



**OVERSEAS  
FELLOWSHIP OF  
NIGERIAN CHRISTIANS**

## **VOLUNTEERS MANAGEMENT POLICY**

**Approved by The National Executive Council of the Overseas Fellowship of Nigerian Christians (OFNC) [25 October 2015];**  
**To be reviewed annually**

### **1. Introduction:**

Overseas Fellowship of Nigerian Christians (OFNC) recognizes the contributions that volunteers can make to the implementation of programmes and organisation of activities. For this reason, the fellowship is committed to ensuring that all volunteers are treated fairly and without discrimination. This volunteer management policy should be read along with other relevant policies such as the data protection policy, disciplinary/grievance policy, disability policy, child protection policy, etc.

The OFNC will appoint a volunteers' coordinator who will have full responsibility for implementing this policy. The volunteers' coordinator may ask another person to perform some or all of the tasks necessary for this policy.

### **2. Recruitment**

The OFNC will always advertise for volunteers locally and nationally, using appropriate means that take into account the principles of our constitution and relevant policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the *volunteers' coordinator*. If the applicant is successful, any references asked for will be taken up.

A check with the DBS or any appropriate government agency will be made (*if relevant*) for every volunteer.

### ***Induction and Training***

There will be an induction prepared and delivered by the volunteers' coordinator. This will include:

- a) The role of the volunteer
- b) A list of all relevant NEC/BEC members, staff and volunteers
- c) Copies of the constitution and all relevant policies including this Volunteer policy.
- d) Essential procedures i.e. timekeeping, rota etc.
- e) Induction training and details of ongoing training
- f) Information about the relevant Code of Practice
- g) Other information as appropriate.

There will be a trial period of 12 weeks to give the OFNC and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

### **3. Expenses**

The OFNC values its volunteers and wants to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses will be reimbursed, including



## OVERSEAS FELLOWSHIP OF NIGERIAN CHRISTIANS

### **VOLUNTEERS MANAGEMENT POLICY**

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expenses for travel and meals in accordance with OFNC's claims policy. In order to claim expenses, an expenses form must be completed and given to the appropriate financial secretary through the volunteers' coordinator

#### **4. Support**

The *volunteers' coordinator*, the *NEC*, *members of the OFNC* and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session.

The *volunteers' coordinator* will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

All *NEC/BEC* officials as well as staff (whether paid or un-paid) will receive support and regular supervision sessions from the volunteers' coordinator to ensure that they can support volunteers.

#### **5. Insurance**

The OFNC has a valid insurance policy which volunteers are advised to read.

#### **6. Confidentiality**

The OFNC's process requires confidentiality, social media and data protection policies, which all members, volunteers and staff are obliged to observe

#### ***Resolving Problems***

The relationship between the OFNC and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the OFNC is able to maintain its agreed standards to members and the general public, and it is also important that volunteers should enjoy making their contribution to the work of the OFNC.

If a volunteer does not meet with the OFNC's standards, the situation will be handled as follows:

- a) An initial with a meeting with the *supervising NEC/BEC official* who will explain the concerns.
- b) If this does not resolve the concern, a meeting with the volunteers' coordinator will be convened.
- c) If despite this, the volunteer does not meet with the OFNC's standards then the OFNC will have to stop using the services of the volunteer in question.
- d) At all times, the volunteer will be able to freely state his/her case and can have a friend to accompany him/her.

If a volunteer is dissatisfied with any aspect of his/her work he/she should:

- a) Initially explain his/her dissatisfaction with the *supervising NEC/BEC officer*
- b) If that does not resolve the concern, a meeting with the *volunteers' coordinator* should be requested through the National Secretary



**OVERSEAS  
FELLOWSHIP OF  
NIGERIAN CHRISTIANS**

## **VOLUNTEERS MANAGEMENT POLICY**

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- c) If after a meeting with the volunteers' coordinator, the volunteer is still dissatisfied and the OFNC is unable to resolve his/her grievance, then it would be inappropriate to continue to be a volunteer.
- d) At all times the volunteer will be freely able to state his/her case and can have a friend to accompany him/her.

This Volunteer policy is freely accessible to all. It will be available in all formats and kept in publicly accessible places such as the OFNC website. It will be reviewed on a regular basis to adapt or improve it.



**OVERSEAS  
FELLOWSHIP OF  
NIGERIAN CHRISTIANS**

## **VOLUNTEERS MANAGEMENT POLICY**

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**Revisions:**

<b>Revision No.</b>	<b>Date</b>	<b>Changes</b>	<b>Notes</b>	<b>Date of next review</b>
001	9 <sup>th</sup> Jan 16	No changes	Discussed at NEC meeting	24 Oct 16