

Strong Castle Outreach

Volunteer Agreement Policy

Volunteer Job Description / Agreement Policy

We are searching for a reliable and trustworthy volunteer to join our organization family. The volunteer's responsibilities include completing tasks assigned by the supervisor, upholding the organization's values, and maintaining a high degree of professionalism with all clients. You should arrive on time, follow instructions, and improve the overall operations of the organization.

To be successful as a volunteer, you should demonstrate active listening and problem-solving skills. Outstanding volunteers should be diligent, meticulous, and take pride in their work.

Volunteer Responsibilities:

- Understanding your role and responsibilities as well as the rules and safety regulations of the organization as a volunteer.
- Completing the relevant training and asking questions if you are uncertain about anything.
- Completing all duties assigned by the supervisor and reporting any issues immediately.
- Observing the rules and safety regulations of the organization while carrying out tasks.
- Arriving on time for duty and remaining professional in your interactions with all stakeholders.
- Making recommendations for improvement where feasible and appropriate.
- Delivering presentations or reports if necessary.
- Communicating with the supervisor or relevant stakeholders when you are running late or unable to fulfill your duties.

Volunteer Requirements:

- Completion of relevant training might be required.
- A willingness to learn and work as part of a team.
- A high degree of professionalism and the ability to follow instructions.
- Respect and diligence.
- Good time management and reliable transport.
- A personable manner.

Code of Conduct

The Code of Conduct aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to always uphold the Code of Conduct when carrying out their duties and interactions.

Expectations for Volunteers

- Volunteers are always expected to:
- BE RESPONSIBLE
- BE RESPECTFUL
- BE PRESENT
- BE DISCERNING
- Carry out the duties responsibly, safely and in a competent manner. The primary responsibility is to provide care and service for the well-being of all visitors without being judgmental or biased.
- Avoid providing information to the visitors that are misrepresented or falsified. Inform the Volunteer Engagement Executive or Project Director in-charge to follow up with professional advice.
- Respect the event visitors and honor their integrity without prejudice to their economic status, abilities, race and customs, cultural and religious needs.
- Attend to the duties diligently; otherwise inform the Volunteer Engagement Executive or the SCO (Strong Castle Outreach) staff in-charge of the volunteering activity as early as possible.
- Behave in the most appropriate or desirable manner during the duties that will not create liability or bring into disrepute to (SCO).
- Avoid engaging in activities or actions that will bring any harm (physical or mental) to another person or property.
- Exercise judgement in extending help, especially in monetary terms, beyond the scope of duties, or seek/accept rewards, benefits, or gifts without authorization.

Protection of Confidential Information

All information confidential to (SCO) - Strong Castle Outreach, especially personal data of the visitors and families MUST NOT be disclosed or used for any other purposes except as reasonably necessary to enable the volunteer to fulfil his//her voluntary responsibilities with (SCO). It is advisable to check with the Volunteer Engagement Executive, Project Director in-charge or the Data Protection Officer if there are any queries or doubts.

Photographs and videos are considered personal data of the person photographed or filmed. If the volunteer would like to take photographs or videos with the visitor(s) or family member(s), consent is required to be sought from them on a private and personal arrangement. However, volunteers should avoid asking those who have already been identified as not wanting to be photographed or filmed.

The volunteer must destroy all copies of the name list and any documents comprising personal data of the visitors and families, and all other confidential information of (SCO) immediately after the attendance name list is returned to (SCO) and the purpose of retaining the information is no longer necessary to fulfil the voluntary role and duties.

Conflict of Interest

Volunteers are expected not to:

Assume roles in other organizations, having other personal commitments, or be in any situation that will give rise to conflict of interest during their period of voluntary role or duties with SCO.

Use or allow others to use (SCO's) name, property, resources, information, or funds for any purpose other than that required or authorized for the voluntary duties.

Act as a spokesperson for (SCO) unless prior permission or authority has been given.

Do's AND Don'ts

DO's

- Be aware that you are representing (SCO) and understand the mission and core values of the organization.
- Be punctual for your voluntary duties.
- Lead by example and be good role models for the visitors.
- Be mindful of visitors who are overly friendly or attention-seeking.
- Maintain appropriate behavior and prevent having any physical contact with the visitors.
- Dress modestly and appropriately – no clothes which are skimpy, revealing, offensive, etc.
- Maintain confidentiality and respect the privacy and dignity of the visitors and families.
- Respect the feelings of the visitors and families.
- Use plenty of encouragement and praise.
- Consult (SCO) staff when in doubt.
- Give compliments or feedback to (SCO) staff on positive or adverse encounters during the duration of the voluntary duties.
- Report immediately to (SCO) staff when you hear of any information from the visitor(s) that is of potential threat or harm to self-and/or others.

DON'T's

- Proselytize, i.e., preaching or attempting to convert people to another religion.
- Solicit sales or promotion of services of any kind.
- Take over the role of the parent or caregiver.
- Create dependency or overprotect the visitor by stepping in to take over tasks which he/she can complete if given time to do so.

- Make empty promises or give any form of monetary or material reward to the visitors or families without first consulting (SCO) staff.
- Bring or drink alcohol, or smoke in the presence of the visitors or during the duration of the voluntary duties.
- Verbally, emotionally, or physically abuse the visitor(s), especially using profanities or derogatory remarks.
- Provide food to the beneficiary without first consulting (SCO) staff to find out about their allergies.
- Upload the visitor's photograph to an online platform, including website, blog, or any form of social media.
- Share information on the visitor(s) and families with others