

Initiative for Social Action Foundation (INSAN)

Volunteer Policy

1.0 Introduction

1.1 Statement of intent

The aim of this policy is to define good volunteering practice for use throughout Initiative for Social Action Foundation (INSAN) engagement with volunteers and to provide guidelines to staff in relation to volunteering.

Initiative for Social Action Foundation (INSAN) is a Yemen based national NGO and was established to create a Yemen free of Poverty, Diseases, Ignorance, Illiteracy and Injustice based on principles of justice and equality. It is uniquely a women-led, women driven organization and is a service provider for volunteers by providing projects and other voluntary opportunities for people across the Yemen to get involved in local and global poverty issues. In addition, INSAN recognizes the importance of including volunteers in its day-to-day operational activities to bring expertise, experience and skills, to build the organization's capacity and outreach and as a volunteering opportunity in it to bring exposure for women and young people to the international and community development sector.

Through voluntary activities, whether through participation in INSAN services or through involvement in the organizations' day-to-day activities, INSAN hopes to bring the following outcomes for its volunteers:

- Development of skills and knowledge
- Enhanced career opportunities
- Improved knowledge and understanding of international development and global poverty issues, key actors and opportunities for involvement
- Improved understanding of the teachings of Islam in relation to global issues and social / political action
- Increased self-confidence and motivation
- Improved ability to work with people from different backgrounds including faiths, cultures and nationalities

1.2 Who are volunteers?

In the context set out above in 1.1 two are main categories of volunteers:

1.2.1 “Fundraising Volunteers”

INSAN engages volunteers through fundraising challenges, through which volunteers are provided with training on online and social media fundraising, as well introduced to other

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fundraising tools. Moreover, the volunteers are fully inducted on the campaigns and projects that they are fundraising for.

1.2.2 “General Volunteers”

These volunteers would have a variety of roles depending on their areas of interests, skills and the organizational needs including the following:

- Office support e.g., administration, finance, human resources, IT, media
- Outreach and representation
- Fundraising
- Campaigning
- Project management

1.2.4 Key Volunteers

Key Volunteers are individuals who have been selected for an advertised internship/opportunity. The volunteer contract lasts for a period of 2 – 12 months. INSAN has set a minimum weekly requirement of 14 hours. The overall timeframe and the weekly commitment plus days/hours will be agreed with each Key Volunteer on a 121 basis.

1.3 INSAN commitment to all volunteers:

- To be clear on the expectations and responsibilities of volunteers
- To be flexible to the needs of individuals and enable volunteers to make their fullest contribution
- To provide appropriate training and induction
- To provide appropriate support, supervision and opportunities for volunteers to discuss their progress and concerns
- To provide an appropriate and safe working environment and adequate facilities
- To value volunteers and recognize their contribution
- To support the volunteers, where possible, to realize their own objectives which may relate to their careers or personal aspirations.
- To listen to the volunteers and actively seek their input on the running of the organization (including participation in staff meetings where possible)
- To treat all volunteers equally and fairly in line with our Equal Opportunities policy
- To actively promote diversity within our volunteer's corps

2.1 Islamic Etiquette

- As is evident Initiative for Social Action Foundation a Muslim NGO inspired by the teachings and ethics of Islam.
- As both a charity inspired by Islam and one that represents Islam, volunteers must always ensure that they strictly adhere to Islamic etiquettes and ethics and must represent INSAN in the best light possible.

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- Volunteers should always ensure that teachings such as modest dress, respectful gender interaction, honesty and respect should not be compromised when volunteering for INSAN.

3.1 Recruitment & Selection

3.2 Equal Opportunities & Diversity

INSAN is committed to equal opportunities & diversity within all of its activities including the treatment of its volunteers. Amongst its general volunteer corps and project beneficiaries, it will seek to actively promote diversity. Accessibility requirements including faith and cultural requirements will always be taken into account to ensure that people are not excluded from Initiative for Social Action Foundation (INSAN) activities.

3.3 Advertising

Initiative for Social Action Foundation (INSAN) will widely advertise its volunteering opportunities using a variety of means which may include websites, e-shots, posters & leaflets and information sessions & presentations. The advertisements will have a clear explanation of the volunteering role including the activities and time commitment required.

3.4 Application

The application process will depend on the type of volunteer.

