

Social Support Foundation

Volunteer Programme Policy and Manual

Introduction

The Social Support Foundation promotes mutual environment of respect between the organization, its staff members, and its volunteers, and always respect the volunteer's abilities and time commitment. To this end, SSF provide a clearly defined purpose of the role each volunteer is to fulfill within the organization; this include a job description of the volunteer position where appropriate, and or clearly defined objectives and goals to be pursued during the volunteer's time with SSF.

The Social Support Foundation (SSF) recognising the value and contributions of volunteers to the effective and efficient project management and organizational development have designed and operationalize this SSF Volunteer Policy to meet the needs, demands and expectations of SSF and its volunteers for the sustainable benefits of our Communities and Stakeholders.

Recruitment

Volunteers are not to be used to replace SSF paid Staff but specifically recruited specific time-bound projects and activities (one-off tasks and ongoing work). This refers to the offering of student placements and attachments as well.

Volunteers are recruited through all available channels, including but not limited to:

- engagement in local communities via SSF's activities in these communities;
- information made available to interested parties on SSF's website; and
- Partnerships with other local, national, and international organizations that might place volunteers with SSF.

Independent volunteers (those not associated with any organization, school, religious group, etc.) interested in volunteering for periods not less than two weeks; submits a letter of interest and resume to the Executive Director or to the relevant Program Manager, who then forward the application materials to the Executive Director. The SSF Management will assess areas and/or programs to which the

volunteer might best dedicate his/her time, conducts an interview through whatever medium most convenient to both parties, and will determine whether or not a position is available for the volunteer, according to his/her qualifications

The National Service Personnel placed with the Social Support Foundation are classified as volunteers with similar conditions under this policy in addition to the Ghana National Service Scheme directives and procedures.

Volunteer awards and rewards

Volunteers are not eligible for remuneration or benefits from SSF, but may be supported with transport and logistics eligible for the delivery of their mandate. Local community volunteers are more likely candidates for a stipend or allowance according to the availability of funds, value of services provided to SSF, transportation considerations, and other factors, to be determined by the Executive Director and Management of SSF. It is not the responsibility of the Social Support Foundation (SSF) to provide accommodation for volunteers, but SSF may support this cause when appropriate including placement in foster families. International volunteers are encouraged to seek their own funding.

Volunteers are encouraged to write feature articles and special reports for publication through the universal article and work publications for mutual recognition. All communications, writings, correspondence, reports and publications must be with the consent and participation of the Management of Social Support Foundation.

Supervision and Evaluation

The Executive Director maintains the ultimate responsibility of supervising volunteers, with feedback generated by the Program Manager and or Dedicated SSF Volunteer Support Staff, where relevant. Volunteers should receive constant feedback regarding how well they are doing and where additional attention is needed, and should receive a final appraisal at the conclusion of their time with SSF. Additionally, volunteers are requested to review and evaluate their involvement in the organization and the people they work with and suggest areas for improvement, and

to submit this information in the form of a final report at the end of their time with SSF.

The Executive Director will review reports submitted by volunteers and will forward relevant ideas, suggestions, comments, and perceptions to the appropriate staff members and/or the Board of Directors for relevant actions. Special and appropriate reports may be further reviewed and published.

Volunteer Conduct

Volunteers are expected to conduct themselves and duties in accordance to the Labour and General laws of Ghana, and in a more cooperative, honest and supportive manner towards the growth, development and sustainability of the Social Support Foundation (SSF). The SSF Volunteers are hence expected:

- to be effective, efficient and reliable and also show high respect to the SSF Board of Directors, Management, Staff, Constituent and Partners
- to respect and follow the general work ethics and confidentiality of SSF
- to represent the interest of the SSF and Constituents and uphold and exemplify same while in service and beyond
- to be accountable and accept evaluation, communicate effectively and with relevance, give and receive feedback, and update Staff on all new information
- to be committed to the program, acknowledge and foster mutual decisions making processes beneficial for all project constituent and stakeholders
- to undertake training and educate self to have a good understanding of the project and ensure the achievement of targeted results and deliverables
- to address areas of conflict with the appropriate staff member, and refer to the Executive Director, if necessary
- to ask for support and on time when needed and to operate within access and equity principles.

