

**Serbian Association for Sexual and Reproductive Health and Rights**

**VOLUNTEERING POLICY/STRATEGY**

**AND ACCOMPANYING GUIDELINES**

2018-2023

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# Abbreviations:

IPPF – International Planned Parenthood Federation

SRH Serbia – Serbian Association for Sexual and Reproductive Health

MA – Member Association

HIV - Human Immunodeficiency Virus

AIDS - Acquired Immune Deficiency Syndrome

CSE – Comprehensive Sexual Education

# Guiding principles and values

**IPPF Vision**

1. All people are free to make choices about their sexuality and well-being, in a world free of discrimination.

**IPPF Mission**

1. Building on a proud history of 65 years of achievement, we commit to lead a locally owned, globally connected civil society movement that provides and enables services and champions sexual and reproductive health and rights for all, especially the under-served.

**IPPF Core Values**

1. We believe:

* in social inclusion with a demonstrated commitment to enable the rights of the most under-served to be realised
* in diversity, respecting all regardless of their age, gender, status, identity, sexual orientation or expression
* our passion and determination inspire others to have the courage to challenge and seek social justice for all
* in the significant contribution our volunteerism delivers across a range of roles and as activists inspiring the Federation to advance its mission
* in accountability as a cornerstone of trust which is demonstrated through high performance, ethical standards and transparency.

1. Volunteerism is central to IPPF’s ethos and millions of volunteers work with the Federation around the world.

**SRH Serbia Vision**

1. Our vision is to create a society in which all people have the economic means, social capital, and political power to make and exercise decisions about their own health, family, and future, free of discrimination.

**SRH Serbia Mission**

1. SRH Serbia works on building power of all people for fulfilling the fundamental human rights to reproductive health and rights, dignity and justice.We empower youth to lead the process of mobilizing our community, transform the cultural narrative and catalyze policy change.

**SRH Serbia Values**

1. We believe:

* **in human-centered perspective:**

SRH Serbia believes that population issues are not merely a matter of “numbers” but rather the value of each and every human being. SRH Serbia prioritizes the human-centered perspective in the promotion of sexual and reproductive health and rights.

* **in health, dignity, and justice:**

We believe in the principles of health, dignity, and justice and work that is community rooted, culturally responsive, and sex positive.

* **in responding to needs:**

SRH Serbia responds with speed and flexibility to the needs of individuals, and the society in order to protect sexual and reproductive health and rights. In doing so, it engages with the challenges of a constantly changing world.

* **in ensuring gender equality:**

SRH Serbia believes that ensuring gender equality and equity is imperative to the promotion of sexual and reproductive health and rights, world development and poverty reduction.

* **in being independent from politics, ideology and religion: page34image43487952**

SRH Serbia is an independent and non-political organisation and has no religious affiliation. Its beliefs and philosophy are centered firmly on the commitment to promoting sexual and reproductive health and rights for all.

* **in working in partnership:**

SRH Serbia works in equal partnership with non-governmental and government organizations, civil society and private sector organizations, international agencies and specialized institutions for advocating and promoting sexual and reproductive health and rights for everyone.

* **in attaining international goals:**

SRH Serbia is firmly committed to the goals and targets of the Program of Action adopted at the 1994 International Conference on Population and Development (ICPD) and the United Nations Sustainable Development Goals (SDGs).

1. The entire volunteering policy is based upon the principles overlaid in the vision, mission and values of both IPPF and SRH Serbia as its MA. Furthermore, principles guiding this policy rest on commitment to core democratic values, justice, transparency, innovation, knowledge, expertise and excellence, merit, integrated service delivery to underserved, enabling access to rights and building strong sustainable communities.
2. SRH Serbia believes in the values of voluntary activities as an important expression of civil rights and an essential component of a free and democratic society. In issuing this volunteer policy SRH Serbia wishes to:

* Formally acknowledge and support the role of volunteers in its work
* Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
* Encourage and enable, rather than restrict, the involvement of volunteers.

