

Oromiyaa Development Association Volunteer Policy

1. Introduction

The purpose of this policy is to clearly document the role of volunteers within ODA and how they can expect to be treated. It provides cohesion and consistency for all ODA volunteer programmes, articulating how all elements of the organization will support the volunteer.

This policy enables volunteers to know where they stand. It offers them some security, in that they know how they can expect to be treated, and where they can turn to if they feel that things are going wrong. It also helps ensure that ODA staff and Executive Management fully understand why volunteers are involved, and what role they have within the organization.

Volunteering has been prevalent within the Oromiyaa Regional State for many years and is considered unique because it helps to build active citizens and meets the community needs in an appropriate and cost efficient manner. Volunteer activities are not always recorded or properly accounted. Successful examples of national volunteering initiatives include idirs and elders providing conflict resolution support. Volunteers can have a positive impact because they and the community members have an increased sense of ownership in the development agenda, through involvement in development decision-making, influencing change and delivering programmes. It can be seen as a highly relevant and sustainable approach to development, as it focuses on local people 'doing development' for themselves and effectively utilizing local knowledge, skills and potential.

2 Overall Volunteer Policy

ODA is a members and volunteers based nongovernmental organization who believes that the active participation of the community is paramount in achieving its' strategic goals. ODA therefore, accepts and encourages the involvement of volunteers at all levels and within appropriate programs and activities. ODA will be pro-active in recruiting volunteers both nationally and internationally where their skills and experience can make a positive impact in the achievement of ODA's vision and mission. All ODA management and staff members encourage the creation of meaningful and productive roles in which volunteers can make a positive difference in Oromiyaa Regional State.

3 Importance of Volunteering

Volunteers are committed and highly engaged individuals who share their skills and knowledge within a defined period of time for the benefit of others. ODA believes that volunteers are important for the following reasons:

- Enables the organization to learn from the community, really understanding their values and traditions,
- Provides the organization with learning opportunities from national and international volunteers with various professional skills and experiences, thus improving ODA's and the region's capacity,
- Provides opportunities for participation and enables all citizens to be actively involved in their local development activities,
- Fully utilizes local potential,
- Provides exemplary role models of people serving their communities for future generations
- Enables the effective utilization of the reserved knowledge, skills and labour of different society groups which could otherwise be wasted,
- Supports the development of responsible citizens who gain positive reputations within their community.

Volunteers are not considered as cheap labor to replace permanent positions. They are valued for the diverse skills, knowledge and thinking which they can contribute to the organization.

4 ODA and Volunteering

ODA has a long tradition of community self help and volunteering. ODA believes that people working together out of community responsibility and shared commitment is a powerful force that can make a major contribution to reducing poverty and promoting development.

There are three broad reasons why we employ volunteers:

1. To help build Active/Learning Citizens who are socially responsible

Where volunteers are actively engaged in their own communities, they develop a real stake in decisions that affect the well-being of that society. Volunteers increase their understanding of the issues that affect service delivery in their communities, making them more powerful advocates for change. By volunteering to address some of these issues they are able to be directly involved in creating that change.

2. To meet community needs in an appropriate and cost effective way

Community based volunteers have influence and access which enables ODA projects to be have maximum impact for our beneficiaries . Work done on a voluntary basis enables societies to achieve critical objectives that they could simply not afford otherwise. Rather than substituting for public services, ODA implements volunteering initiatives that complement and support them.

3. To contribute towards the development effort

ODA uses volunteers to support the delivery of clear development objectives, utilizing the diverse range of skills and knowledge to complement its permanent workforce. Volunteers act as role models within the community and perform their duties effectively and efficiently to achieve agreed objectives. They promote the essence of volunteerism and are highly committed change agents.

5 Purpose and Scope of the Volunteer Policy

The purpose of this policy is to provide overall guidance and direction to ODA employees and volunteers who are engaged in any aspect of volunteer management. This policy is intended for internal management guidance only and does not constitute, either implicitly or explicitly, a binding contract or personal agreement. ODA reserves the right to change any part of this policy at any time and will fully communicate any changes to all employees and volunteers. All volunteers and employees are expected to fully comply with this policy.

Any areas not specifically covered by this policy will be determined by the Executive Management Team.

Unless specifically stated, this policy applies to all volunteers whether international or national who are involved in any program, project or activity undertaken on behalf of ODA.

6 Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to ODA and shall be provided with the following rights:

- To be provided with meaningful assignments,
- To be treated as equal with all co-workers,
- To receive effective supervision,
- To be allowed to fully participate and be involved,
- To receive appropriate recognition for all work completed.

In return, volunteers agree to actively perform their duties to the best of their abilities, to remain loyal and committed to the achievement of ODA's strategic goals and to comply with this and all appropriate ODA policies.

