

NWOYA CHARITY FOUNDATION (NCF)



VOLUNTEER POLICY

Effective: 1st January 2023

Transforming Lives, Giving Hope through recognizing valuable contribution by volunteers

A handwritten signature in blue ink, located in the bottom right corner of the page.

TABLE OF CONTENTS

ACRONYMS / Abbreviation.....	2
NWOYA CHARITY FOUNDATION (NCF) STANDARD:	3
1. Introduction.....	4
2. Purpose of the Policy	4
3. Definition of a volunteer.....	4
4. Policy Scope.....	4
5. Volunteer recruitment and selection.....	4
6. Induction and training.....	4
7. Volunteer roles and responsibilities	5
8. Supervision and support.....	5
9. Code of conduct.....	5
10. Health, safety, and security	5
11. Insurance and liability.....	6
12. Volunteer expenses.....	6
13. Confidentiality	6
14. Conflict resolution and grievances	6
15. Ending the volunteer agreement.....	6
16. Recognition and appreciation.....	6



ACRONYMS / Abbreviation

NCF	-	Nwoya Charity Foundation
ED	-	Executive Director
BoD	-	Board of Director
CBO	-	Communication Based Organization



Kuak

NWOYA CHARITY FOUNDATION (NCF) STANDARD:

STRATEGIC VISION, MISSION, VALUES AND OBJECTIVES

VISION

We envision empowered vulnerable communities in Northern Uganda to thrive sustainably through holistic development, fostering resilience, dignity and self-reliance.

MISSION STATEMENT

To improve the socio-economic well-being of vulnerable and underserved populations in Northern Uganda by providing support in Education, Health, Livelihoods, Economic Empowerment and Social Justice through community-driven initiatives.

NCF VALUES

As Nwoya Charity Foundation, we **STRONGLY** value **INTEGRITY, EMPATHY, COLLABORTION, RESILIENCE, INCLUSIVITY, TRANSPARENCY & ACCOUNTABILITY** in our actions and work with community and stakeholders. We value respect for people we serve, their effective participation and the empowerment of individuals and communities.

STRATEGIC OBJECTIVE

- To strengthen the livelihoods through vocational training, skills development, and income generating activities
- To improve access to quality healthcare services especially for women, children and elderly.
- To plan, design and implement programs to promote quality education for girls and boys.
- To provide legal support and counselling to survivors of Gender Based Violence.
- To support and encourage sustainable environmental practices through reforestation, Agroforestry and renewable energy projects.

1. Introduction

Nwoya Charity Foundation (NCF) recognizes the valuable contribution that volunteers make to our mission of improving the lives of vulnerable communities through education, health, livelihood, and social empowerment. This policy outlines the framework for volunteer engagement, management, and support to ensure a positive and productive experience for both volunteers and the organization.

2. Purpose of the Policy

The purpose of this policy is to:

- Define the role and expectations of NCF volunteers.
- Ensure consistency and fairness in the treatment of all volunteers.
- Promote best practices in volunteer management.
- Provide clear guidance on recruitment, support, and conduct.

3. Definition of a volunteer

A volunteer at NCF is any individual who, of their own free will, offers their time, skills, and effort to support NCF activities without expectation of monetary compensation.

4. Policy Scope

This policy applies to all volunteers working under the direction of NCF across all projects, whether in health, education, livelihoods, or community development.

5. Volunteer recruitment and selection

- Volunteers are recruited through open calls, partnerships, or referrals.
- Interested individuals must complete a **Volunteer Application Form** and may undergo interviews.
- NCF will assess each applicant's qualifications, interests, and motivations to ensure alignment with available roles.
- For roles involving children or vulnerable adults, background checks and references may be required.

6. Induction and training

All volunteers will receive an **orientation session**, which includes:

- An overview of NCF's mission, values, and programs.

- Health and safety guidelines.
- Code of conduct and safeguarding policy.
- Role-specific responsibilities and expectations.

Ongoing training may be provided to enhance volunteer skills and effectiveness.

7. Volunteer roles and responsibilities

Volunteers are expected to:

- Commit to their assigned schedule and tasks.
- Follow NCF policies, including health, safety, and safeguarding.
- Treat staff, community members, and fellow volunteers with respect.
- Report any concerns or incidents to their supervisor.
- Maintain confidentiality and act in the best interests of NCF at all times.

Volunteers have the right to:

- Be treated fairly and with dignity.
- Receive support, supervision, and recognition.
- Work in a safe and inclusive environment.
- Be informed about how their work contributes to NCF's goals.

8. Supervision and support

Each volunteer will be assigned a supervisor or project lead who will:

- Provide regular guidance and support.
- Offer performance feedback.
- Be the point of contact for any queries or concerns.

9. Code of conduct

Volunteers must adhere to NCF's code of conduct, which includes:

- Acting ethically and responsibly.
- Avoiding conflict of interest and misuse of NCF resources.
- Respecting the customs and culture of the communities served.
- Abstaining from any form of abuse, exploitation, or discrimination.

10. Health, safety, and security

NCF is committed to ensuring a safe working environment. Volunteers must:

© **NCF Volunteer Policy 2023**

- Comply with safety procedures and use any required protective equipment.
- Immediately report any accidents or unsafe conditions.
- Follow local laws and NCF's security protocols, especially in field locations.

11. Insurance and liability

Volunteers are not considered employees and are not covered under employee benefits. However, NCF will make efforts to ensure volunteers are covered under organizational public liability and group accident insurance *when applicable*.

12. Volunteer expenses

Volunteering is unpaid. However, NCF may reimburse pre-approved expenses (e.g., transport or materials) depending on the nature of the assignment and available funding. All reimbursements must be supported by receipts.

13. Confidentiality

Volunteers may have access to sensitive information. All volunteers must sign a **Confidentiality Agreement** and are required to uphold confidentiality during and after their service with NCF.

14. Conflict resolution and grievances

In the event of conflict or dissatisfaction:

1. The volunteer should first speak with their supervisor.
2. If unresolved, the issue will be escalated to the Head of Program, HR or Executive Director.
3. A fair investigation will be conducted, and actions taken will be documented.

15. Ending the volunteer agreement

Volunteers or NCF may end the volunteer arrangement at any time, preferably with advance notice. An **exit interview** may be conducted to gather feedback and return any organizational property.

16. Recognition and appreciation

NCF values its volunteers and will recognize contributions through:

- Certificates of appreciation
- Public acknowledgments

- Volunteer appreciation events or online features

Policy Review: This policy shall be reviewed annually by NCF Board of Directors to ensure it remains relevant and effective.

Authorization:

Bruce Kemigabo [Name & Sign]

Chairperson, Board of Directors

Date: 01/01/2023

