

# Volunteer Policy

---



**actalliance**

**June 2013**

## I. Conceptual Framework.

Non-profit development organizations such as the Mennonite Social Action Commission (CASM), it will always be necessary to have a greater number of human talent to generate the development actions of the families that have the greatest social disadvantage. Not being a mercantile entity, it does not allow you to have the financial resources to hire all the Human Equipment required to face the challenges and all the processes that take place in the different areas of intervention, this condition favors the need to manage resources external as volunteers that allow us to give attention to the demands of the population, which is why we define the following as volunteering:

**Volunteer / volunteer** can be any person without age limit, nor discrimination of sex, ideology or religious creed, sensitized by the social situation of a region of citizens of a community, region or country that decides in a solidary way to participate together with others in different projects within an organization, dedicating part of their time for the benefit of an action framed within a specific program or project.

**Voluntary action** is the set of tasks that are freely undertaken without profit and without financial compensation with a socially useful purpose. It is the activity carried out by the volunteers to contribute: to the well-being of the community or organization to improve the quality of life of others, to settle or modify causes that produce need and in search of transforming this reality.

One of the characteristic is that they freely promise through a firm decision and social commitment to collaborate in an altruistic way, not seeking compensation of any kind, more than their values as a person and a spirit of solidarity. Its function is to help others for social purposes and marked by respect for the other and for diversity.

## II. Justification

Volunteering constitutes a talent of singular importance for an important group of non-profit entities, constituting one of the defining features of this type of society organization. This work raises various considerations and alternatives in economic valuation to be able to execute its defined actions and programs. CASM considers this human talent, as a key factor, necessary for the development of activities, programs and projects and research, which contribute to the achievement of the social objectives pursued by the Institution, and at the same time constitute important contributors. CASM employs volunteer personnel, since they do not pay money for the services provided, bear lower personnel costs, perform and contribute to the achievement of the social objectives that constitute the reason to be of our organization.

The volunteer is considered an intangible asset of great value to CASM, they make up the intellectual capital of the organization and will continue to be a key pillar for institutional development for the benefit of the communities and poor of our country.

### III. Objectives.

- Have a permanent institutional space that allows the use of human talent available both nationally and internationally and who wants to make their professional contributions in the different projects that CASM implements.
- Promote the training of volunteers within the institution to train local human talent in development through organizations such as CASM.
- Exchange work experiences and facilitate collaboration mechanisms between CASM and friendly national and international organizations.

### IV. Procedures

**4.1** Preparation of a diagnosis of volunteer needs that exists in the different work spaces (regional offices and central office such as PME, Programs and Administration) such as analysis of institutional capacity.

**4.2** Preparation of the volunteer's profile.

- As basic principles of volunteering, characteristics such as solidarity, loyalty, associationism, participation are required; that he is a person who not only mobilizes his will but also mobilizes his knowledge, his capacities and his interests.
- The volunteer participates in activities developed in a program or project, which implies teamwork capacity, complementarity with other volunteers and professionals, training capacity for action. (see: Volunteer Training Manual: 73).

**4.3** Socialization of the profile with friendly organizations with whom you have some kind of relationship, but especially with those who have within their priorities to send volunteers.

**4.4** Presentation of volunteer applications according to needs diagnosis.

---

See: Volunteer training manual:

[http://www3.uva.es/voluntariado/Pdf%20y%20Doc/Manual\\_de\\_formacion\\_de\\_voluntarios.pdf](http://www3.uva.es/voluntariado/Pdf%20y%20Doc/Manual_de_formacion_de_voluntarios.pdf) (15.07.2009)

#### 4.5 Recruitment and selection:

- Dissemination and publication of the vacancy
- Reception of Curriculum Vitae.
- Review of resumes
- Selection of candidates
- Selection of the volunteer based on criteria such as: professional profile, mutuality of principles, respect for our beliefs, availability to live in rural or urban areas as the case may be, others that can be incorporated according to each case.

#### 4.6 Interview to be conducted should be based on the format as when hiring an employee and its objective should be as follows:

- Obtain information on the attitudes, aptitudes, motivations and interests of the possible volunteer.
- It will be decisive to assign them the tasks for which they have competences or to desist from their incorporation into the Institution.

