

1. SS offers a volunteer program which aims to:

- Recruit and maintain a committed group of volunteers;
- Provide volunteers with the level of responsibilities and involvement that meet their expectations;
- Help SS achieve its goals.

2. In order to achieve this, the Volunteer Coordinator is responsible for recruiting, inducting and managing volunteers.

3. The Volunteer Coordinator will maintain a Procedures Manual for Volunteers which details recruitment, induction, training, rights and responsibilities, acknowledgement, dismissal and resignation.



4. In addition, where applicable, volunteers will be covered by, and made aware of, the following general staff policies:

- Equal opportunity
- Sexual harassment
- Acceptable use
- Confidentiality
- Conflict of interest
- Privacy
- Risk management
- Fieldwork health and safety
- Complaint and dispute resolution

SLUM SOCCER VOLUNTEER PROCEDURES MANUAL

1. Recruitment

Volunteers complete a registration form available through the SS website, and email it to volunteeradmin@slumsoccer.org. They will receive a response to acknowledge receipt of registration, and confirmation that they will be contacted if a suitable opportunity arises.

1.1 Position Descriptions

When requesting a volunteer, staff should complete a Volunteer Position Description and provide the following information in writing:

- The staff member's department;
- Their role;
- Background information pertaining to the relevance and need of the volunteer's position;
- A list of basic tasks involved;
- Desirable skills required to carry out the position;
- Duration of position and time commitment;
- Name of supervisor.



1.2 Initial contact

Volunteer supervisors must provide their volunteers with the Volunteers Orientation Manual.

1.3 Registration

On the return of the registration form, the volunteer's details are entered on the Volunteer database.

1.4 Placement

When the Volunteer Coordinator receives a position description from a staff member, an e-mail is sent to the appropriate volunteers. Criteria such as state, skills and interest areas are used when sorting the database. Once there is a match, a meeting is arranged for the volunteer to talk directly with the staff supervisor for that position. The purpose of this meeting is for the supervisor to determine whether the volunteer will be suitable for the position, and for the volunteer to determine if they would like to take on the position offered. Days and times of voluntary work are to be determined at this meeting. If both the supervisor and the volunteer then wish to proceed with this particular position, the volunteer coordinator is to be informed and an induction process to be carried out.

1.5 Induction

Where volunteers are working in the SS Nagpur center over a period of time, the Volunteer Coordinator will take them through the orientation booklet, 'Welcome to Slum Soccer' explaining the various sections.

Volunteers are then given a tour of SS's offices and introduced to all available members of staff. Staff to be informed as to the volunteer's duties and who they will be working with.

The tour to include:

- Accommodations, if any;
- Mess;
- Office;
- Internet facilities;
- Disaster plan assembly points.
- Nearby centers of operations



2. Rights and responsibilities of volunteer staff

2.1 Rights of Volunteers

SS Volunteers have a right to:

- Receive adequate information and a clear job description of what is expected and to understand why they are doing a task and how it fits into the broader program;
- Be assigned a suitable project, task or job and to say no to tasks they are unable to do, or would rather not do and to ask for a new job;
- To have on the job supervision provided by a designated staff member;
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor for their work;
- Be reimbursed for out of pocket expenses, providing prior approval is obtained with the supervisor;
- Be briefed on the broader aspects of SS and discuss with their supervisor whether SS is suited to them or whether they are suited to SS;
- Request a reference from their supervisor when applying for a job, providing the volunteer has worked at SS for a minimum period of three months;
- Provide feedback, suggestions and recommendations regarding their job or the wider program;
- Have access to dispute resolution procedures and to be supported through such a process;
- Have their personal details kept in a confidential manner;
- Work in a safe and healthy environment free from harassment, bullying or discrimination;
- Be provided with a place to work and suitable tools and materials;
- Be adequately insured.

2.2 Responsibilities of Volunteers

We ask that our volunteers agree to:

- Be reliable and commit, where possible, to regular day/s and time of work so tasks can be planned accordingly;
- Keep SS informed of changes of address and phone number;
- Be responsible to and consult with their supervisor;
- To ask for support when needed;
- Agree to do job training necessary to carry out duties as stated in Position Description;
- Abide by any SS policies regarding their work;



- Appreciate and respect the confidential nature of information that may be acquired during course of duties;
- Discuss any grievances or problems with their supervisor. If they remain unresolved speak to the Volunteer Coordinator;
- Not to spend money or order goods on behalf of the SS without prior approval;
- Notify their supervisor or the Volunteer Coordinator if they are no longer able to work with SS;
- Show enthusiasm, loyalty and belief in the work of the organization;
- Contribute to a safe and healthy environment free from harassment, bullying or discrimination;
- Inform SS of any pre-existing medical conditions or special needs that SS should be aware of that might affect the volunteer's ability to undertake certain tasks;
- Report any injury immediately to their supervisor;
- Not smoke in any SS premises;
- Treat everyone with dignity, courtesy and respect.