1. This volunteer policy and accompanying guidelines are intended for use by SRH Serbia’s paid staff and volunteers.

# Introduction

1. The SRH Serbia’s Volunteering Strategy and Policy additionally strengthens commitment to volunteers while recognising their particularly positive influence on organisation’s capacities and programmes.

**Definition**

1. Volunteer: A volunteer undertakes a service or activity without pay for the benefit of the community, the environment, and persons other than close relatives or those within the household.[[1]](#footnote-1)
2. Guiding Principles to Volunteering at IPPF[[2]](#footnote-2):

* A volunteer in IPPF shares and upholds the Federation’s mission, vision and values and offers his or her time, knowledge, skills, resources (financial, material, etc.) and experience free of charge to a Member Association and other levels of the Federation. Volunteers do so with the aim of making a difference to their community and improving the sexual and reproductive health, rights and well-being of the people the Association exists to serve.
* IPPF recognises volunteers as those involved at all levels of the Federation and in different capacities; including volunteers who are registered with MAs, those in governance roles and individuals participating in advisory roles, specific activities or events in support of the Federation.
* Most volunteers pay a nominal membership subscription to their Member Association which entitles them to participate in the democratic functioning of the organization. There are also volunteers who are willing to contribute their time and ideas without wishing to become a member formally. Elected member governing bodies provide leadership at all levels of the Federation in partnership with management.
* The amount of time volunteers invest in the work of IPPF will depend upon their interest, the role they undertake and the needs of the Member Association. Some people will volunteer every day, some will volunteer for a few hours a week and some will volunteer for one-off events and activities. Some volunteers will wish to contribute their efforts at the local community level for example as peer educators, clinic volunteers, trainers, administrative support, advocates or fundraising volunteers while others may wish to get elected to their governing body to influence policy-making and future programmes of work. Each volunteer, however, has a valued part to play no matter how big or small.
* As a volunteer-based organization, IPPF is committed to expanding and developing its volunteer base through engaging volunteers in a meaningful way. This volunteer engagement includes effective youth participation and promotion of a youth centered approach at all levels.
* Roles available to volunteers should provide a unique opportunity for them, besides learning about SRHR, the MA and IPPF, to learn about their community; to serve this community; to enlarge their social network; and to work for the fulfillment of SRHR for all. This includes working with target groups using the rights based approach.
* Volunteers play a vital role in engaging and mobilizing activists to generate greater public support for SRHR issues.

**SRH Serbia Volunteers**

1. SRH Serbia devotes special attention to creating a rather diverse pool of volunteers aiming at producing inclusive volunteer programme. Volunteer programme should replicate existing diversity in the society while not excluding merit as one of the main principles for volunteers recruitment. SRH Serbia pays particular attention to recognising positive changes, different perspectives, addition to team's cohesion diversity brings with it.
2. Diversity should be at the heart of volunteer involvement not a bolt on to normal practice.Nurturing the values of diversity, especially through the volunteering programme, SRH Serbia becomes more capable of understanding and responding to wider societal needs and needs of our local community. It also enhances awarenes within the organisation as a whole and brings more confidence in working on providing services to clients from diverse backgrounds.
3. SRH serbia also commits to involve individuals from refugee/migrant population in its volunteering programme – this being regionally unique aspect. Special attention will be devoted to creating volunteering work packages for abovementioned individuals so that responsibilities do not geopardize their already difficult situation. It will also aim at building their language capacities and develop special training sessions to accommodate their needs if organisational capacities allow. Therefore, this programme will attempt to interiorize an additionall integrative component using various strategies:

* Building relationships
* Understanding the importance of socio-economic status
* Embracing skill-based opportunities
* Recruiting from the base of clients using our services
* Partnering with different youth groups to engage their members
* Removing possible barriers
* Creating an inclusive organisational culture

1. Moreover, diversity should not be necessarily understood as an end results but rather as a process. Through this document SRH Serbia makes a sustained commitment to doing abovementioned. Finally, diversity also relates to diveristy of opportunity for volunteers, yet regarding that aspect, more is to come in the following pages.

# Recruitment and selection

1. Any young person 15-30 years of age, competent and responsible, committed to abovementioned values and principles able to devote its time and knowledge to achieving SRH Serbia’s mission and programs can be become a volunteer.

