

Sapana Village Social Impact

VOLUNTEER POLICY

Welcome! We are so glad that you have decided to volunteer with Sapana Village Social Impact. This policy is designed to introduce you to Sapana Village Social Impact and to provide a basic overview of the practices and procedures which provide all of us – employees and volunteers – with guidance and direction. If you have any questions or need any clarification on the information contained in this policy, please contact the Chair Person or Program Director of SVSI.

A Message from the Chairperson



Dear New Volunteer,

On behalf of our Board of Directors and our dedicated team, I want to formally welcome you to Sapana Village Social Impact. You have decided to join an organization that has the main vision of serving the poor, vulnerable, and marginalized in our communities across the whole country. Regardless of the service, you will be volunteering for, it is certain that these hallmarks are at the core of its mission:

- 1. Devotion to excellence*
- 2. Dignity for all people*
- 3. Compassion for those in need*
- 4. Courage to dream*

I trust you hold these values into high consideration and we are honored to welcome you to our dynamic team!

*Sincerely
Dhruba Giri
Chairperson*

Introduction:

SVSI regards volunteers as one of the greatest resources and a crucial part of our organization to achieve our aims and goals. People like you, who give their time, energy, and talents to provide help and inspire hope, are essential to our ability to deliver quality services. We are committed to creating opportunities for the community to be involved in our work, and many of our programs would not be able to carry out their goals if volunteers were not involved.

Volunteer engagement is an essential part of our project plan. One of our organizational goals is “to build capacity to integrate, standardize, and optimize the use of volunteers to serve the beneficiary community.” By engaging volunteers in direct and indirect service activities, we are able to expand the efforts of our programs and reach more and more people in need.

Our volunteers participate by

- providing teacher training
- helping families affected by disasters
- offering special teaching classes in schools located in remote areas mainly in Chepang villages
- sorting through clothing donations
- providing clerical support
- providing support in resource mobilization activities, f.e. organizing events, crowdfunding, developing communication materials, website, etc.
- serving as committee members and advisors
- assisting with special events and website management as well as designing handmade products
- and aiding with many other programs and projects like dental camp, awareness camp, cleanliness camp, etc

Benefits of Volunteering:

As a volunteer at Sapana Village Social Impact, you will have the opportunity to provide service in line with many of our principles, including

- Solidarity with the poor and their access to basic needs
- The importance of human dignity and fundamental human rights
- The priority of the common good (benefits to everyone)
- The moral value of work
- Environmental conservation and Sustainable Development
- Financial Literacy and Entrepreneurship
- Gender Equality and Women Empowerment

You will have the opportunity to use and enhance your personal and professional skills and perhaps gain valuable experience that will help you in the future. We strive to provide our volunteers with a positive work environment, necessary training, supervision, evaluation, and recognition. In return, we expect you to honor your commitments to the organization, respect other staff members and volunteers, and perform your assigned duties to the best of your abilities.

Types of Volunteers:

Minors as Volunteers

Volunteers under the age of 18 who wish to participate in an ongoing volunteer opportunity must have written permission from a parent or guardian before they may begin service. The volunteer tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws.



Special Event Volunteers (Occasional)

People who serve as volunteers only once or occasionally in an event situation are considered special events or occasional volunteers. Examples of this include when someone paints a wall, help out at a community program or spends an afternoon redesigning furniture, buildings, and displays at the project.

Professional Volunteers (Expertise)

Professional volunteers are those who provide a volunteer service using their license, registration, or certification as required by the profession. The volunteer can provide special education classes to the schools in the project area, teacher training, product designing, assistance in proposal writing, website development, etc.

Recruitment and Selection Procedures

SVSI uses a variety of different methods to recruit volunteers. You may find us reaching out to potential volunteers via our website, through other internet volunteering sites and social media platforms, in print publications, and by word of mouth. We also encourage you to let your friends and family know about our volunteering opportunities.

Applications: As a volunteer, you will be required to complete the Volunteer Application. If you are participating as a volunteer as a special event or one-time volunteer, you don't need to fill out the forms but will have to contact our Program Director to know about the upcoming events, providing us with your contact information and emergency contact information.

Interviews: Most ongoing volunteer positions require an interview with one of the SVSI team members who will be supervising you to check if you are eligible or not. Interviews help volunteers clarify the responsibilities of the opportunity and help supervisors decide if the prospective volunteer is a good fit. If you are participating as a volunteer in a one-time event, then an interview before the event may not be necessary.

Volunteer Agreement Form: To document that you have understood, and agreed to follow the SVSI policy and volunteer practices and feel comfortable with the responsibilities of your specific volunteer position, we require you to sign a Volunteer Agreement Form before beginning service.

Participation Guidelines

Certain practices are in place to ensure positive and safe volunteering experiences at SVSI.

Drug-Free Policy: The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is not allowed in program sites. Additionally, volunteers may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the volunteer position.

Dress Code: As a volunteer, you are responsible for presenting a positive image to the beneficiary community and to the community as a representative of SVSI. You should dress appropriately for the conditions and performance of your duties.

Property Policy: As a volunteer at SVSI, you will respect the property of SVSI and the personal property of other volunteers and staff members.



Confidentiality Policy: SVSI recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, the organization will respect the privacy of personal information of those it serves or employs. You are responsible for maintaining the confidentiality of all information to which you are exposed while serving as a volunteer, whether this information involves staff members, volunteers, clients, or other people or involves the overall program or agency business. Failure to maintain confidentiality may result in termination or other corrective action.

Harassment Policy: SVSI is committed to a work environment that is professional and harassment-free for all employees and volunteers as well as the beneficiaries, we are working for. Harassment includes, without limitations, verbal, physical, visual, and signal. In order to prevent harassment to people working with or under SVSI, we have our safeguarding policy so any individual interested to work in our premises should read it thoroughly before signing the agreement form. Volunteers should report any issues to their supervisors.

Personal Involvement with the beneficiary community: If your volunteer position involves working directly with beneficiaries, it is important to maintain boundaries with them and to keep your relationship professional, not personal.

Ending Volunteer Service

Resignation & Leave of Absence: Your volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with SVSI at any time. Because volunteers are so important to us, however, we request that you provide advance notice of your departure and a reason for your decision.

Termination: You may be terminated from your position as a volunteer for a variety of reasons. Some of these include gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of equipment or materials, abuse or mistreatment of beneficiary community or coworkers, failure to abide by SVSI policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Exit Surveys: When you leave your position, you will be given an opportunity to fill out an exit survey detailing why you are ending your service. An exit survey is also a great place to give us any further comments about your experience and to provide any potential ideas for improvements.