

POLICY : MANAGEMENT OF VOLUNTEERS

Item B-H (9-2003) POLICY ON THE MANAGEMENT OF VOLUNTEERS
MC 04.09.2003

RESOLVED:

That the interim Policy on the Management of Volunteers attached as Annexure “A” to the report **BE APPROVED** subject to the development of an overall policy on volunteers for the Metro and further subject to the following amendments to the said policy:

- (i) Delete the reference to “Labour Relations Act No. 46 of 1995” under section 4.
- (ii) Amend section 5.3.3 (Work Recognition) to read as follows:

The Municipality should provide training programmes, preferably accredited by the National Qualifications Authority and should give recognition to volunteers or organizations that assist it by giving them either a certificate or tokens/stipend (gift).

- (iii) Delete section 5.3.6 (Transport).
- (iv) Delete the third bullet under section 6.1.
- (v) Amend section 7 (Conflict/Problem Resolution) to read as follows:

A Conflict Resolution Committee should be established consisting of members as identified and nominated by the Strategic Executive Director: Community Services, If Community Leaders are nominated, they should be utilized within the prescriptions of the Policy on Volunteers.



Ekurhuleni
METROPOLITAN MUNICIPALITY

POLICY ON VOLUNTEERS

1. PURPOSE

The purpose of this policy is to provide management of volunteers.

2. BACKGROUND

The rendering of services by government has always been complemented by the involvement of volunteers, this is particularly true for the Health and Social Development sector which has a vast area of volunteer programmes such as:

- Direct Observed Therapy Supporters in Tuberculosis (TB) programmes who provide TB therapy for patients at home.
- HIV/ AIDS counsellors- usually lay people who provide pre- and post test counselling.
- Health campaigns and health promotion volunteers who assist during campaigns such as National Immunization Days (NID's) World TB day, World AIDS day and any other awareness campaigns.

The management of volunteers and those assisting in the health and social development programmes is an important function. Volunteers should not be used to substitute the jobs of those officials they are trying to help. Volunteers must be used to complement the services of officials. They must be seen as an extension of programmes. As such it becomes an important function to manage them and the way in which they assist in the extension of municipal programmes.

Volunteerism

As a practice, volunteerism is an inherent African practice linked to assisting other people who are in need without expecting anything in return- It is -a component of Ubuntu in a sense that its objective is aimed at assisting those that are in a less fortunate position than others without them having to pay for the service rendered. The African cultural heritage of Illima / Letsema is a practice where people would come together to a friend, neighbour or another person in need to build their shelter. The spirit of this practice is that the recipient will not pay for the service rendered but can do so in kind by offering drinks and food. This practice is still very much a component of today's volunteer practices.

In today's societies the religious institutions are the oldest in using volunteerism. The calling in the religious institution is the ability to provide services to the people without them having to pay for it. The spiritual calling of the religious institutions is to do work for others.

Finally, in South Africa. the presidential speech of Letsema in January 2002, laid ground for volunteers to emerge and take their rightful place in complementing government services. Volunteerism is once more given the prominence it deserve people are now able to provide and extend services to other less fortunate people who cannot afford them without a cost. There are many examples today of volunteering crusades that have emerged as a result of this presidential speech.

Nature of Volunteers

An important character of volunteers is that they usually provide services without remuneration though some programmes for which they volunteer might provide allowances in a form of food or traveling costs. This character ensures that services are extended to people without increased cost, thus allowing the maximum benefits of programmes to go the beneficiaries. Volunteers also complement and strengthen service delivery by being the ears, eyes and feet on the ground. Since they come from the same communities they are trying to help, volunteers tend to have a better feel of issues and the terrain in which they operate. As a result they are helpful in bringing to the attention of social development workers, issues that cannot be easily picked up by officials who have to take care of administrative as well as operational issues.

Managing Volunteers

The area of Support and the need for volunteers must always be based on the agreement between the EMM and the volunteers concerned. Otherwise if not properly managed, the volunteers may provide services, which are contrary to the strategic direction of the municipality and thus creating conflict.

Volunteers are not part of the municipality personnel, however, since some of them work closely with Council staff, they might feel they are entitled to the use of facilities such as phones, faxes, transportation, offices, food etc. This relationship if not clearly defined, might lead to unnecessary tensions, which might hamper service delivery.

Another problem- associated- with- volunteerism is that of fatigue, which may lead to the service collapsing. Unfortunately in many of the previously disadvantaged communities, the people --who volunteer are usually those who are poor and unemployed as opposed to well off people who volunteer to keep themselves busy, or for spiritual and humanitarian grounds of people in need. This necessitates that council devise means of keeping the interests of the volunteers high.

3. DEFINITION OF TERMS

VOLUNTARY

- Performed or done of one's own free will impulse or choice, not constrained, prompted or suggested by another
Or
- brought about by one's own choice or deliberate action, self-inflicted, self-induced.
Or
- serving or acting in a specified function without compulsion or promise of remuneration
Or
- done without legal obligation or persuasion.

VOLUNTEER

- Person who performs or offers to perform voluntary service (as outlined above)
Or
- to offer on self (or one's services) by own choice and without request or obligation.

