



DBM INDIA VOLUNTEER PROGRAMME POLICY

About DBM INDIA

DBM INDIA (DBM) is a 15-year-old humanitarian organization working to create lasting change in the lives of children, families and communities living in poverty & injustice.

DBM INDIA serves all people regardless of religion, caste, race, ethnicity or gender. It is under the legal umbrella of Navasrushti International Trust and has set its objective as creating Hunger-Free-Communities. With a modest beginning of providing Mid Day meals in one school to 50 children, the organization has grown to a commendable force having its own infrastructure facilities providing education, health care, livelihood skills, empowerment and placements.

About Volunteering Programme

DBM INDIA started a volunteering programme in the year 2010 -11 in one school with 15 volunteers, in 2012-13, it was implemented in 24 schools with 200 volunteers benefitting 2000 children. Since then there has been no looking back as more and more people have started joining us in this journey of building and shaping the young once and helping them overcome their shortcomings.

DBM India believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in voluntary, statutory and community organizations. DBM takes responsibility for ensuring that volunteers within its own organization are appropriately involved, valued for their contribution and respected as colleagues.

In issuing this volunteer policy DBM India wishes to:

- Formally acknowledge and support the role of volunteers in their work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable the involvement of volunteers.



General Principles

1.1 Working conditions :

Volunteers are treated as members of the DBM team. They are treated as equally and fairly as other staff members and are included in the organization's functions and decision making processes wherever appropriate. Volunteers are provided with appropriate work sites and have access to the space, equipment and facilities necessary to volunteer effectively and comfortably.

1.2 Responsibility :

DBM India's management is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including volunteer in-charge and team members) are expected to facilitate this process.

1.3 Eligibility :

DBM India will consider involving anyone as a volunteer who is able to demonstrate a commitment to the vision and aims of the organization and may only be placed if their needs as volunteers match the needs of the organization. No person who has a conflict of interest with any aspect of the organization will be accepted as a volunteer.

1.4 Working times :

Working times of the volunteers are negotiated between the Volunteer Incharge and the volunteer and are as flexible as the tasks allow. Voluntary time commitment is never expected to match that of full-time paid staff, but unscheduled absences can create organizational problems. When expecting to be absent, volunteers should inform their supervisor as soon as possible, so that alternative arrangements can be made.

1.5 Confidentiality :

DBM India respects the volunteer's right to privacy and confidentiality. In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with the organization.



1.6 Service at the discretion of the DBM :

Any voluntary service is at the discretion of the organization. **DBM India** may, at any time, and for whatever reason, decide to terminate the volunteer's relationships with the organization. Similarly, volunteers may at any time, and for whatever reason, decide to terminate their relationships with the group. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

2. Supervision

2.1 Lines of communication :

Lines of communication should operate in both directions and should exist formally and informally. Volunteers will have access to all appropriate information, memos, materials and meetings relevant to their assignments. Volunteers will be consulted on all decisions that would substantially affect their volunteering conditions.

2.2 Supervisors :

Each volunteer will have a clearly identified supervisor who is responsible for the day-to-day management of that volunteer. The DBM India's Volunteer Incharge normally takes on the supervisor's role, but all staff members receive training and guidance on how to involve volunteers effectively in the work of the organization.

2.3 Dismissal :

Volunteers who do not adhere to the organization's rules or who fail to perform their volunteer assignments satisfactorily may be subject to dismissal. No volunteer's involvement will be terminated in writing until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisor. Grounds for dismissal include, but are not limited to, the following: gross misconduct, being under the influence of drugs (including alcohol), theft, misuse of equipment and materials, abuse of clients and co-confidentiality, failure to abide by **DBM India** policies and procedures and failure to complete duties to a satisfactory standard.

2.4 Exit interviews :

Where possible, informal exit interviews are held with any volunteers who are leaving the organization, either because they have reached the end of their project, or are leaving for some other reason. Interviews are usually conducted with the volunteer's former supervisor and written records are kept. The session would ascertain why the volunteer is leaving, how they found the volunteering experience and what suggestions they offer to improve the way the organization operates. The offer of a personal reference for future employment etc. is made to each volunteer.

3. Support and Recognition

3.1 Support :

DBM India endeavors to provide the support necessary to encourage and empower volunteers to make meaningful contributions and gain significant benefits from their voluntary work. Support forms part of the regular supervision sessions and gives volunteers a safe setting in which to express themselves, let off steam and discuss how they feel about volunteering. The group manager will always try to be available to volunteers who require support in other areas that are affecting their performance.

3.2 Recognition :

Volunteers provide a unique service to the organization, the benefits of which are difficult to quantify. It is essential that their efforts are recognized and rewarded. **DBM India** is responsible for thanking all volunteers informally on a regular basis for the valuable staff contribution that they make to the organization. The Volunteer Incharge will ensure and see to it that formalized recognition takes place at key times.

3.3 Personal and vocational development :

Volunteers are encouraged to develop their skills while involved with the organization and are assisted into assuming additional and greater responsibilities over time, if they desire this.

3.4. Monitoring and evaluation :

The organization monitors and evaluates volunteer involvement in the organization on a regular basis and seeks to make ongoing improvements.



3.5 Feedback :

Constructive feedback on this document is always welcome. It must be given to the Volunteer Incharge who will ensure that it is considered fully.