4 Induction & Training

4.1 Induction

All volunteers will be inducted into the organization by an INSAN staff member. The induction will include:

- A general introduction to the work of Initiative for Social Action Foundation (INSAN) and its staff
- The commitment and role of INSAN in relation to its volunteers
- The role and responsibilities of the volunteer
- Organizational policies and procedures including Volunteer Policy, Health & Safety, Equal Opportunities & Diversity.

4.2 Training

All volunteers will receive appropriate training to enable them to undertake their role and further develop their skills. In some cases, this may be through formal training, in others it may be through support and coaching of others.

5 Support & Supervision

All volunteers will be assigned a specific staff member who will provide appropriate support & supervision. Volunteers will be encouraged to approach their supervisor at any time to discuss concerns or any other issue.

6 Recognition

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Initiative for Social Action Foundation (INSAN) considers it important to recognize volunteers' achievements. At the least, a written reference will be provided for each volunteer on request.

7 Expenses

Initiative for Social Action Foundation (INSAN) will reimburse relevant out-of-pocket expenses incurred as a result of the voluntary work such as travel. In order to claim expenses, volunteers must complete an expenses form and submit it to their supervisor. Expenses will only be paid to volunteers who complete a full day (usually considered to be at least 6 hours) and who have been working with the organization for at least 12 weeks.

8 Complaints procedure

Any complaints and/or issues that arise should be raised by the volunteer with their supervisor. If this does not resolve the concern, the volunteer has the right to a formal meeting with the Executive Manager. If after this, the volunteer's dissatisfaction remains unresolved, the volunteer may decide to end his/her involvement with INSAN.

9 Termination

On occasions, it may be necessary for Initiative for Social Action Foundation (INSAN) to end a volunteer's involvement. This may be because the role undertaken is no longer needed, the volunteer is no longer able to satisfactorily carry out a particular role or the volunteer has breached one or more of INSAN's policies. When this happens, INSAN will give due notice (minimum of one week) to the volunteer, endeavor to find an alternative role if appropriate and treat the volunteer fairly and with dignity and respect.

Likewise if a volunteer wishes to end their involvement with Initiative for Social Action Foundation (INSAN) we ask that they give due notice to their supervisor to allow the organization to find a suitable replacement if necessary.

10 General responsibilities of volunteers

- To fulfill commitments (both in terms of time and activities) – or if for any reason, an individual needs to withdraw from their commitment (as we recognize that this may happen since it is an unpaid position) to inform us at the earliest opportunity
- To adhere to all of Initiative for Social Action Foundation (INSAN) 's internal policies and procedures
- To discuss any concerns or issues with their appointed supervisor at the earliest opportunity In addition

10.1 Confidentiality & copyright

All volunteers are expected to respect and treat in confidence any information they may be party to as part of their volunteer involvement. This includes written, oral and electronic communication. In addition, the copyright of any documents or work created by individuals who are volunteering with INSAN will be deemed to belong to INSAN and any contacts made with individuals and organizations e.g. the likes of celebrities or a donor or sponsor etc.

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10.2 Health & Safety

During induction, volunteers will receive a copy of In addition Initiative for Social Action Foundation (INSAN)'s Health & Safety Policy. It is the responsibility of the volunteers to familiarize themselves with this policy and adhere to it.

10.3 Representation

Where volunteers are representing INSAN externally, they are expected to behave in a manner that will not endanger the organization's reputation both in word and deeds including dress code. In addition, volunteers are requested to not speak to the media about INSAN's work without the prior permission of their supervisor.

10.4 Time-keeping & absence

Volunteers are expected to keep to the time commitment that they make including arriving on time. If volunteers will be late or absent, we kindly ask them to notify their supervisor at the earliest opportunity.

10.5 Behaviour and Dress Code

All volunteers working with Initiative for Social Action Foundation (INSAN) will be required to ensure they act according to the Islamic principles that INSAN was built on; this includes modesty in their interaction with those of the opposite sex and modesty in the way they dress. Male volunteers are required to ensure they maintain a respectful rapport with their female counterparts and vice versa. Although the hijab is not necessary, female volunteers are required to dress modestly, with loose clothing and their forearms covered. This is especially necessary when representing Initiative for Social Action Foundation (INSAN) at events and interacting with our donors.