



AkiDwA Volunteer Policy

1. Volunteer Mission

AkiDwA Ireland is dedicated to maintaining a quality programme where volunteers in collaboration with staff can unlock their potential and learn from each other in a supportive environment. AkiDwA provides services to the general public, in particular migrant women living in Ireland, and we would not be able to provide added value services to them without the time, energy and commitment of volunteers. We strive to maintain best practice in all areas of our work from recruitment to onsite support to ensure that our volunteers have the best possible experience and the opportunity to gain a thorough understanding of and contribution to the work of AkiDwA.

We Aim:

- To enable volunteers to develop and contribute to all areas of the work of AkiDwA.
- To offer a more holistic and varied experience to volunteers.
- To work to ascertain volunteer requirements and roles with a view to developing service potential.
- To offer a variety of quality volunteer opportunities to encourage members of local and overseas communities to volunteer in AkiDwA and this gain an understanding of our work.

We achieve this through:

- Working closely with volunteers to assess requirement and role development.

- Providing thorough induction, selection and training programmes for all volunteers.
- Matching volunteers' skills with roles to ensure they are exploring their full potential.
- Striving to maintain best practice in our work with volunteers.

2. Scope

- All AkiDwA volunteers and employees operate in accordance with organisational policies and procedures.

3. Purpose

- To provide a framework of guidelines that deals broadly with the practical aspects involving volunteers.
- To respect and accommodate the diversity of volunteers' backgrounds and to be sensitive to the diversity of arrangements and relationships that this creates.

4. Principles

- AkiDwA ensures that those volunteers offering a regular commitment are properly integrated into the organisation structure and that mechanisms are in place for them to contribute to its work.
- AkiDwA recognises volunteers as a core part of the team in roles which complement, but never substitute, the work of paid staff.
- AkiDwA expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- AkiDwA recognises that volunteers require satisfying volunteer experiences including personal development and seeks to help volunteers meet these needs; as well as providing the necessary training for them to undertake their voluntary activity effectively.

5. Recruitment

- AkiDwA implements a fair, effective and open system in the recruitment and selection of volunteers.
- AkiDwA strives to create a diverse and inclusive volunteer programme and is committed to ensuring equality of access to its volunteer opportunities and

equality of treatment for volunteers in all its policies and practises. AkiDwA regularly reviews the makeup of the volunteer team through diversity monitoring.

- AkiDwA implements a recruitment and selection process that is appropriate to the role offered to potential volunteers. AkiDwA aims to allow both parties to give and receive sufficient information to assess whether the volunteer opportunities available match the potential volunteers' skills, qualities and interests.

6. Induction and Training

- All volunteers, whether volunteering for ongoing, short term or 'one off' roles, undergo an induction/briefing that provides all the information appropriate to their role to help them understand the work of AkiDwA and fulfil their role.
- Induction arrangements vary according to the service and the nature of the voluntary activity to be undertaken.

7. Volunteer Role Description and Agreement

- Volunteers are given an agreement and specific role description which outline the expectations and responsibilities of both the volunteer and AkiDwA. These documents are not legally binding nor are they a contract of employment or for paid provision of a service.

8. Support and Supervision

- Whilst all staff have a role to play in supporting volunteers, managers and volunteer coordinator have responsibility for the overall management of volunteer involvement including overseeing the implementation of this policy. Volunteers have the opportunity to attend individual and/or group supervision meetings where they are provided with support in order to feedback on progress, discuss future role development and raise and ideas or concerns.

9. Communication and Recognition

- AkiDwA recognises the core role that volunteers fulfill within the organisation. It endeavours to communicate with volunteers in appropriate ways, for example meetings and email.
- AkiDwA appreciates the valuable contribution its volunteers bring to the organisation and makes regular efforts to recognise and celebrate them.
- AkiDwA provides volunteer references on request.

10. Data Protection and Confidentiality

- AkiDwA takes care to protect volunteer information as part of its data protection responsibilities in paper format in paper format and electronically. All such information is treated in accordance with the Data Protection Act 2018 and volunteers are entitled to inspect such information pertaining to their own involvement with AkiDwA. Likewise, AkiDwA expects volunteers to protect any personal or confidential information to which they may have access through their volunteering with AkiDwA.

11. Managing Risk

- AkiDwA is committed to ensuring the well-being and safety of its volunteers and in turn, expects volunteers to contribute to maintaining a safe volunteering environment.
- All services identify possible areas of risk specific to the involvement of volunteers and produce written risk assessments for eliminating or minimising such risks. Volunteers are expected to cooperate with staff and follow risk assessments relating to their volunteering.

12. Volunteer Conduct

- AkiDwA aims to treat all volunteers fairly, objectively and consistently. AkiDwA seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution. If a volunteer has any problems or complaints about volunteering, they should speak with a member of staff immediately. AkiDwA takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.
- In the event of a problem, all relevant facts should be obtaining as quickly as possible, all relevant facts should be obtained as quickly as possible. Support will be provided by AkiDwA to the volunteer.

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