7 Definition of a Volunteer

ODA defines volunteering as an activity that:

- Is undertaken for the benefit of the wider community beyond the volunteers immediate family and friends,
- Is undertaken by choice or free will,
- Based on own initiative and moral obligation,
- Is not motivated by financial gain (although there may be payments made to facilitate involvement in special events or activities),
- Those taking part see themselves as volunteers, humanitarian actors and change agents,
- Social, spiritual and indebtedness to those who need others' support.

Volunteers can operate in a number of different roles, all which provide invaluable support to the community, namely: Community Level part time volunteers; Full time volunteers, specific full time placements and part time volunteers working on a specific cause. For example, volunteers range from Members of Parliament to University Students to elected committee members.

ODA recognizes the advantage of balancing sex, age and backgrounds of volunteers in order to benefit from a range of skills and experience. ODA encourages anyone to volunteer and has an open policy on age and sex.

A volunteer must be officially accepted and enrolled by a representative of ODA before they begin operating in role. Unless specifically stated, volunteers shall not be considered as employees of ODA.

8 Employees as Volunteers

ODA accepts the services of staff as volunteers, provided that the voluntary service is provided without any coercive nature; involves work which is outside the normal scope of their duties; is provided outside normal working hours and does not negatively impact on their normal role and duties.

Family members of ODA employees are allowed to work as volunteers within ODA. However, they will not be placed under the direct supervision or within the same department

as their family member. This will ensure that there are no conflicts of interest between the family members and the ODA employee.

9 Types of Volunteers

Volunteers can be full part or part time and can work for the organization for variable periods of time, for example, interns are also considered to be volunteers. They can provide their services directly in person or can share their skills and knowledge remotely, all supporting the organization in achieving their organizational vision and objectives.

10 The Role of Volunteers within ODA

The contribution from volunteers is fundamental to enabling ODA to achieve its' vision, mission and strategic objectives. ODA acknowledges the breadth of experiences, skills and knowledge which can be gained from using a cross section of the community as volunteers; hence they are used throughout the entire organization at different levels.

Within ODA, volunteers are used within all programme areas, namely, health, education, environment, secure livelihoods and resource mobilization and membership recruitment. They will serve at all levels throughout the organization and as appropriate, will be involved in decision making.

Upon appointment, all volunteers will have a placement description which clearly articulates their specific objectives and their contribution towards ODA's mission and goals. These placement descriptions will vary between role and specific project, however, the table below provides some examples of volunteer roles within ODA and their contribution:

| Role /Types of Volunteers | Contribution |
|--|---|
| Board Members/Members of Parliament | <ul style="list-style-type: none"> • Provide organization policy direction and make decisions, • Provide external insight and ensure alignment of organizational goals to the community, region and government needs, • Inject new thinking and ideas , • Communicate with key stakeholders, • Have accountability and legal obligations, • Evaluate and over see the progress. |
| University Officials, professors, teachers and | <ul style="list-style-type: none"> • Resource mobilization, both physical and intellectually, |

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|--|--|
| Students | <ul style="list-style-type: none"> • Research and Development input, • Inject new thinking and provide support for organizational development, • Communication with community members and stakeholders. |
| Primary and High School Students | <ul style="list-style-type: none"> • Resource mobilization, both physical and intellectually, • Inject new thinking and provide support for organizational development, • Communication with community members and stakeholders. |
| Business Men/Women | <ul style="list-style-type: none"> • Provision of skills, knowledge and resources • Professional contribution when required for key issues |
| Zonal level leaders, merchants and influential community members | <ul style="list-style-type: none"> • Resource mobilization at community level, • Communication with community and stakeholders, • Implement directives and assignments from higher authorities, • Monitor and reporting within agreed deadlines |
| Aanaa Level Leaders and influential community members | <ul style="list-style-type: none"> • Resource mobilization, • Communication with members and community members, • Provision of information about community needs and possible solutions, • Leadership, direction and ongoing management of ODA projects/activities, • Ongoing responsibility for project/service delivery and sustainability, • Recruitment of new members, • Monitor and reporting within agreed deadlines, • Manage all financial resources which are effectively mobilized. |
| Gandaa /Basic Association level volunteers | <ul style="list-style-type: none"> • Delivery of project activities and achievement of agreed objectives, • Identification of community needs and propose |

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|-------------------|--|
| | <p>solutions which are appropriate and fit for purpose,</p> <ul style="list-style-type: none"> • Participation in training courses, • Attendance at organizational meetings, • Good record keeping and regular monitoring and evaluation, • Advocacy, • Safeguard ODA assets. |
| Community Members | <ul style="list-style-type: none"> • Support towards the achievement of project and organizational goals, • Identification of community needs and proposal of solutions |
| Diaspora | <ul style="list-style-type: none"> • Provision of skills and expertise to support the achievement of ODA's strategic goals. |

11 Volunteer Recruitment

Once the placement description has been agreed, a selection criterion is defined for all roles, based on the project objectives and the required behaviors. Generally, the criteria will be determined with the key community members after being fully briefed on ODA requirements. Once the selection criterion has been agreed, the community body will take the responsibility to select appropriate volunteers. If required, the community body will formally interview the selected candidates.