## V. Induction

Induction should aim to inform, orient volunteers on what CASM is, the programs it executes, and the tasks it must perform in its institutional functions, and it has two moments.

1. The general orientation on the institutional philosophical framework and its organizational structure must also be provided with a dossier of documents (strategic plan, code of ethics, internal regulations, various policies, manual of administrative procedures) that reinforce knowledge about procedures. administrative in general.
2. Specific guidance on their specific responsibilities to perform in the Institution.

## VI. Rights and duties

### A. Rights of the volunteer

- a. Receive, both initially and permanently, the information, guidance, support and, where appropriate, material means necessary for the fulfillment of its functions.
- b. Actively participate in the different activities planned by the institution both regionally and nationally.
- c. Receive logistical support or immediate relief in case of risks of accident or illness derived directly from the exercise of voluntary activity.
- d. Be reimbursed for the expenses incurred exclusively in the performance of its activities provided it is not sponsored by any other organization.
- e. Have an accreditation identifying your volunteer status.

- f. Obtain an identification card that accredits you as a volunteer within the organization.

#### **B. Duties of the volunteer**

1. To fulfill the commitments acquired with the organizations in which they are integrated, respecting the purposes and the regulations of the same.
2. Basic knowledge of the Spanish language, in case of being a non-Spanish speaking foreigner
3. Availability to collaborate in institutional activities outside your work plan.
4. Keep, where appropriate, confidentiality of the information received and known in the course of their voluntary activity.
5. Reject any material consideration they may receive from the beneficiary or from other people related to their action.
6. Act diligently and in solidarity in cases of national or institutional emergency
7. Participate in the training tasks provided by CASM specifically for the entrusted activities and functions, as well as those that are permanently required to maintain the quality of the services they provide.
8. Abide by the provisions of the CASM Internal Regulations.
9. The volunteer must have a work plan for the time that he will be in the institution as well as monthly plans.
10. Follow the appropriate instructions for the purposes that are given in the development of the entrusted activities.
11. Respect and care for the material resources made available to organizations

#### **C. CASM's obligations**

1. Make suitable accommodation available to the volunteer and assume the rent or support in the search for housing and corresponding formalities as the case may be.
2. Establish adequate internal information and orientation systems to carry out the tasks assigned to the volunteers; ex. plan, monitor and evaluate progress with the volunteer and CASM at bi-annual meetings.
3. Provide volunteers with the necessary training for the proper development of their activities.
4. Provide decent, safe working conditions, and in accordance with Honduran standards.
5. If necessary, provide a socio-cultural and linguistic orientation to the volunteer.
6. Delegate people to work directly with the volunteer (a) who can train and transfer their knowledge depending on the area to be performed.
7. Provide the volunteer with an accreditation that enables and identifies them for the development of their activity.
8. In the case of CASM national volunteers, the relationship will be formalized through an agreement.

#### **D. Evaluation**

The evaluation allows to know the actions carried out, limiting problems and their achievements obtained by the volunteers, this can be done at half time and at the end of their work period, and is the responsibility of the team and / or counterpart assigned to the interior of the institution, even can also be through a self-evaluation of the volunteer, the objective is to know the actions taken and the results achieved. The evaluation will be done considering three scenarios of volunteer actions; the respect for the institutional philosophical framework, the contribution in the processes in which it has been immersed and the fulfillment of the specific activities that are derived from the projects and POAS respectively.

#### **General considerations in the evaluation.**

1. The volunteer must be based on a work plan established according to defined products that are desired at the end of the volunteering.
2. Periodic process of gathering and analyzing information that allows a reliable evaluation.
3. Have a self-evaluation and a joint evaluation of the program or project carried out between the internal CASM technical staff and the volunteers.
4. Evaluate in terms of mission and goal fulfillment, volunteer services and operational effectiveness.
5. If necessary, an effective "closure" or "dismissal" of work with a volunteer.

Miguel Herrera  
President of Board of Directors

Manuel Izaguirre  
Secretary of Board of Directors