



VOLUNTEER POLICY

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KRCS- Volunteer Policy - 2012

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SECTION 1

Article 1: Introduction

This policy replaces the current volunteer policy which has been in operation since 2003. The review of the policy was necessitated by the need to maintain best practices in the global Red Cross/Red Crescent Movement. The review process, which commenced in October 2011, involved gathering and analysing relevant information from a cross section of stakeholders as well as benchmarking with leading volunteer organizations. The overall objective of the review was to improve the volunteer management system within our National Society by encouraging and promoting volunteerism as an enjoyable and meaningful undertaking.

SECTION 2

Article 2: Policy Statements on Volunteerism.

- 2.1 Volunteerism is at the heart and core of the Red Cross Movement and Kenya Red Cross Society in particular.
- 2.2 Volunteering in Kenya Red Cross Society is all inclusive and open to all those willing to offer their services, without discrimination on the basis of race, religion, sex, ethnicity, disability or age.
- 2.3 Kenya Red Cross Society is committed to providing an enabling environment for volunteerism to thrive. In this regard, it will endeavour to develop a volunteer motivation and reward scheme that recognizes, motivates and appreciates volunteers for their voluntary actions and contributions.

SECTION 3.

Article 3: Definitions

- 3.1 This policy defines volunteerism as the group of activities carried out by individuals, associations or legal entities, for the common good, by free choice and without the intention of financial gain, outside the framework of any employment, mercantile or civil service relationship.
- 3.2 A **Kenya Red Cross Society volunteer** is an individual, who, without pay, reaches out beyond the confines of his/her normal responsibilities, to freely and willingly carry out relevant tasks of the Kenya Red Cross Society with the ultimate aim of achieving the stipulated objectives of the Society. These tasks may be performed either regularly or occasionally, whenever the need arises.
- 3.3 A **Kenya Red Cross member** is a person who has formally agreed to the conditions of membership as required under the Kenya Red Cross Society's constitution or rules, and is usually entitled to elect representatives on governing bodies, and to stand for election.

3.4 A Kenya Red Cross Society volunteer may or may not be a member of the Kenya Red Cross Society.

3.5 A volunteer has the freedom to choose to become a member of the Society and a member of the society also has the freedom to become a volunteer.

SECTION 4

Article 4: Purpose and Scope of this Policy

This policy provides a framework within which volunteerism activities in Kenya Red Cross Society take place. The policy also gives guidance and direction to governance, management, staff, members, volunteers and other stakeholders of the Kenya Red Cross Society.

This policy applies to all volunteers in all programs and projects undertaken on or on behalf of the Society from time to time.

SECTION 5

Article 5: Duties, Rights and Responsibilities of Kenya Red Cross Society

- 5.1 Provide appropriate information to volunteers on the nature and condition of their voluntary assignment.
- 5.2 Provide safe, secure and healthy working conditions, in accordance with the nature of their voluntary activity.
- 5.3 Establish an effective volunteer management system.
- 5.4 Provide volunteers with appropriate training.
- 5.5 Provide volunteers with appropriate infrastructure for the discharge of their duties.
- 5.6 Responsibility to design appropriate volunteer programmes.
- 5.7 Recognize and motivate volunteers.
- 5.8 Subject to availability of funds, reimburse any expenses incurred by volunteers in the course of carrying out approved volunteering tasks, up to the reasonable limits previously agreed with the volunteer.
- 5.9 Ensure that an appropriate insurance policy is in place for volunteers, covering eventual risks of accident or illness directly related to the volunteer activity.
- 5.10 Right to recruit and terminate the services of volunteers
- 5.11 Right to assign tasks and to enforce the code of conduct.

Article 6: Rights and Responsibilities of Volunteers

- 6.1. Right to receive the necessary information, training, supervision, personal and technical support for the discharge of their duties.
- 6.2. Right to insurance against the risk of accidents and illness related to the volunteer activity.
- 6.3. Right to appropriate working tools and equipment.
- 6.4. Responsibility to behave in accordance with the Kenya Red Cross Society code of conduct.
- 6.5. To conduct themselves with integrity and honesty and to display a committed and positive attitude while performing their assigned tasks.
- 6.6. Responsibility to participate in any necessary training provided by the society.
- 6.7. Respect the rights, beliefs and opinions of beneficiaries.

SECTION 6

Article 7: Volunteer Recruitment

The Society shall recruit volunteers on a proactive basis, with the intent of broadening and expanding the volunteer involvement of the community. Kenya Red Cross Society will:

- 7.1. Actively seek to recruit volunteers irrespective of their race, ethnicity, sex, religious belief, disability or age.
- 7.2. Recruit volunteers for specific, explicitly described roles.
- 7.3. Recruit volunteers on the basis of their commitment and potential
- 7.4. Engage volunteers less than 18 years of age. Authorization by an appropriate approving authority who may be a guardian, parent or school as may be applicable, must however be obtained prior to engagement of all youth volunteers below this age.

Article 8: Relationship between Volunteers and Kenya Red Cross Society Employees

- 8.1. Volunteers and staff are considered to be partners in implementing the mission and programs of the society, with each having a complementary role to play. Each party must understand and respect the needs and abilities of the other.
- 8.2. Kenya Red Cross Society will ensure that employees at all levels are clear about the role and rights of our volunteers, and that good working relationships are fostered between employees and volunteers.
- 8.3. Appropriate training, support and resources will be provided for all those who work alongside volunteers and for those who have a managerial role in relation to volunteers.

Article 9: Involvement of Volunteers in Decision Making

Kenya Red Cross Society values the contribution of volunteers in decision making on matters related to their volunteer activity. In this regard, volunteer views and ideas will be sought, received, appreciated and considered.

Article 10: Representation of the Society

Prior approval must be obtained before a volunteer can commit or represent the society.

Article 11: Training and Development

The Kenya Red Cross Society recognizes volunteer training to be key in its development. In this regard, the society will develop and design appropriate training programs for volunteers, with a view to enable them meet their responsibilities towards the Society and for the specific task or role they were recruited to carry out.

The society will also seek to offer developmental opportunities for volunteers through exchange programmes, job opportunities and volunteer career opportunities among others.

Article 12: Sexual Harassment

Sexual harassment is strictly prohibited. Cases of sexual harassment will be dealt with as stipulated in the Society's code of conduct.

Article 13: Recognition, Motivation and Retention of Volunteers.

Kenya Red Cross Society will endeavour to recognize and motivate volunteers with a view to retaining them. This will be done in accordance with the Society's volunteer recognition and motivation scheme.

Article 14: Volunteer Reimbursements

Kenya Red Cross Society will ensure that a volunteer shall neither lose out nor gain financially as a result of his/her voluntary service to the Society. In regard to this, and subject to availability of funds, the Society shall reimburse an actual expense incurred by a volunteer. This expense shall, however, be considered reimbursable if:

- a) It is reasonably incurred in the course of performance of the National Society's activities.
- b) It is adequately supported by valid documentation.
- c) The activity is pre-authorized and there is a formal agreement between the Society and the volunteer to undertake the task.

Article 15: E- Volunteerism

The Society will as much as possible encourage e-volunteerism. All online volunteers will be expected to sign a formal agreement with the Society and they will be governed by this policy.

SECTION 7

Article 16: Review of the Policy

The National Council may review this Policy at any time as may be deemed necessary.