- **DOTS supporter:** Volunteer trained in administration of TB drugs to patients outside health facility, they also monitor side effects of the drug and progress of the curing of TB. They work hand in hand and are supervised by a professional nurse or TB co-ordinator. The DOTS supporter may be a professional or a lay person.
- **HIV and AIDS Counselor:** They are trained in HIV/ AIDS counseling. They work hand in hand with health professionals, HIV/ AIDS, NGO's or the HIV/ AIDS co-ordinator.
- **Abuse Counselor:** Trained in management of abuse trauma debriefing and counseling work and supervised by a social worker.
- **Social Development Programmes:** Trained in specific programmes like life-skills.
- **Health Promotion / Campaigns:** The volunteers are trained basically on special Health Promotion events and campaigns.
- **Metropolitan Municipality:** Where used, always refer to Ekurhuleni Metropolitan Municipality.

4. LEGAL FRAMEWORK/POLICY STATEMENTS

- Conditions of service of all professional councils.
- White Paper on the Transformation of Health Services
- Developmental Social Welfare
- Patients Rights Charter
- The Constitution of the Republic of South Africa Act no 108 of 1996
- Alma Ata declaration of PHC
- Municipal Systems Act of 2000?
- RDP
- President's "Letsema Speech" of 08/0 1/2002
- Occupational Health and Safety Act.

5. APPLICATION GUIDELINES AND PROCEDURES

Other guiding principles that must be used in dealing with volunteers in Ekurhuleni are that:

- Ensure that volunteers are trained in what they are doing. If not trained the Council must train them.
- Volunteers are used to augment government functions.
- Volunteers should be assisted with transport and food where possible.
- All volunteer's activities should be co-ordinated at Metro level. This will not only ensure equity in Service Delivery Centres but ensures that all are in keeping with the Metropolitan Municipality priorities and needs.

5.1 PROCEDURES

All volunteers should be supportive of the Health and Social Development Department priorities.

The conditions for volunteering should:

- Be acceptable to both the volunteer Agency/Volunteer and the Department of Health and Social Development.
- Be in accordance with the broad policies of Ekurhuleni Metropolitan Municipality.

- Assist and support the-management of health and social development services.
- Be aimed at making an impact on health and social development services.
- Promote collaboration with NGOs and the community.
- Extend the capacity for service delivery at local level.
- Maintain confidentiality at all times.
- The volunteers are to work in partnership with the ward committees.
- Strengthening of family integrity.

5.2 FUNDING

5.2.1 Volunteering NGOs and individuals should not expect any remuneration for work done.

5.2.2 Any programme on volunteers should clearly stipulate that the volunteers would not be paid but that an incentive may be offered.

5.3 SPECIAL CONSIDERATIONS

5.3.1 AGREEMENTS / CONTRACTS

It is recommended that the Metropolitan Municipality should enter into an agreement with volunteers / volunteer agencies. This agreement should include terms of reference, functions of volunteers and the management, use of municipal facilities such as transport, telephones, faxes, offices and how this should be managed for the duration of volunteering. There should be specific projects identified with defined outputs, such as quality of service and time frames. Finally, such a contract must indicate the extent of liability or indemnity of council towards volunteers in cases of accidents. Protective measures such as the provision of gloves, overalls and other protective clothing should be adhered to as per the provision of the Occupational and Safety Health Act.

5.3.2 PERSONAL IDENTIFICATION

Volunteers should have nametags or any other device for identification.

5.3.3 WORK RECOGNITION

The Municipality should provide training programmes, preferably accredited by the National Qualifications Authority and should give recognition to volunteers or organizations that assist it by giving them either a certificate or tokens/stipend (gift).

5.3.4 EVALUATION

All volunteers or NGOs should be monitored or evaluated on the programmes by the coordinator/s.

Programme coordinators must submit the report on volunteer/s quarterly or as per contractual agreement.

5.3.5 TERMINATION

Agreements with volunteers which do not comply with guidelines and policies, may be terminated after three correctional endeavours have been made. Records of such correctional endeavours must be kept.

Death, illness or any other condition that may result in the person being unable to execute the required services.

6. ROLES

6.1 EKURHULENI METROPOLITAN MUNICIPALITY

- Ensure that it promotes the correct management of volunteers within Ekurhuleni
- Promote a structured relationship with all volunteers providing services within the region.

6.2 SERVICE DELIVERY CENTRE MANAGERS

To ensure that volunteers within their area are managed in an effective manner.

Volunteers

- Must ensure that their services are provided within the developed ambits of assisting service delivery in the area.
- Provide their services in a structured manner such that they complement the services provided or required by the people.

6.3 COMMUNITIES

- To ensure that they support voluntary based programmes by volunteering to participate.
- Assist- volunteer based programmes by supporting individuals who have volunteered.

7. CONFLICT/PROBLEM RESOLUTION

A Conflict Resolution Committee should be established consisting of members as identified and nominated by the Strategic Executive Director: Community Services, If Community Leaders are nominated, they should be utilized within the prescriptions of the Policy on Volunteers.