For volunteers who are working within the Head Office, the recruitment process (including the selection criteria and interview process) will be handled by the Chief Corporate Development Manager.

12 Volunteer Appointment

Appointments will be agreed by the community representatives and the relevant ODA permanent member of staff and will be communicated to the Head Office. Upon successful appointment, a volunteer will sign a tri-partite agreement which is agreed by the volunteer, ODA and the appropriate community representative. This will specify the volunteer's role, placement location and duration of service. In addition, the volunteer will be issued with an ODA identification card and will be expected to complete a personal profile (Appendix A).

The signing of the tri-partite agreement will serve as the volunteer's acceptance for the role.

13 Alignment with ODA Values

Whilst performing their ODA duties, all volunteers are expected to act in accordance with the organizational values. They are ambassadors for ODA and are the physical representation of the Association. As such, they will display the following behaviors:

- Commitment,
- Responsibility,
- Humanity,
- High levels of motivation
- Share their skills freely
- Learn from others
- Excellent communication skills
- Highly developed interpersonal skills

It is within ODA's remit to dismiss any volunteer who does not act in line with the organizational values or the above behaviors.

14 Volunteer Training and Development

All volunteers will attend an orientation course which covers:

- Organizational vision, mission and objectives,
- Volunteer placement description and role,
- Project information, e.g. background, objectives, activities, etc...
- As required, skills or knowledge training.

The duration and location of the induction training will be determined by the role requirements, travelling distance and time away from the home. Attendance at the training will not disadvantage the volunteers or create a burden.

The volunteers will receive ongoing support and supervision from community members and a named ODA representative. In addition, refresher training will be provided to maintain the volunteers' skills and knowledge. This support may be supplemented by attendance at training courses, conferences and ODA meetings.

15 Expenses

Volunteers will not face any financial detriment through carrying out activities on behalf of ODA. Specifically, ODA will pay/provide:

- Travel expenses for attendance at any ODA meetings, training courses or field trips,

- Daily per diem (in line with the HRD policy) for any attendance at ODA meetings, courses or field trips which are longer than one day and/or require the volunteer to purchase meals and accommodation,
- Resources required to perform in role, for example, register book,
- Medical benefits (as outlined in the HRD Manual) if the volunteer is involved in an accident whilst carrying out ODA duties.

Any other relevant expenses will be considered by the ODA named supervisor but will only be paid if in line with the HRD policy and availability of budget. The Executive Director and the Executive Management Team can agree to pay additional expenses to volunteers when they are carrying out specific duties which are critical to the achievement of the organization's goals.

16 Volunteer Supervision

Upon appointment, all volunteers will be assigned a supervisor or named contact who is a permanent member of ODA staff. All volunteers will receive from their supervisor/named contact:

- Updates about ODA performance
- Technical and management support
- Regular supervisory meetings.

All field/project based volunteers will also receive support from a local community member. This relationship will be developed by the ODA representative so that the volunteer can access day to day support.

If the volunteer faces a problem or wishes to raise an issue, their first point of contact is the community member. If this does not meet their needs, the volunteer should contact their ODA representative. In the final event, the volunteer has the right to contact the Chief Corporate Development Manager to request help and support.

The Chief Corporate Development Manager has overall responsibility and accountability for volunteer management policies and practices.

ODA will carry out at least annual reviews of the volunteer's performance to be able to recognize those volunteers who are making a positive impact and/or using innovative methods to solve community problems. This review will also provide the volunteer with development opportunities.

17 Volunteers' Grievance & Disciplinary Policy

At all times the volunteer must abide by Ethiopian laws and behave in line with ODA values (as detailed in the placement description). As ODA volunteers they should represent the organization and themselves in a good and professional manner at all times.

In the event that the volunteer breaks an Ethiopian law, for example, by stealing money or assets, ODA will commence legal action and immediately dismiss the volunteer from their duties. If the volunteer's behavior or work does not meet the required standard or the volunteer brings ODA into any type of disrepute, ODA will work with the community to take the appropriate action. In all instances, the volunteer will be dismissed from their ODA duties.

18 Volunteers and Confidentiality

The volunteer is expected to treat ODA company information as privileged material and should not seek to earn money from the use of this information. Given the strong relationships which can develop between volunteer and community members, the volunteer is expected to maintain personal information confidential. Only with the express permission of the individual can the volunteer use this personal information. Failure to maintain company or personal confidentiality will result in the volunteer being dismissed and appropriate community based action being taken.

19 Volunteers and Reward & Recognition

ODA will use a variety of non financial incentives to motivate, reward and retain volunteers. ODA appreciates the hard work and commitment displayed by the volunteers and will recognize them accordingly.