3. Slum Soccer's commitment to volunteers

SS recognizes that volunteers contribute a vast wealth of skills, knowledge and support towards the running of SS. SS staff in return is to treat volunteers with respect and support. Staff is accountable for volunteers under their supervision and must be present while their volunteers are in the premises. No volunteer should ever be in SS offices unsupervised.

3.1 Recognition of volunteers by paid staff

Volunteers are to be included, where possible, in all relevant staff meetings, discussions and celebrations. Volunteers should be given every opportunity to develop their skills to enhance their own skill base. Long term volunteers (those who have provided regular voluntary assistance for more than six months) are to be included in staff training sessions whenever possible.

3.2 Training

Supervisors are expected to provide adequate training to enable their volunteers to carry out their proscribed duties. The supervisors are responsible for their volunteers while they are learning to use SS equipment and must make themselves available to help when needed. Volunteers are to be



encouraged to develop and expand their personal skills to maintain and enhance SS's effectiveness. Specific training for volunteers will be provided where appropriate and financially possible.

3.3 Volunteer awards and acknowledgement

Volunteers who have provided long term support of SS will have their annual anniversaries acknowledged and where possible celebrated. Volunteers' contributions will be highlighted in SS channels whenever possible. Get-togethers will be organized and birthdays recognized.

3.4 Confidentiality

All information concerning clients, former clients, our staff, volunteers, and financial data, and business records of SS is confidential. "Confidential" means that you are free to talk about SS and about your program and your position, but you are not permitted to disclose clients' names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics. The board of directors, staff and our clients rely on volunteer staff to conform to this rule of confidentiality.

SS expects you to respect the privacy of clients and to maintain their personal and financial information as confidential. All records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information relating to other staff members and volunteers, in addition to clients.

Failure to maintain confidentiality may result in termination of your employment, or other corrective action. This policy is intended to protect you as well as SS because in extreme cases, violations of this policy also may result in personal liability.

3.5 Occupational Health and Safety

SS is committed to providing a safe work place for all staff and volunteers and in return asks that volunteers accept their responsibility to work safely. This means working intelligently, with common sense and foresight. All volunteers are asked to fill in the Volunteer Sign-in book at reception to indicate their presence in the building. This is especially important in case of evacuation. To aid safety, volunteers must always work under supervision and should never be in SS premises when their supervisor is not present. Smoking is not permitted in any SS premises.



Volunteers are to report any injury immediately to their supervisor who should then refer the matter to the Volunteer Coordinator or the Human Resources Coordinator.

4. Internships

SS's ability to take interns is, like with other volunteers, dependent on whether or not there are appropriate opportunities available. Potential interns are asked to provide:

- Their course details – University, degree and how far into the course they are.
- Necessary requirements as defined by their university in order to fulfill an internship.
We need to know if they need to be in the office for a minimum number of hours (which may determine whether or not we can take them on) or if they need to simply work a minimum number of hours on a project (which means they can complete the internship remotely).
- Necessary requirements of their supervisor – i.e. many internships require a summary or evaluation to be completed by the placement supervisor.
- CV or details of any relevant work experience.
- Contact details for their course coordinator or supervisor.

Once the above information is received the Volunteer Coordinator will speak to relevant staff members to ascertain whether or not they have a suitable project and whether or not they can take on an intern. The supervisory duties involved will be explained (i.e. the staff member may have to complete an evaluation report at the conclusion of the internship). In most cases SS is not able to provide payment or accommodation, although we may be able to provide some assistance in obtaining accommodation.

5. Intellectual Property and Confidentiality

The intellectual property in an employee or volunteer's work belongs to SS and cannot be used or sold without the permission of SS. All confidential records, documents and other papers, together with any copies of extracts thereof, made or acquired by an employee or volunteer in the course of their work shall be the property of SS and must be returned to SS on finishing working for SS. Where appropriate, with permission of the manager or supervisor, employees and volunteers may take copies of their work with them when they leave.

6. IT Acceptable Use

All ICT equipment users are obligated to use these resources responsibly, professionally, ethically and lawfully. This is a summary of obligations under this policy.



