

# **VOLUNTEER POLICY**

**Sizanani Home Trust  
2008**

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## **Preamble**

The Volunteer Policy of the Sizanani Home Trust (SVT) is based on the Charter of Fundamental Rights of the European Union, the Constitution of South Africa, the document of the European Volunteer Services (EVS) concerning the rights and responsibilities of Volunteers and the house policy of Sizanani Home.

Volunteerism is part of the fundraising process. Volunteers offer their time, talents, expertise and capabilities to serve both the clients and the staff of the Organisation. The importance of their contribution is unquestionable and has been reaffirmed by the Board of Trustees who view building volunteerism as an essential part of the organisation's long-term strategy.

Volunteers will only be accepted if the service they can provide is not available locally or in the case, when the organisation would not be able to employ a South African citizen with the same qualification due to lack of funds. This policy applies to professional Volunteers only, whose expertise is relevant to the core function of the Home.

# **THE VOLUNTEER**

## **I. The Volunteer's General Rights**

1. The human dignity of the Volunteer is inviolable. It must be respected and protected.
2. The physical and mental well-being of the Volunteer must be protected.
3. Degrading and inhumane treatment of the Volunteer is forbidden.
4. The Volunteer's personal data must be protected.
5. The Organisation shall respect cultural, religious and linguistic diversity.
6. The Volunteer cannot be discriminated on any base, such as sex, race, colour, ethnic, genetic signs, language, religion, faith, political viewpoint, physical disability, sexual orientation.
7. The Volunteer has the right to refuse to carry out activities that may potentially risk his physical or mental well-being.
8. The Volunteer has the right to refuse to carry out activities which are against his/her beliefs.
9. The Volunteer has the right to receive the benefits from the Organisation that the two parties agreed upon, based on the contract.
10. The Volunteer will be entitled to days off and will accumulate leave days depending on his/her working hours, specified in the contract.
11. The Volunteer has the right to terminate his/her participation in the project at any time after he/she consulted with the Volunteer Coordinator and the grievances raised could not be resolved.
12. The Volunteer has the right to receive a certificate from the Organisation, which details the services rendered by the Volunteer.

## **II. The Volunteer's General Duties**

1. The Volunteer has to read and sign the contract.
2. The Volunteer has to inform the Organization about the exact date of his/her arrival and the period of his/her stay.
3. The Volunteer is expected to disclose any personal beliefs he/she may have that could conflict with a Catholic mission environment.
4. The Volunteer has to respect the Organisation's health and safety regulations.
5. The Volunteer is not allowed to carry out activities which may potentially risk the safety of his/her own or others.
6. It is the duty of the Volunteer to complete the tasks stipulated in the contract, and stay in the project, except if the Volunteer has a good reason for leaving, and if he/she informed the Volunteer Coordinator in advance.
7. Reliability, responsible and ethical behaviour is expected of the Volunteer at all times.
8. The Volunteer always has to inform the Volunteer Coordinator of his/her whereabouts when outside the premises of the Organisation.
9. The Volunteer must show willingness to adapt to his/her surroundings. Although the Volunteer's aim is to participate in interesting and challenging activities, he/she may be required to carry out routine tasks from time to time. The completion of these tasks is equally important for the effective functioning of the Organisation.
10. It is the Volunteer's duty to ask for advice and guidance if it is needed. The Volunteer must consult with the Volunteer Coordinator if problems arise.
11. The Volunteer is expected to meet with the Volunteer Coordinator at least once by-weekly or more frequently if the need arises.
12. The Volunteer is expected to observe the house rules of the Organisation at all times.

# **THE ORGANISATION**

## **I. The General Duties of the Organisation**

### **1. General**

1.1 The Organization has to provide detailed information about its background and work, the surroundings of the Volunteer's accommodation and work environment and about each tasks the Volunteer will be expected to perform.

1.2 The Organization always has to provide a clear and timely answer to every reasonable question of the Volunteer.

### **2. Before the arrival of the Volunteer**

2.1 The Organization has to sign the contract.

2.2 The Organization has to ensure that appropriate preparation is done for the effective participation of the Volunteer.

2.3 It is the Organization's duty to inform its employees and other volunteers about the arrival of the new Volunteer and his/her working and living conditions.

