



LOVE ZIMBABWE

VOLUNTEER POLICY

**Registered Address: Pen-Yr-Adwr-Gwynt Cottage, Llanelly Church, Gilwern,
Abergavenny, Monmouthshire NP7 0HG, Wales**

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Volunteer Policy (Working with volunteers)

1. Introduction

We ask visitors and volunteers to read and sign this to protect Love Zimbabwe against potentially damaging actions by volunteers or visitors to our projects, who may decide to act outside the ethos of the charity or its policies. We are very happy to have visitors and people who support our work, but our success is underpinned by beliefs that have been tried and tested and proven over many years.

The good management of volunteers is important. The reason for this is that there is no legislation that specifically relates to volunteers. In law there is no definition of what constitutes a volunteer worker or what differentiates a volunteer from a paid employee.

The Voluntary Unit from the Home Office provides the following definition for volunteering:

"Volunteering is the commitment of time and energy for the benefit of society and the community; the environment; or individuals outside one's immediate family. It is undertaken freely and by choice, without concern for financial gain."

The work of Love Zimbabwe is highly dependent upon volunteer time and effort in many guises from trustees directing the work of Love Zimbabwe to volunteers from many walks of life.

Love Zimbabwe will endeavour to encourage volunteers from a wide range of backgrounds regardless of age, religion, race, disability, sexual orientation, marital status or national origin to join in with its activities.

What follows is the voluntary commitment of minimum standards that Love Zimbabwe will follow.

Section A

Love Zimbabwe Volunteers

Love Zimbabwe volunteers are considered to be *"individuals who, of their own free will, gives their time to support Love Zimbabwe free of charge and with no expectation of remuneration"*.

Love Zimbabwe volunteers are individuals who volunteer to assist the organisation with its work. These include individuals who undertake activities as part of our programme. Volunteers will be supervised by Love Zimbabwe trustees.

We have spent many years setting up a structure which we believe works well and we hope that you also find our work relevant and efficient. However, if you wish to help or assist any person, we must be categorical that you do so through the framework and network of the charity.

Our system is well understood by all the beneficiaries and the Trustees; it has been honed from years of research, trial and error and practical understanding of how charity should be carried out in a developing country. It follows a vision which was started by the founder Martha Musonza Holman many years ago, and it underpins our work. Volunteers can, and have in the past, disrupted this system by wanting to 'go it alone' and help out in a way which is not understood by our beneficiaries. In some cases, it has been extremely detrimental to the credibility of Love Zimbabwe and has taken us a long time to resolve after the volunteer has left. Therefore we have some rules:

☐☐ No volunteer is to handle any money for any project or programme. This is done by trustees and committees.

☐☐ No volunteer is to engage in communication with any beneficiary of the charity which might result in requests being made for donations or money. The Zimbabwean Trustees will always decide what is needed following a strict protocol of meetings and community elders, parents or amongst themselves.

☐☐☐ No volunteer is to over-rule the decision of any trustee on the ground, and must respect the decisions of trustees regarding all aspects of the charity.

☐☐☐ No volunteer can access any Love Zimbabwe project area or programme (such as a school, community centre or clinic) without the written permission of the trustees of both UK and Zimbabwe. This is true of any person, regardless of how many times they have visited before.

☐☐☐ Every visitor must abide by the policies of the charity, in particular the Child Protection Policy.

1. Recruitment

Volunteers may wish to volunteer on a long-term, shorter term or casual basis.

Volunteers will be recruited by various means, including:

Word of mouth – the best possible advertisement for Love Zimbabwe is through positive recommendation by other happy and fulfilled Love Zimbabwe volunteers.

Media – When feasible, Love Zimbabwe will place advertisements concerning the benefits of volunteering and the satisfaction and gratification that can be gained from volunteering.

Shows and Events – Love Zimbabwe will promote volunteering opportunities by giving presentations to other interested community groups, attending national events, schools and shows.

Website – Love Zimbabwe will advertise volunteering opportunities on its website.

2. Selection

Throughout the selection process, Love Zimbabwe will endeavour to find out as much about the potential volunteer as is relevant to the organisation and the task. Volunteers will be provided with an information pack on containing relevant information on Love Zimbabwe.

Love Zimbabwe trustees managing volunteers will undertake an informal discussion to try and match volunteers with tasks that suit their skills, needs and aspirations.