1. A volunteer has to be open-minded, sensitised, cooperative, professional, tolerant, motivated, value-driven, capable of both individual and team work and show readiness for working without being compensated.
2. SRH Serbia volunteer has to undergo an interview and optionally intra-organisational training sessions and programmes after the admission if assessed by the senior staff and therefore gain certain expertise in the relevant fields (i.e. HIV/AIDS, CSE, gender, anti-discrimination etc. while some of those programs being specifically designed to address the volunteer program needs).

**Before engaging in recruitment process:**

1. Before recruiting new volunteers, the organisation should be prepared, and the staff notified about the incoming process. To do so, a serious assessment should be made regarding organisational capacities which includes the analysis of scope of all resources which are seen as necessary for volunteers to carry out their responsibilities and tasks.
2. Such assessment has to account for various things beginning with the issues related to the rules of the programme management – available work space, available resources for volunteers’ expenses reimbursement or accommodation of volunteers’ needs regarding social insurance. Volunteer programme being integral part of SRH Serbia – volunteers should not become part of the programme unless there is a possibility within the organisation to determine part of the staff so that each of volunteers can have required and acceptable supervision and mentorship. Additionally, one of the staff must be appointed as a coordinator of the volunteer programme.
3. Moreover, before initiating recruitment process, a round of consultation should be held with the current staff. This would lead to preliminary identification of what are the organisational needs on basis of which volunteers will be afterwards chosen. Every employee should be a part of this process in order for a clear and precise model of volunteering programme to be developed.
4. As mentioned, volunteers should undergo training sessions on different topics depending on their needs and the assessment made by the senior staff so the resources for that should be ensured as well. Yet, introductory training sessions will be covered later.
5. It is necessary that all of the documents which will be covered and mentioned by this volunteering policy are prepared and set to be utilized including those covering norms of volunteers’ expected behaviour, their responsibilities and rights. This includes the administrative system which deals with volunteers to be existing and tested. It should incorporate tracking presence, expenses, personal information, achieved progress…)
6. Finally, before engaging in the process of volunteers recruitment, senior staff is responsible for making sure the atmosphere in the office is suitable for working with volunteers which implies the staff itself is equipped with knowledge and skills of working with youth.

**Recruitment process:**

1. As said, before commencing the recruitment process, the organisation, including staff, is supposed to be well-organised and prepared for working with volunteers. The recruitment is being done through different channels:

* Through the advertisements of call for volunteers
* Through communication with volunteers already in the programme
* Through advocacy conducted in schools
* Through other channels

1. Before the recruitment process, selection of tasks for volunteers should be set up in a most creative and precise way possible followed by the presentation of the same to the volunteers. Individuals responding to the call for volunteers should be present at the general informative meeting in order to be introduced with the very volunteering programme, their rights and responsibilities and additionally specificities they may be interested in.
2. If future volunteers remain interested after the abovementioned meeting, they are supposed to fill in the questionnaire which will be distributed to them upon their request. The questionnaire should allow future volunteers to leave their personal data (name, phone no., address…) data regarding level of education and skills, their interests, to state where and how they see themselves within the organisation, data in regard to their previous volunteering etc. (**Annex 2**)
3. The interviews with the candidates should only be held after securing following:

* List of possible tasks and explanations
* Questionnaire filled by potential volunteer
* Questions for the interview
* Information and material regarding organisation, its structure and programmes
* Other

**Interview:**

1. The key purpose of the interview is twofold. Firstly, It is supposed to investigate and show whether the candidate fulfils requirements and what is it that he can contribute with to do the organisation. Secondly it offers candidate an opportunity to assess its qualifications and ambitions in comparison to the volunteer’s job description. There are various aspects interview should discover about the candidate and additionally help SRH Serbia to devise a working package for a particular volunteer accounting for what/where is that the volunteer can contribute the most in combination with the assessment of its capacities.
2. The largest part of the interview should aim at:

* Looking into volunteers’ interests, capacities and capabilities. It should also answer to the question why is a particular individual motivated to volunteer and in what type of working environment this individual is prepared to invest most of its efforts.
* Clearly elaborating the purpose of volunteering at SRH Serbia and volunteering framework
* Providing candidate with information regarding what can and cannot be expected from volunteering programme, regarding commitments, work time, rewards and potentials for training and additional skills and knowledge acquirement.

