



VOLUNTEER POLICY

I. Introduction

The Emmanuel Ivorgba Center (TEIC) recognizes the invaluable contribution of volunteers to the success of our mission and programs. Volunteers are an integral part of our organization, bringing diverse skills, perspectives, and dedication to our work. This Volunteer Policy outlines the expectations, guidelines, and procedures for engaging volunteers, ensuring a positive, productive, and safe experience for both volunteers and TEIC.

II. Purpose and Objectives

This policy aims to:

- **Define the Role of Volunteers:** Clearly establish the expectations and responsibilities of volunteers and TEIC.
- **Promote a Positive Volunteer Experience:** Ensure volunteers feel valued, supported, and engaged.
- **Provide Structure and Guidance:** Offer clear guidelines for volunteer recruitment, screening, training, supervision, and recognition.
- **Ensure Safety and Security:** Protect volunteers, staff, beneficiaries, and TEIC's assets through appropriate screening and supervision.
- **Uphold Ethical Standards:** Ensure that volunteer activities align with TEIC's mission, values, and policies, including its Conflict-of-Interest Policy.
- **Ensure Legal Compliance:** Adhere to applicable laws and regulations related to volunteers.
- **Foster Organizational Growth:** Leverage the skills and enthusiasm of volunteers to expand TEIC's reach and impact.

III. Scope

This policy applies to all individuals who donate their time and skills to The Emmanuel Ivorgba Center without financial compensation, including individuals performing short-term tasks, long-term roles, internships, and those serving on committees or advisory groups that are not part of the official Board of Trustees

IV. Volunteer Roles and Responsibilities

A. Volunteer Responsibilities:

- **Adherence to Mission and Values:** Understand and support TEIC's mission, values, and objectives.

- **Respect for Confidentiality:** Maintain the confidentiality of TEIC's internal information, program participant data, and donor information.
- **Professional Conduct:** Act in a professional, respectful, and ethical manner at all times.
- **Reliability and Punctuality:** Fulfill volunteer commitments as agreed upon, arriving on time and completing tasks as assigned.
- **Communication:** Communicate effectively with TEIC staff and other volunteers.
- **Adherence to Policies:** Comply with all TEIC policies and procedures, including the Volunteer Policy, Code of Conduct, and Conflict of Interest Policy.
- **Safety Awareness:** Follow all safety guidelines and report any concerns or incidents immediately.
- **Honesty and Integrity:** Conduct themselves with honesty and integrity.
- **Reporting Concerns:** Report any suspected misconduct, violations of policy, or safety concerns to their designated supervisor or TEIC staff contact.

B. EIC Responsibilities:

- **Provide Meaningful Opportunities:** Offer volunteer roles that are relevant to TEIC's mission and align with volunteer interests and skills.
- **Provide Clear Expectations:** Clearly define the scope of duties, responsibilities, hours, and reporting structure for each volunteer role.
- **Offer Support and Supervision:** Provide adequate supervision, guidance, and support to volunteers.
- **Provide Training:** Offer appropriate training and orientation to prepare volunteers for their roles.
- **Ensure Safety:** Take reasonable steps to ensure the safety and well-being of volunteers.
- **Provide Resources:** Supply necessary tools, materials, and information for volunteers to perform their duties.
- **Acknowledge and Appreciate:** Recognize and appreciate the contributions of volunteers.
- **Manage Performance:** Provide feedback on volunteer performance and address any concerns or issues promptly.
- **Maintain Confidentiality:** Protect the privacy of volunteer information.

V. Volunteer Recruitment and Screening

1. **Needs Assessment:** TEIC will identify specific volunteer needs based on program requirements and organizational goals.
2. **Recruitment:** Volunteer opportunities will be advertised through various channels, including TEIC's website, social media, community outreach, and partnerships.
3. **Application Process:** Prospective volunteers will complete a volunteer application form detailing their interests, skills, availability, and any relevant experience.

