

Volunteer Policy Manual 2020

Toward a just and equitable society

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“Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in”



Overview & Purpose

The Delek Education Foundation believes in allowing associated volunteers a meaningful opportunity to imply their goodwill and skills to bring a positive impact in society.

The Volunteer Policy Manual is purposed to inform volunteer/interns about our volunteering practices. It will familiarize you with the various volunteering program with the organization as well as the set of norms you need to adhere as a representative of the organization.

The Delek Education Foundation reserves the right to eliminate, change or add to the policy.



Volunteering with Us

Volunteers are an integral part to sustain our community-based model, where almost all the services are provided to the community for free. Our volunteers engage in various program verticals- Community library management, fundraising, organizing workshop series, communication and outreach etc. The Delek Education Foundation is open to range of skills volunteers bring along and for self-led initiatives as well.

We seek minimum a month's commitment from our volunteer/Intern. However, this duration may vary according to the volunteer program's need. The volunteer/intern is entitled to be informed about the minimum commitment duration prior starting their engagement with The Delek Education Foundation. Hence, we request you to kindly pre-check your schedule before filling the Volunteer Application Form.

Volunteer Recruitment

Volunteers are recruited through various medium such as social media announcement & campaign, referral, on ground public events or by reaching out educational institutions. All interested ones can simply apply by visiting our website and filling the short application form.

Volunteer Screening

We hold no screening process for volunteers. Anyone interested in the cause of the Delek Education Foundation and willing to commit time for the same is warmly invited to our volunteer program.

Volunteer Orientation

It is mandatory for volunteer to go through orientation program before enrolling themselves in any specific volunteer program. It is to help them understand vision, mission & approaches of the organization as whole and about their specific roles and responsibilities. According to need and necessity, the mode of the orientation will be decided.

Volunteer Recognition & Benefits

Our volunteers are the backbone of our existence and sustenance and there would be no discount on allowing them utmost respect from the Delek Education Foundation. Volunteers contribution will be recognized and appreciated through formal and informal medium. We shall

provide certificates to volunteers upon request who have spent more than 3 months and engaged in activities actively.

Leaving Volunteer Program

Volunteer chooses their duration of engagement with us and accordingly they can choose to discontinue by informing volunteer coordinator priorly. Volunteer need to inform in written or on telephone call stating the reason for the same. He/she can choose to come back according to availability in future.

Volunteer/Intern Code of Conduct

As a representative of the Delek Education Foundation, all the team members including volunteer and intern are obliged to adhere following code of conduct-

- Uphold the core values and principles of the Delek Education Foundation i.e., respect and dignity to everyone irrespective of caste, class, creed or dissenting opinions.
- If your engagement is with children on ground, you shall abide with child safety & protection policy (mentioned below).
- Don't receive and give any gifts and monetary resources from/to children and community members.
- Don't carry out any charitable or non-charitable activity in the name of the Delek Education Foundation without seeking permission for the same from the administration.
- If you have responsibilities, do the justice to it or inform the coordinator if you anticipate that you won't be able to complete the task.
- Provide reason for your absence for your assigned task priorly or as early as possible.
- While interacting with children be careful of their physical, emotional and social well-being. Don't impose any kind of ideology or ideas upon them.
- We shall avoid any kind of physical contacts with the members of the Community Library or any children involved with the Delek Education Foundation to ensure their safety.

Child Protection and Safety Policy

The Delek Education Foundation takes utmost care in protecting rights of children and safeguarding them from any kind of harmful influences, exploitation or abuses. Partners, members, staff, intern or volunteer would ensure their commitment for the same. We shall abide to the child-welfare practices and curate a safe and positive place for a child to grow and learn.

The below guidelines to ensure child safety is applicable to all persons who come in indirect or direct contact with the children either in premises of the Delek Education Foundation or extended work environment- outing, outdoor events etc.

General Guidelines-

- Treat child with utmost respect and dignity irrespective of their caste, class, race and gender.
- Indulge in discussion or conversation with children without imposing any kind of ideology or propaganda on them.
- Use appropriate language with children and challenge inappropriate language while working with children.
- Always try to be surrounded by another staff/ volunteer while catering to the sensitive issue of a child. Avoid being alone with a child.
- Avoid taking a child or children to your home or outside the premises of the Delek Education Foundation.
- All the interaction and engagement with the child need to be in public view.
- Avoid any form of physical contact- kissing, hugging, sitting on lap etc.
- Never hit or physically assault or physically abuse children.
- Never behave in a manner which is sexually provocative toward a child and never develop physical/sexual relationship with the children.
- Never discriminate or show favoritism to any particular child while excluding others.
- It is every individual's duty to report any incident or concern related to child safety immediately to child protection committee or management staff.

Role of Child Protection Committee-

- Take a thorough consideration on the complaint/suggestions received on child safety violation/abuse and recommend a course of action within a specified time.
- Take care of the confidentiality of the matter in hand and of the involved parties. All the action should be in the best interest of children.

- Seek external help as and when required.

Handling Difficult/Unacceptable behavior of Children-

- Deal with such situation politely and calmly. Try to reason with children and remind them the collective responsibility to the space and other member's convenience.
- Avoid putting other members, staff and volunteers in any public danger.
- There would be zero tolerance for bullying behaviour. Any member found to be bullying other members in library need to be stopped immediately and if required insist her/him leaving the premises for short period.
- While dealing with such situation never forget about child's right to integrity and dignity. Any form of physical punishment is prohibited.

Child Protection

- All trustees, staff members, volunteers or interns will make themselves informed about the child safety and protection policy beforehand and abide to it sincerely.
- Orientation programmes regarding child safety and protection be held for all new joining volunteer and staff.
- Regular training session on the same will be carried out for all trustees/ staff/ volunteer/ intern.
- Publicize and inform all members about the child protection contact information and local police contact no.
- If the child comes to you and discloses the abusive incident occurred to her/him-
 - Comfort the child and listen to them like an adult.
 - Allow child to assured that she/he is safe and appreciate for their courage.
 - Take a sincere note of all the information provided by the child.
 - Inform the child sensitively that you need to report the incident to right committee so that further action can be taken.
 - Assure the child of confidentiality and safety.
 - Report the case to the child protection committee to decide further course of action.

Social Media Guidelines

We are active on our social media platforms with the intention of engaging with wider audience. Like at our physical premises, we accept and encourage inclusion and healthy discussion and debate discourse. Here also, respect and dignity to all is the key we abide by.

Photography-

- Generally, we shall avoid taking photos, videos or selfies at the premises unless its required for documentation or social media purposes.
- Taking photographs during working hours shall be refrained.
- Avoid taking members or other people in frame otherwise take consent from the respective person.
- Always take consent from the people in frame while taking photos or videos and inform and seek consent for the usage of concern person's photo or video.