1. Some of the questions that may be come into consideration for an interview:

* Have you familiarised yourself with the organisation mission, values, goals and activities?
* Why would you be interested in volunteering?
* What expectations do you have?
* What volunteering experience do you have if any?
* How much time you think you could devote to volunteering activities at SRH Serbia?
* Are there any limitations you are able to identify at the moment?
* Is there any working experience you could assess as useful for your future volunteering at SRH Serbia?
* Do you prefer working alone or in a group?
* Is there a type of person you could not imagine yourself working with?
* What is it that you think SRH Serbia could do to fulfil its organisational mission, preferably something not doing yet?

1. If the future volunteer still wishes to offer its volunteering services to the organisation after the entire above described recruitment process and the organisation decides to accept his/her services, an agreement between SRH Serbia and volunteer will be made. (**Annex 1**)

# Package of rights and responsibilities

1. Before a volunteer is to engage in activities within the organisation, SRH Serbia is responsible for informing him/her regarding rights she/he is entitled to and responsibilities and tasks he/she is supposed to carry out throughout the volunteering period.
2. SRH Serbia believes creation of individual volunteering packages of rights and responsibilities is an adequate mechanism for proper engagement within the organisation. Individual packages imply that individuals’ interests, motivation, desires, knowledge, capacity and possibilities will be taken into account following data collected through volunteers’ biographies, the data collected during the interviews and mentioned preliminary questionnaires and any other formal or informal statements of theirs. Additionally, since volunteers are expected to contribute to the fulfilment of the organisation’s mission, organisational capacities and needs will be taken into account as well.
3. In general, volunteers can be involved in almost all aspects of organisational activities. This involves work in programme department from programme planning to programme implementation and management not excluding new projects preparation and writing.
4. Within the project implementation segment, cornerstone of volunteering can be outreach work and due to diversity of projects SRH Serbia is implementing, volunteers can work with various marginalised groups – migrants/refugees, Roma, individuals with disabilities, women and girls, youth or other.
5. Furthermore, sustainable development becoming a vital issue for SRH Serbia, volunteers can opt to work within this topic, focusing on particular SDG depending on their expertise and aspirations.
6. Another department where volunteers can significantly contribute to is advocacy department where they can be responsible for implementation of the existing advocacy strategy but also contribute by sharing new ideas and proposing new conceptions – this being the most creative segment of volunteering.
7. Other possibilities include more focus on different administrative tasks or focusing on various researches carried out by the organisation.
8. It is expected from all volunteers to follow norms of professional behaviour at workplace. Although possessing necessary skills is essential, having an understanding of what constitutes professional behaviour helps volunteering to develop their own high standard of work habits which ultimately contributes future career success. Therefore, SRH Serbia developed Code of Conduct whose purpose is to underline professional ethic being at the core of social work SRH Serbia does. It sets forth these values, principles and standards to guide workers’ and volunteers’ conduct. The code is relevant to all involved in provision of services, regardless of their professional functions, the settings in which they work, or the population they serve. The volunteers are required to cooperate in its implementation, participate in SRH Serbia adjudication proceedings, and abide by any SRH Serbia disciplinary rulings or sanctions based on its.
9. In addition to this Code and what is set by this strategy, there are many other sources of information about ethical thinking that may be useful. Code staff and volunteers should consider ethical theory and principles generally, social work theory and research, laws, regulations, agency policies and other relevant codes of ethics recognising that among codes of ethics core staff and volunteers should consider the SRH Serbia Code of Conduct as their primary source.
10. Further, the SRH Serbia Code of Conduct does not specify which values, principles, and standards are most important and ought to outweigh others in instances when they conflict. Reasonable differences of opinion can and do exist among core staff and volunteers with respect to the ways in which values, ethical principles and standards should be rank ordered when they conflict.
11. Volunteers are entitled to an entire package of rights:

* To work in a healthy and safe environment
* To be interviewed and engaged in accordance with the principles of equal opportunity and anti-discrimination
* To be given accurate and truthful information about the organisation
* To be reimbursed for out of pocket expenses
* To be given a copy of the organisations volunteer policy and any other policy that affects their work
* Not to fill a position previously held by a paid worker
* To have a job description and agreed working hours
* To be provided with orientation to the organisation
* To have your confidential and personal information
* To be provided with sufficient training to do your job
* Volunteers should not be expected to undertake tasks that they are uncomfortable with, or are physically incapable of performing to an adequate standard
* Volunteers should be given tasks that match their personal goals, skills and motivation as far as possible within the organisation.
* Volunteers should understand the lines of supervision by the staff at the organisation. Formal supervision should exist, and this should provide volunteers with the opportunity to develop their skills.

1. The entity responsible for securing these rights to be implemented is SRH Serbia with an emphasis on designated staff of which more is to be said about in following sections.
2. Introductory training sessions will be provided to volunteers depending on their needs and the assessment made by the senior staff. They are supposed to equip a volunteer with skills and knowledge to fulfil their tasks effectively in regards to the organisational needs and volunteer’s preferences. The list of issues which can be covered by the training sessions is exhaustive and depends on the current organisational capacities, programmes being implemented and staff availability.

# Mentoring process and volunteering programme coordinator

1. Mentoring is playing a key role in the support structure of volunteering within SRH Serbia and there are several reasons why mentorship plays one of the most significant role in the volunteering programme.

1. Mentoring activities include:

* Facilitating the communication between him/her and the organisation in case of misunderstandings and conflicts
* Stimulating reflections about aims s/he would like to accomplish and about his/her learning progress and outcomes.
* Helping volunteers to better understand their role, responsibilities, rights and best practices and leading them through the volunteering path in order to successfully achieve
* Introducing volunteers with all the concepts they were unfamiliar with beforehand especially those important for the tasks they opted for at the beginning and open opportunities for a learning process to become a leading dimension of their volunteering programme
* Providing support on a personal level for all duration of the service
* Implementing monitoring and evaluation process and measure volunteer’s progress as well as carrying out self-evaluation process so to be capable of further advancing different aspects of volunteering programme and individual volunteering packages

1. A mentor is somebody who has the capacity to lead the process and fulfil the above described requirements.
2. To do so there are several prerequisites. A mentor has to have good knowledge of organisation’s daily level functioning and has to be well informed of all programmes emphasising particulars levels of organisational functioning for which individual volunteer opted for at the beginning. The mentor has to be capable to create learning opportunities for a volunteer and to lead the volunteering process during its entire duration.
3. Certain personal skills (although impossible to enlist all of them here) are indispensable in order to form and sustain normal and to mutual benefit relationship between mentor and volunteers. This means among others that mentor should be a good listener, open-minded, reliable and flexible enough to adjust according to the volunteer’s needs and before all motivated and interested in supporting learning of a young person.
4. However, mentor should possess certain coaching and counselling skills while experience in mentorship is highly appreciated. (S)he should have the ability in using variety of techniques, be skilled in giving and receiving feedback and be capable of encouraging and facilitating non-formal learning. The ability in setting boundaries and addressing problems or challenges in a constructive way is also an advantage.
5. The volunteering programme coordinator is the main figure within the volunteering programme and the one responsible for all the activities undertaken and volunteers’ accessing their rights.
6. She/he is in charge of scheduling volunteers’ meetings as well as preparing the agenda for these meetings although volunteers and mentors are more than welcomed to suggest a meeting or any amendments to the agenda.
7. The mentors are supposed to inform coordinator about the volunteers’ progress on a frequent basis but also put in front of him/her any information they perceive as important regarding any issues. To avoid excessive formalities – no precise list of issues which must be presented to coordinator is available but it depends on mentors’ decision or coordinator’s inquiry.
8. The coordinator is obliged to keep track of all information he/she finds relevant for the volunteering programme, yet only so that she/he could be in a position to further convey the information to different organisational bodies or interested individuals within the organisation.
9. Furthermore, the volunteering programme coordinator acts as a focal point of decisions regarding additional volunteers recruitment and makes assessment of the SRH Serbia’s programmes needs regarding volunteers. While making these decisions, special attention should be dedicated to not creating non-sustainable network of volunteers.