2.4 The Organization is liable for ensuring that the Volunteer is assisted in every possible way to adjust to his/her new environment, including personal help that, in the view of Management is fair and equitable.

### **3. During the Volunteer's stay**

3.1 The Organization has to inform the Volunteer of any changes with respect to his/her working conditions. The changes can only be implemented with the agreement of the Volunteer.

3.2 The Organization is required to appoint a Volunteer Coordinator for the Volunteer, who will be the bridge between the two parties.

3.3 The Organization is responsible for providing First Aid if the need arises.

#### **4. Duties in the case of conflicts**

- 4.1 In the case of conflicts, the Organization will take into account the Volunteer Coordinator's and the Volunteer's opinion as well, and will provide an opportunity for the Volunteer to support his/her position through a third party.
- 4.2 In the case of conflicts, the Organization has to try to find a solution which would make both parties satisfied. To terminate the agreement between the parties should be the very last reserve.
- 4.3 In the case of conflicts, the Organization has to provide maximum assistance to the Volunteer Coordinator for administrative tasks.

# **THE VOLUNTEER CORDINATOR (VC)**

## **I. The General Rights of the Volunteer Coordinator**

1. The VC has the right to be respected and accepted, both by the Volunteer and the Organization.
2. The VC has the right to receive any necessary information from the Volunteer in order to fulfil his role.
3. The VC has the right to organise regular meetings with the Volunteer.

## **II. The General Duties of the Volunteer Coordinator**

1. The VC has to be familiar with the Organization, its philosophy and its employees.
2. It is the VC's duty to ensure that he/she possesses every important health and education related information about the Volunteer.
3. It is the VC's duty to help the Volunteer to integrate into the Organization, the project, and the country.
4. The VC always has to be accessible to the Volunteer. The VC should introduce the Volunteer to those individuals, who could help him/her carry out his/her tasks. The VC is the bridge between the Volunteer and the community as well.
5. It is the VC's duty to explain the local health-care system, and in the case of an accident, to accompany the Volunteer to a clinic or hospital. If the Volunteer is not able to, the VC has to contact the Volunteer's insurance company and his/her next of kin.
6. The VC has to assist the Volunteer with administrative tasks if they pose a challenge for the Volunteer.
7. Duties in the case of conflicts:
  - 7.1 In the case of conflicts the VC is the bridge between the two parties. The VC has to take a neutral stance.
  - 7.2 In the case of conflicts between the VC and the Volunteer, the Organization has to appoint a third person, taking into account any request of the Volunteer.
  - 7.3 If the VC is not able to resolve a conflict, he/she must consult with the Organization and involve it in the process.



## **SPECIFIC CONDITIONS OF SIZANANI HOME TRUST**

All costs covered by the Organisation will strictly be on a reimbursement basis, upon receipt of the relevant bills from the Volunteer.

These conditions are NOT applicable to paid volunteers.

1. Sizanani Village Trust will NOT pay for the flight ticket of the Volunteer.
2. The minimum time for stay at Sizanani as a Volunteer is 3 months with exception to specialized tasks.
3. Internet access is provided free of charge.
4. Working hours are stipulated in the contract, as agreed upon with the Volunteer.
5. Sizanani Village Trust will provide transport to the town for the Volunteer, within reasonable limits. (Approx. 2x/week)
6. A warm lunch will be provided by the Home's kitchen.
7. Accommodation will be provided by the Home on-site. Every effort will be made by the Organisation to provide private accommodation, however, in case of a shortage, Volunteers might be required to share a room.
8. Sizanani Home Trust will pay for the visa fees, if the need arises.
9. Sizanani Village Trust will pick up and drop off the Volunteer at the airport. However, due to safety reasons, pick-ups or drop-offs will not be arranged after 7 p.m.
11. SVT will reimburse vaccinations only for Hepatitis A and B.
12. Working overtime or flexible working hours may be required of the Volunteer, but only in exceptional circumstances and with the prior agreement of both parties. Overtime will be compensated for with extra time off.

Sizanani Home Trust reserves the right to make changes to this policy without prior notice, however, Volunteers present in Sizanani at the time of change will not be effected negatively.

Sizanani Home Trust will make every effort to pay the above mentioned compensations within 2 weeks after proof of payment and/or other necessary documents have been submitted, however, financial constraints can result in late payments.