- I will not use SS's ICT equipment for any unlawful activity, any activity in conflict with SS's interest, or activities not related to performance of my work (other than limited personal use as allowed by clauses 3 and 13 of this policy).
- Wherever necessary, I agree to use a strong password, and change it significantly when it expires.
- I will keep my password confidential. I will inform the ICT Coordinator or Helpdesk staff immediately if a password is lost, stolen or compromised.
- To minimize the risk of virus infections, I will not download or open files or attachments from sources outside the organization (arriving via e-mail, Web, floppy, CD, memory key,) unless they are relevant to my work. I will just delete unsolicited e-mail that is not relevant to my work.
- I will do my best to remain vigilant and appropriately skeptical of virus, spam and fraudulent e-mails that attempt to entice people into activating a virus or entering a malicious website. I will just delete these.
- I will use SS's systems in a safe and sustainable way, taking care to minimize the use of energy and consumables. I will take care to minimize the risk of RSI, take breaks when RSI guard advises, and notify SS's Human Resources Manager if I have any health or safety concerns.
- I will use e-mail in accordance with SS's communications guidelines and policies.
- I will not attempt to change system configurations or disable the systems in any way.
- I will not install any software onto any computer belonging to SS.
- I will not attach any unauthorized computer or device to the network.
- I will conduct online transactions on ACF's behalf securely in accordance with the Guidelines for online transactions below.

7. Conflicts Of Interest

For purposes of this guideline, a conflict of interest exists when (a) a person has an interest separate from that of SS that influences, or could reasonably be supposed to influence, their decision-making or the performance of their duties at SS; (b) there is an appearance of such an interest; or (c) a person improperly uses SS resources or their position at SS. Where a volunteer perceives that a situation or activity poses a potential conflict of interest, they shall declare it in one of the following ways, as appropriate:



- a) Where a conflict is identified in the course of a meeting, the person shall disclose the existence of a conflict immediately. The person may, but is not required to, disclose the nature of the conflict to the other participants in the meeting. The person shall, as soon as practicable, disclose the nature of the conflict to their relevant supervisor. Until such disclosure is made, the person shall not take part in any decision or activity relating to or arising from that conflict.
- b) Where a conflict is identified by a volunteer outside a meeting, that person shall notify the relevant supervisor immediately.
- c) Where a previously disclosed conflict becomes relevant to a specific decision or activity in which a volunteer is involved, that person shall again disclose the conflict.
- d) Where a volunteer has a question whether a conflict exists, that person shall notify the relevant supervisor immediately. The relevant supervisor will determine (after consulting legal counsel, at their discretion) whether a conflict exists.

In the event of a conflict involving a volunteer, that person's relevant supervisor may determine that the person shall not take part in any decision or activity relating to or arising from that conflict, or may attach conditions to further involvement.

8. Inappropriate Behavior and Volunteer Dismissal

All paid staff and volunteers are expected to act in a suitable manner at all times. At SS we provide a positive and safe work environment and expect all staff and volunteers to uphold these standards. Certain rules of conduct and behavior apply as this ensures a harmonious work environment for all concerned. Volunteers are to be treated with the same respect as paid staff and the policy for terminating the involvement of volunteers is the same. If any volunteer behaves in a manner that is dangerous, harmful, contrary to SS's ethical or environmental policies or otherwise inappropriate, dismissal may take place immediately. Such misconduct includes but is not limited to the following:

- Abuse, rudeness or other behavior which is unacceptable, or which in the opinion of SS, is likely to injure the reputation, business or standing of SS;
- Neglecting your duties;
- Acts of dishonesty;
- Drunkenness or any other drug-induced behavior;
- Failure or refusal to carry out the reasonable and lawful directions of SS and its managers and supervisors;
- Any act or threat of violence towards fellow employees, managers or supervisors;



- Any act of sexual harassment or discrimination; and
- Failing to comply with directions of SS and its managers and supervisors in relation to safe working practices and occupational health and safety procedures.

9. Poor Performance

The following procedure shall apply with respect to counseling and termination for unsatisfactory voluntary work performance: On the first occasion, the volunteer shall be notified verbally of the reason, and a note made in the appropriate volunteer personnel file. This will be kept on record for a period of 12 months.

1. If the problem continues, the matter will be discussed with the volunteer. The volunteer will be advised in writing of the need to improve work performance and that a further period of review has been set.
2. If the problem continues, the volunteer will be interviewed by the Volunteer Coordinator and their Supervisor and a final written warning will be given.
3. In the event of the problem recurring after a final warning, the volunteer may be asked to cease volunteering for SS provided that the volunteer shall be entitled to pursue the matter of his/her termination through the Director, or if not appropriate, another SS Senior Manager.

10. Resignation

Volunteers are an invaluable resource to SS but it is recognized that due to changing circumstances the volunteer may need to resign from their voluntary position. SS asks all volunteers to give as much notice as possible to their supervisor and/or the Volunteer Coordinator before leaving SS. The supervisor should then notify the Volunteer Coordinator. All volunteers are asked to provide their supervisor with an update on the progress of their work and to return any books, materials or files (electronic or otherwise) belonging to SS before they leave.

SS is committed to constantly improve the Volunteer Program and all feedback regarding the volunteer's experience at SS would be appreciated. If the volunteer is leaving due to any sort of problem or dissatisfaction with SS it would be beneficial to SS if they notified the Volunteer Coordinator as to their reasons. Confidentiality will of course be respected in all matters relating to this.