# Volunteering handbook

1. The volunteering handbook should serve the purposes of a manual for volunteers. It is a resource which serves to inform, educate and support volunteers but also help the organisation by explaining different volunteering rules as well as set out tasks or expectations. It should also train volunteers in a certain way so that everyone starts off with the same knowledge.
2. Its role is in reducing additional organisational resources and capacities involved in volunteer recruitment and onboarding.
3. It provides a consistent resource that staff, volunteers and even donors can reference. Although susceptible to changes, there are certain chapters handbook should always consist of:

* Welcome letter
* Organisation’s mission, values and vision
* Organogram
* Roles, rights and responsibilities of volunteers in general
* Code of conduct
* Reimbursement guidelines

1. The volunteering handbook must be updated in a timely manner to properly follow all organisational and other changes if needed.

# Volunteers meetings

1. As mentioned in the section covering volunteering programme coordinator responsibilities, the volunteering meetings are supposed to be organised whenever coordinator evaluates the meeting is necessary or could be beneficial.
2. The meeting should serve as a platform for different issues. Firstly, mentors are supposed to inform the coordinator of progress their volunteers achieved in the previous period and compare it with their expectations and individual programmes they previously produced.
3. They should also mention all concerns or issues they are facing while implementing individual volunteering packages but being careful not to do it in front of volunteers if the situation requires discretion or would make volunteers feeling uncomfortable.
4. Secondly, volunteers should have a say on all concerns, problems and other issues they want to speak of.
5. Additionally, coordinator should motivate them to speak about any disputes they have with anyone from the organisation including both other volunteers, mentors or staff. The coordinator should offer them to make an anonymous report or ask a meeting with coordinator.
6. However, should they have any complaints regarding coordinator’s work or behaviour, they should speak to executive director and coordinator is obliged to inform and remind them of that possibility.
7. Everything else regarding volunteering programme should find its way on the agenda and anyone participating on these meetings can make amendments to agenda suggested by the coordinator. Additionally, the meetings should always be designed so that room is left for volunteers to put forward any ideas and initiatives regarding any volunteering programme improvement.
8. To remain true to the essence of punctuality throughout the volunteer meeting, follow these crucial steps:

* Define the goal and purpose of the meeting beforehand to remove any elements of ambiguity and uncertainty. It saves a lot of time if people know why they are attending the meeting and what do social objective do they need to accomplish.
* Plan the agenda for the meeting according to a scheduled timeframe. A rough estimate on how much time are you going to devote for introductions, discussion of the issues, delving on the insights etc, is necessary to avoid diversions.
* Use collaborative techniques to ensure maximum attendance also helps to reduce time-wastage. If people are able to attend these meetings through Skype sessions, then the concern of everyone reaching the meeting on time is minimized.
* Do not review the minutes of the meetings for latecomers. It just lengthens the time-duration and could lead to few crucial points not being discussed.
* Ensuring the closure of action items of every plan listed on the agenda is an important requisite. Only when the complete course of action is decided for one element of the plan should the discussion move on the next. This saves time because one needn’t revisit the previously discussed topics.
* Keep a written record of what had been planned and how the meeting actually moved. This will give coordinator an idea of how effectively did he/she conduct the volunteer meeting.