- Love Zimbabwe will provide descriptions of all volunteering activities outlining specific tasks, responsibilities and who volunteers are to report to,
- Love Zimbabwe shall describe how a volunteer's role fits in to the wider picture of what the company is trying to achieve,



- Volunteers will be required to complete and sign a volunteer application and emergency contact form,
- Love Zimbabwe has the right to refuse the offer of service of any volunteer,
- Love Zimbabwe will invite volunteers for a discussion on their proposed role and its requirements.

2.1 Criminal Records Bureau (CRB) checks

Where relevant, Love Zimbabwe and the potential volunteer share the responsibility of the CRB check. The CRB check will not take place unless Love Zimbabwe is satisfied that it is required and the volunteer is satisfactory in other respects i.e. that they have been successfully interviewed concerning the work that they are about to undertake.

The following four points are essential in terms of ensuring that Love Zimbabwe does not infringe the civil liberties of any given volunteer.

- A CRB check should not take place before a satisfactory interview.
- The privacy of the volunteer must be protected.
- Only trustees who need to see the CRB check for operational use may see the information provided.
- All records must be kept securely and then destroyed after use.

CRB checks are not a substitute for proper application procedures, nor are CRB checks a substitute for proper training and supervision. The responsibility for ensuring that the volunteer is, and remains, the right person for the task rests with Love Zimbabwe trustees.

2.2 Health and Safety

The Health and Safety policy must be made available to volunteers and explained in detail to them.

For further information please refer to Love Zimbabwe's Health and Safety Policy.

2.3 Equal Opportunities

Love Zimbabwe is committed to taking positive steps to promote and sustain equal opportunities to all its volunteers and in the services it provides and opportunities for volunteering that it creates. Love Zimbabwe intends to promote this policy both internally and in its operation with other parties.

For more information please refer to Love Zimbabwe's Equal Opportunities Policy.

3. Managing Volunteers

3.1 Induction, Training and Supervision

3.1.1 Induction

Love Zimbabwe is committed to making volunteers feel that they are an important part of the organisation.

The induction programme for new volunteers, either as a group or as individuals, will cover a number of required essentials including:

- Love Zimbabwe work programmes
- Policies
- How Love Zimbabwe works with volunteers
- Responsibilities
- Volunteers' expenses

3.1.2 Training

Training is not a volunteer's right and will only be offered where it can be seen to be directly relevant to the task that the volunteer is undertaking.

3.1.3 Supervision

Each volunteer will have a trustee assigned to them who will provide supervision, guidance and advice.

3.1.4 Volunteer Expenses

Volunteer expenses must be agreed in advance of the money being spent. Volunteers are expected to fund their own transport and meals.

4. Other Policies and Procedures

4.1 Environmental Policy

The Trustees and all who work and volunteer for Love Zimbabwe are committed to the care of the environment, and the prevention of pollution.

5. Standards

All volunteers are representatives of Love Zimbabwe and therefore should conduct themselves in an appropriate manner.

All volunteers must abide by Love Zimbabwe Equal Opportunities Policy and must not discriminate against or treat less favourably trustees, volunteers or members of the public on grounds of gender, race or national origins, age marital status, religious belief or sexual orientation.

Love Zimbabwe expects that volunteers will carry out their tasks in a way which corresponds to the aims and values of Love Zimbabwe.

Section B

One off Events / Volunteers

Love Zimbabwe will occasionally support individuals that wish to undertake one off practical events and activities that are in line with Love Zimbabwe core objectives. These individuals hope to undertake an activity with the support of a Love Zimbabwe trustee. These individuals will be classed as Love Zimbabwe volunteers.

One off volunteers will be provided with the following:

- Outline of the days and tasks to be completed
- Health and Safety briefing
- Project supervision

Section C

Monitoring and Review

It will be the responsibility of the Charity Secretary to regularly review the operation of this volunteer policy and to make sure that it is always in accordance with our Equal Opportunity Policy and the best practice in relation to managing volunteers.

Last reviewed



TO BE COMPLETED BY ALL LOVE ZIMBABWE VOLUNTEERS

VOLUNTEERS CONTACT DETAILS

.....
Name

.....
Mobile telephone number

.....
Address

.....

.....
Email

.....

CONTACT DETAILS IN CASE OF EMERGENCY

Please contact the following person in case of an emergency:

.....
Name

.....
Mobile telephone number

.....
Address

.....

.....



I, the undersigned, confirm that I have read the Love Zimbabwe Volunteer Policy and agree to abide by the policies and procedures contained therein.

.....
Name

.....
Date

Please sign, date and return the last two pages of this policy to:

Love Zimbabwe's Chairperson: Pauline McKenna.