4. **Screening:**

- **Interviews:** An informal interview will be conducted to discuss the volunteer's interests, skills, availability, and alignment with TEIC's mission and values.
 - **Reference Checks:** For roles involving significant responsibility, interaction with vulnerable populations, or access to sensitive information, reference checks will be conducted.
 - **Background Checks:** For specific roles deemed high-risk (e.g., working directly with children or vulnerable adults, handling finances), TEIC may require and conduct background checks, in compliance with applicable laws and with the volunteer's informed consent.
5. **Placement:** Volunteers will be placed in roles that best match their skills, interests, and TEIC's needs.

VI. Volunteer Orientation and Training

1. **General Orientation:** All volunteers will receive a general orientation to TEIC, covering:
 - TEIC's mission, vision, and values.
 - Overview of programs and services.
 - Organizational structure and key staff contacts.
 - Volunteer Code of Conduct and relevant organizational policies (including Conflict of Interest, Confidentiality, and Safety).
 - Emergency procedures.
2. **Role-Specific Training:** Volunteers will receive specific training related to their assigned duties, including any necessary skills, procedures, or knowledge to perform their role effectively and safely.

VII. Supervision and Support

1. **Designated Supervisor:** Each volunteer will be assigned a staff supervisor who will be their primary point of contact for guidance, support, and performance feedback.
2. **Regular Communication:** Supervisors will maintain regular communication with volunteers to discuss progress, address challenges, and provide ongoing support.
3. **Performance Feedback:** Volunteers will receive constructive feedback on their performance.

VIII. Volunteer Recognition

TEIC is committed to recognizing and appreciating the contributions of its volunteers. This may include:

- Verbal appreciation and thank-yous.
- Written acknowledgments (e.g., letters, certificates).
- Volunteer appreciation events.

- Highlighting volunteer contributions in TEIC newsletters, on the website, or social media (with volunteer consent).
- Providing opportunities for professional development or skill-building.

IX. Safety and Risk Management

1. **Safe Environment:** TEIC will strive to provide a safe environment for all volunteers.
2. **Reporting Incidents:** Volunteers must immediately report any accidents, injuries, or safety concerns to their supervisor.
3. **Insurance:** EIC will maintain appropriate liability insurance coverage for volunteers acting within the scope of their assigned duties.
4. **Confidentiality and Data Protection:** Volunteers will be trained on and expected to adhere to TEIC's Confidentiality and Data Protection policies.

X. Volunteer Conduct

1. **Code of Conduct:** All volunteers are expected to adhere to TEIC's Code of Conduct, which includes principles of respect, integrity, and professional behavior.
2. **Conflict of Interest:** Volunteers must comply with TEIC's Conflict of Interest Policy and disclose any potential conflicts.
3. **Prohibited Conduct:** Volunteers are prohibited from:
 - Engaging in any illegal activities.
 - Harassing, discriminating against, or abusing staff, beneficiaries, or other volunteers.
 - Misrepresenting TEIC or its programs.
 - Using TEIC resources for personal gain or unauthorized purposes.
 - Consuming alcohol or illegal drugs while on TEIC property or while representing EIC.
 - Disclosing confidential information.

XI. Volunteer Termination or Resignation

1. **Volunteer Resignation:** Volunteers may resign from their roles at any time by providing reasonable notice to their supervisor.
2. **EIC Termination of Volunteer Relationship:** EIC reserves the right to terminate the volunteer relationship at any time, with or without cause, and without notice, for reasons including, but not limited to:
 - Violation of TEIC policies or Code of Conduct.
 - Unsatisfactory performance or reliability.
 - Safety concerns.
 - Changes in TEIC's needs.

3. **Exit Interview (Optional):** TEIC may conduct an exit interview with departing volunteers to gather feedback.

XII. Volunteer Records

TEIC will maintain records of its volunteers, including applications, signed policy acknowledgments, training records, and any relevant screening information, in accordance with TEIC's Document Retention and Records Management Policy. Volunteer personal information will be kept confidential.

XIII. Policy Review and Revision

This Volunteer Policy will be reviewed annually by the Executive Director and relevant staff, or more frequently if needed, to ensure its effectiveness and compliance with legal requirements.

XIV. Approval and Effective Date

Approved by the Board of Trustees of The Emmanuel Ivorgba Center on: January 5, 2024

This policy is effective as of: January 5, 2025