# Volunteers rewards and assessment

1. The organisation (mentors and coordinator) should as mentioned follow the progress of volunteers.
2. Through carried out volunteers’ work assessments, SRH Serbia can evaluate the usefulness and effectiveness of the entire volunteering programme, learn how to better utilize the programme in future and how it contributes to the organisation’s mission fulfilment. This also affects a volunteer having an impression that what (s)he does is important and that his/hers work is being noticed and appreciated.
3. The assessment documentation is highly confidential and only mentors and coordinator as well as senior staff should have access to it. On the basis of this assessment documentation, a confirmation of volunteering can be produced as well as possible reference/recommendation letters.
4. Assessment includes self-assessment and mentor’s assessment.
5. Self-assessment is important because it enhances capacity-building, provides directions for training and helps volunteers, mentors and volunteering programme coordinator finding and developing individual model of volunteering which fits best into volunteer’s capabilities and interests.
6. Mentor’s assessment, however, aims at measuring volunteers’ impact and improvement over time. A rather valuable document for these assessments is the Volunteering Impact Assessment Toolkit (3rd edition) available online. All mentors are highly encouraged to follow the guidelines of the toolkit when creating assessments.
7. The volunteering programme coordinator and mentors (not excluding other staff) are responsible for creating an atmosphere in which volunteers can feel their work is appreciated. The volunteering itself should be highly appreciated by everyone in the organisation as well as the time volunteers are dedicating to fulfilling the tasks given. The fair relationship between the staff and volunteers should be established where the time volunteers are dedicating should be appreciated and rewarded. There are various ways how volunteers can be rewarded for their actions and contribution – some of them stated here being some of the most creative ones:

* Send thank-you note
* Allow them to participate in meetings where important decisions are being made
* Put them in charge of certain activities
* Ensure free of charge training sessions
* Allow them to rearrange their work place
* Organise group activities (lunches, day trips, small parties…)
* Give them items with organisational logo on them
* Celebrate their birthdays
* Mention their contribution on staff meetings and emphasise good initiatives they had

# Reimbursement, expenses, payments and volunteers travel[[3]](#footnote-3)

**Payments**

1. Normally any services provided to an association by its volunteer members should be free. However, on an exceptional and occasional basis, if ordinary volunteers render specialized professional services then an appropriate payment may be made.
2. Examples of such payments are:

* occasional sessional clinic fees for providing services
* one-off fees for preparing and delivering a lecture
* one-off fees for preparing or editing educational or information material.

**Expenses**

1. Expenses are refunds of amounts a volunteer has needed to meet personally or which have been met on his or her behalf, in order to carry out his or her duties within or on behalf of the Member Association. Claims for expenses have to be supported by bills or receipts from third parties. However, to avoid unnecessary administration a per diem may be paid or part of the individual’s travel costs paid directly to the supplier and the remainder covered by a per diem. The aim should be to ensure that out-of-pocket expenses are met and that there is no element of profit.

**Loans**

1. Loans shall not be made to ordinary volunteer members from Member Association funds.

**Accounting**

1. It shall be the responsibility of the Executive Directors of Member Associations to:

* devise suitable systems and procedures to meet the general criteria set out above
* ensure that the nature and amounts of all payments and refunds of expenses to non-trustee volunteers are identified clearly in the relevant accounting records.

**Travel**

1. Travel by SRH Serbia volunteers while on SRH Serbia business shall be by the most appropriate means.
2. Value for money shall always be sought, in consideration of:
   * The nature of the work to be undertaken;
   * The timing and duration of the trip; and
   * The means of travel and standard of services.
3. Requests for travel should always indicate the specific purpose and intended results of the trip to be undertaken.
4. Concerning the class of travel:

* Individuals, who make journeys on IPPF business where a flight is 10 hours or more, are entitled to travel in premium economy. In the event of premium economy not being available, economy class will be used;
* In cases where a flight is less than 10 hours, economy class will be used;
* Individuals who fly 10 hours or more, whether in economy or premium economy, may, if they wish, add an additional day to their travel to recover from their journey. SRH Serbia will bear the hotel costs for the additional day;
* Individuals who suffer a physical disability that results in a medical requirement to travel business class shall submit medical certificates to support this. Business class travel in these cases will need approval by the volunteering programme coordinator and executive director
* If an individual decides to upgrade his/her class of travel, he/she can receive the cost of the ticket as calculated by SRH Serbia and use this to buy his/her own ticket in a different class or with a different carrier;

1. SRH Serbia will pay for single occupancy in a hotel of a comfortable but not luxurious standard on an actual basis. Meals and other trip expenses will be covered by payment of daily allowances in accordance with IPPF travel procedures.

