

VOLUNTEER MANAGEMENT POLICY

General Statement of Policy

Volunteers contribute to Brighton Connection ("BC") by committing time and effort for the benefit of beneficiaries we serve. It is undertaken freely and without financial gain. BC accepts and encourages the involvement of volunteers, from both the public domain and corporate organisations, to help promote the interest and welfare of our agency. This policy aims to put in place practices to attract, engage and retain volunteers effectively as well as ensure interests of the agency and its beneficiaries are safeguarded.

Purpose and Scope

The purpose of this policy is to establish policies and procedures for

- Recruitment and Screening
- Orientation and Training
- Youth Volunteer and/or Service Learning
- Code of Conduct
- Support and Recognition
- Reimbursement of Expenses

Recruitment and Screening

BC seeks to ensure the arrangement of best possible match between interested volunteers and organizational needs. BC adheres to the following policies and disclose them to potential and new volunteers:

- Volunteer Screening Policy

Prior to being assigned or appointed to a position, volunteers may be interviewed to determine their suitability for, and interest in, a position. The interview will offer the opportunity to learn more about the prospective volunteer and give the prospective volunteer the opportunity to learn more about BC. Volunteers will also be given the opportunity to ask any questions they may have about the position. Background and reference checks may be undertaken for volunteer positions within BC. Volunteers working with children and youth will be required to sign an undertaking that he or she has not committed any offence under the Children and Young Persons Act.

- Volunteer Onboarding Policy

BC recognises that volunteers are essential to the organisation's development and day-to-day operations. As such, designated full-time staffs are expected to provide orientation, training, supervision, and feedback to volunteers.

Orientation and Training

To prepare for a volunteer assignment, all individuals volunteering for BC engage in orientation in the following areas:

- A general orientation on the vision, mission, core values and purpose of BC;
- An orientation on the nature and operation of the programme or activity for which they will serve;
- A specific orientation on the purposes and requirements of the volunteer job which they are accepting.

- Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the organisation and its staff. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to effective supervision, the right to full involvement and participation. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain aligned to the vision and mission of BC.

- Orientation and Training Policy

All volunteers will receive a general orientation on the nature and purpose of the organisation, all pertinent policies, and procedures, and to the work to which the volunteer has been assigned. Volunteers will be required to attend a briefing and/or training to be provided with the information and skills necessary to perform their volunteer assignment.

- Feedback and Evaluation

On a need-to basis, volunteers shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer programme.

- Volunteer Management System

A system of records will be maintained on each volunteer with the organisation. The record will include volunteer application, volunteer agreement, emergency information, dates of services, position held, duties performed, and work evaluated. BC will observe strictest confidentiality to maintain the database of volunteers in accordance with the Personal Data Protection Act (PDPA) of Singapore. The organisation will not use or disclose personal information about the volunteer to unauthorised personnel unless the volunteer has provided consent for the collection, use or disclosure. On giving reasonable notice to the BC, volunteers may at any time withdraw any consent given on the use of personal data for any purpose.

Youth Volunteer and/or Service-Learning Training

Volunteers, under the age of 18, must have a written consent of a parent/guardian or before volunteering. Students volunteering for service-learning hours for their school, must submit school name and contact information of the teacher-in-charge before volunteering.

Code of Conduct

The following policies will be reviewed during orientation. Volunteers agreeing to work with BC will sign off on these policies before commencement of voluntary work.

- Volunteer Code of Conduct aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to always uphold the Volunteer Code of Conduct when carrying out their duties and interactions. Should a volunteer have a grievance concerning their work environment, they should report promptly to their programme in-charge. BC will commit every effort to achieve effective resolution, and all complaints will be duly treated confidentially.

- Volunteers are at all times expected to:

Be present for duties, otherwise to inform their programme in-charge as early as possible;
Carry out their duties responsibly and safely;
Be appropriately dressed for their duties;
Maintain confidentiality of all data and information obtained while volunteering;
Observe all safety procedures;
Avoid situations which may have conflict of interests with BC.

- Volunteers are NOT to:

Act in any way that may create liability or bring into disrepute the organisation and its name;
Disclose confidential client information to unauthorised persons;
Use organisation property, resources, information or funds for any purpose other than authorised uses;
Seek or accept rewards, benefits or gifts without authorisation;
Engage in any activity that may bring harm (e.g. physical or mental) to another person or property;
Be under the influence of alcohol and non-prescription drugs while volunteering;
Falsify or change any documents or records;
Post any photographs or videos on reports, advertisement, promotional material or social media without obtaining permission from relevant personnel;
Act as a spokesperson for BC, unless prior permission or authority has been given.

- In the event of a serious breach of the Code of Conduct that results in loss, damage or injury, BC will terminate the volunteer arrangement, and may take necessary legal action.

Support and Recognition

BC reckons the need to support volunteers so that they remain committed to the organisation. This is critical to ensure that a good balance between the needs of the organisation and those of the volunteers are managed.

- Volunteer Development

Staff are encouraged to adhere to the following guidelines for volunteers:

- Hold meetings with volunteers to discuss tasks, progress, updates and resolve queries especially for non-ad hoc volunteer programmes or activities;
- Give clear instructions and check if they have been understood;
- Make sure volunteers know who to ask if they have any questions;
- Give encouragement and look for ways to recognise progress and work that has been done well;
- Have an open-door policy for volunteers to raise suggestions, questions or concerns at all times;
- Run a volunteer feedback survey on a regular basis to identify any potential gaps or areas of support which volunteers need;
- Identify opportunities for development that are relevant and meaningful for volunteers, e.g., empowering experienced volunteer to train and mentor new volunteers.

- Volunteer Recognition

BC values all volunteers, and it is important to ensure that volunteer contributions do not go unnoticed. A recognition system that comprises of various aspects has been put in place to ensure the recognition is personal and meaningful for every volunteer. Examples to recognise volunteers may include:

Informal Methods:

A heartfelt, personal "thank-you" message.
Check in with volunteers to find out their experiences and solicit honest feedback.
Include volunteers in discussions and gathering of ideas.

Formal Methods:

Present certificates of appreciation or letters of acknowledgement to volunteers for their support and/or services rendered.
Write testimonials and references for volunteers.
Organise events/gatherings where volunteers can attend along with their families and friends.

Reimbursement of Expenses

Volunteers may incur out-of-pocket expenses in undertaking a project. Expenses may be in the course of travel, purchase of materials, rental of facilities or equipment, meals, etc.

Reimbursement will be made for reasonable expenses which are pre-approved by the staff-in-charge within his or her limit of authority and supported by documentary proof. Expense claims documentations are to be completed, with original receipts to be submitted within 14 days of incurring the expenses.