Responsibilities of a Volunteer

When working for Social Support Foundation (SSF), volunteers are expected to:

- undertake all work in accordance to SSF management and administrative policies and procedures

- respect and appreciate SSF's guidelines for privacy, confidentiality, access and equity and accept the privacy and dignity of staff, clients, fellow volunteers and our constituents
- acknowledge, appreciate and support the harmonization and utilization of diversity in cultures and behaviours for enhanced growth and progress of SSF and Constituents
- fulfil their part of the mutual agreement with SSF in a reliable and dependable manner in addition to the participation and support of team efforts towards the achievement of the mission and goals of SSF,
- work well with all SSF Staff, accept directions and support from line managers and maintain positive, optimistic and non-judgmental attitude toward peers and others
- communicate effectively and efficiently with all Staff and notify the Executive Director of any possible changes in volunteer schedule and availability,
- participate in general organizational activities including staff and team meetings, trainings, research, evaluations and others.
- Facilitate linkages and partnerships with in-country and home-country benevolent and grant making facilities for increased resource mobilization for the sustainability of SSF

Social Support Foundation's (SSF) Responsibilities

The SSF recognises its responsibilities toward volunteers, and undertakes to:

- treat volunteers with respect as co-workers and support them as such, and assign each Volunteer with a dedicated Volunteer Support Staff
- assess Volunteer training and cultural needs and conduct volunteer inductions, orientations and trainings to inform and educate Volunteers SSF's organisation culture, policies, procedures, principles and operations,
- inform and provide the volunteer with work that is appropriate to their skills, abilities, availability and individual interests, and support them to mobilise the resources, information, training and logistics they need for efficient delivery of mandate
- support Volunteers with mutual feedback and updates on the job, follow-up support to initial trainings and information on new developments

- ensure and support volunteers to know and operate within their work boundaries and limits of authority and support them with sound guidance and direction for increased efficiency and effectiveness
- Support Volunteers with logistics and or financial reimbursement to work related cost incurred with out-of-pocket resources, where appropriate.
- Support Volunteers with administrative tasks related to volunteering (e.g. liaising with volunteer agencies etc.)

Orientation and Training

To ensure that volunteers are able to deliver on their mandate, irrespective of their background and expertise, SSF will provide all volunteers with appropriate induction, orientation and in-house trainings prior to the commencement of their work and work commensurate to their skills, abilities and experience will be given. We however encourage Volunteers to learn and adapt quickly to take up new and more challenging task to help them update their knowledge and skills as well.

Further to these above, SSF assigns a Volunteer Support Staff to all Volunteers recruited to serve as a primary point of contact and an ally to support adaption, learning and community liaison.

Complaints Procedure

Volunteers who have a complaint or grievance should raise the matter with their SSF Volunteer Support Officer assigned in the first instance. If this is not appropriate or not successful, the volunteer should approach the Programmes Manager, and subsequently the Executive Director. The Chairperson of the Board of Directors must be notified in writing if the Executive Director is not able to handle the complaint. Social Support Foundation's (SSF) Grievance Procedures Policy will be used in resolving volunteers' complaints.

Confidentiality

The SSF as an organisation upholds the rights and dignity of volunteers to privacy and confidentiality of information regarding their background, health status and other personal information and will take steps to ensure that confidentiality is maintained under all reasonable circumstances, similarly, all volunteers must be aware of, seek

to understand, respect and uphold the Social Support Foundation's policy on confidentiality and privacy.

Fundraising

The Social Support Foundation (SSF) gives an opportunity for all our Volunteers and Interns to contribute specifically to support SSF fundraise internationally and locally for the sustenance of our programmes and beneficiaries.

Thus, through actively seeking donations from private enterprises, local and international companies, families, groups and individuals, building continuous educational support partnerships, scholarships and exchanges with colleges and university as well as foundations and charitable organizations.

Share your experience and fundraising techniques to help people to contribute to the cause of helping the needy communities in Ghana. Promote and increase awareness of the SSF and our work within the media, organizing community fund raising events like charity gigs, parties, marathons, raffles, special and occasional food sales and more in your Home community and or Host community. All fund raising activities must be with the consent and participation of the Social Support Foundation.

All contributors will be acknowledged and publicised on the Social Support Foundation (SSF), if permitted, in addition to sharing of project results and presentations, if acceptable.

Volunteers Agreement

Volunteers do not have the status of employees of Social Support Foundation (SSF). To facilitate effective accountability, transparency and mutual respect, all volunteers assisting SSF must read and understand this Volunteer policy, guidelines and procedures and endorse same as a written agreement with Social Support Foundation (SSF). This agreement will refer to the commitments that Social Support Foundation (SSF) makes to the volunteer, and expectations that SSF has of volunteers and refer to the individual volunteer description, capacities, responsibilities and commitments.

Volunteer Affirmation

It is incumbent on every Social Support Foundation Volunteer, current and future, to be familiar and consistent with these Policies, Guidelines and Procedures so that he/she may discharge to the best of his/her abilities the duties and responsibilities attendant on serving as an SSF Volunteer. To evidence the acceptance and compliance of the above policies every SSF Volunteer to sign and return this to the Executive Director as an acknowledgment of commitment and maintained with official records at the Social Support Foundation head office.

I, _____ (name) hereby acknowledge that I have read the Social Support Foundation's Volunteer Programme Policies, Guidelines and Procedures in full and that I agree and commit myself as an SSF Volunteer, to work and support the development and sustainability of the organisation.

Name: _____

Signature: _____ Date: _____