# Losing volunteer status

1. A volunteer has a right to leave the organisation as same as SRH Serbia has a right to terminate his/her volunteer status. It is a duty of the volunteering programme coordinator to do a final conversation with the volunteer.
2. However, unless a flagrant violation of terms set in this handbook happens, the coordinator should organise a meeting with the volunteer first if a certain conflict occurs, volunteer ceases to provide valuable input, perform its tasks or contribute to the organisation in any form. Some of the questions to be asked are:

* Do you feel comfortable in volunteer role or is there something you wish to change?
* Are you well equipped for the volunteering?
* Are you investing more/less time in the organisation than you would want?
* Is there any personal issue affecting work performance?

1. This list is certainly non-exhaustive, yet coordinator should not pressurise volunteer with questions. Afterwards, coordinator should inform the volunteer about the consequences of such conduct, revisit the boundaries and norms of behaviour and remind the volunteer regarding possibility of losing volunteer status.
2. If the misbehaviour continues and certain unprofessional practices repeat it is coordinator’s obligation to inform a volunteer of lack of cooperation’s perspective and terminate volunteering status. Despite the difficulties it is coordinator’s obligation to remain polite and thank the volunteer on the cooperation and inputs she/he provided. Everyone should be notified regarding termination volunteering status.

# Annex 1

# Volunteering Agreement

This volunteer agreement made on (*Date)* between the parties SRH Serbia and Volunteer (*Volunteer* *Name)*. The Volunteer is willing to donate their time and services to the organization listed above, in turn the organization is willing to accept such time and service by the Volunteer.

In consideration of the above, the parties hereby agree to the following terms and conditions.

**I Organisation**

We, SRH Serbia confirm to accept *(Volunteer Name)* services starting from *(date)* and oblige to:

* + 1. Ensure volunteer accessing appropriate information, training and help so that he/she could accept agreed responsibilities
    2. Ensure volunteer mentor’s help and feedback on her/his performance
    3. Respect skills, knowledge, dignity and individual volunteer’s needs and requirements and to our best adjust to such needs and requirements
    4. Be open to all volunteer’s suggestions and comments regarding better mutual performance in relation to volunteer’s tasks and responsibilities
    5. Treat volunteer equally and fairly

**II Volunteer**

I, (*Volunteer name*) agree with working as a volunteer and oblige to:

1. Fulfil my volunteering tasks and responsibilities best I can
2. Agree with IPPF and SRH Serbia vision, mission and values and Code of Conduct
3. Not disclosing any obtained information related to organisation or its staff
4. Comply with agreed timetables and tasks or timely notify his/her mentor if not able to do so
5. The fact that the services provided will be a donation and under no circumstances will expect wages, salary.

Because the Volunteer is not an active employee, they may terminate this volunteer agreement at any time for any reason they deem necessary The Organization may decline to accept the Volunteers time and may terminate this agreement without prior notification.

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Volunteer Volunteering Programme Coordinator

# Annex 2

# Volunteer Questionnaire

|  |  |  |  |
| --- | --- | --- | --- |
| First name: | | | Last name: |
| Date of birth: | | | Address: |
| E-mail: | | | Personal number: |
| Phone: | | | Date: |
| Education | 1.Highschool 3.Bachelor's 4.Master's 5.PhD | | |
| Additional education or skills |  | | |
| Occupation/Company? |  | | |
| Hobbies and interests: |  | | |
| Why do you wish to volunteer? |  | | |
| Are there any specific organisational areas you would like to volunteer in? |  | | |
| Time availability |  | | |
| Have you ever volunteered? |  | If yes, where? | |
| How have you came to know about SRH Serbia? |  | | |

1. ILO Manual on the measurement of volunteer work 2011 [↑](#footnote-ref-1)
2. IPPF Policy Handbook [↑](#footnote-ref-2)
3. Adjusted from IPPF Policy Handbook [↑](#footnote-ref-3)