



Zihi
Institute

Volunteer Engagement **Policy**

Zihi Institute Volunteer Engagement Policy

Organization	Zihi Institute
Policy Name	Volunteer Engagement Policy
Policy Category	Ethical Engagement and Compliance Policies
Policy Reference Number	HP 001

Table of Contents

1. Introduction	4
2. Legal and Regulatory Framework.....	4
3. Scope of the Policy.....	4
4. Volunteer Recruitment and Selection	4
5. Volunteer Engagement Period.....	5
6. Volunteer Representation in External Events	5
7. Volunteer Resignation Process	5
8. Volunteer Rights and Responsibilities	6
Volunteers are responsible for:	6
9. Orientation, Onboarding and Training.....	6
10. Confidentiality and Data Protection.....	7
11. Compliance Commitment	7
12. Review and Amendments	7
13. Approval.....	7

1. Introduction

Zihi Institute (hereinafter referred to as "the Organization") recognizes the valuable contributions of volunteers in achieving its operations. This policy aims to provide a framework for recruiting, managing, and supporting volunteers in compliance with the relevant Kenyan laws and international best practices. We strive to provide an optimally conducive environment for all volunteers who engage with us and ensure that we provide a mutually beneficial relationship for all volunteers who engage with us.

2. Legal and Regulatory Framework

This policy complies with the following legal and regulatory frameworks:

- The Constitution of Kenya, 2010
- The Employment Act, 2007 (where applicable to volunteers)
- The Non-Governmental Organizations Coordination Act, 1990
- The Kenya Data Protection Act, 2019
- The Occupational Safety and Health Act, 2007
- International Labour Organization (ILO) Guidelines
- United Nations Volunteers (UNV) Programme Guidelines

3. Scope of the Policy

This policy applies to all individuals who voluntarily contribute their time, skills, and expertise to the Organization without monetary compensation, including but not limited to short-term and long-term volunteers as well as local and international volunteers, and any other terms of engagement.

4. Volunteer Recruitment and Selection

The Organization is committed to an inclusive and fair recruitment process. Volunteers shall be selected based on their skills, experience, passion, commitment, and alignment with our vision and work. The recruitment process shall include:

- Submission of a volunteer application form
- Interviews and assessment
- Reference checks
- Background verification.

Applicants will be informed of the outcome of their application within a reasonable timeframe.

5. Volunteer Engagement Period

Volunteers will be engaged for a period ranging from one (1) month to six (6) months, depending on the nature of the role and the Organization's needs. Extensions may be considered based on performance and project requirements, and any other arrangements with the organization. Volunteers are required to apply through the Organization's official email address info@zihiiinstitute.org or the designated application platform provided on the Organization's website. Applications must include a completed volunteer application form, a resume, and any other supporting documents requested in the application guidelines

6. Volunteer Representation in External Events

Volunteers may represent the Organization at external events, forums, and meetings with prior written approval from their designated supervisor. Volunteers must adhere to the following guidelines when representing the Organization:

- Demonstrate professionalism and maintain a high standard of conduct at all times.
- Act in accordance with the Organization's values and adhere to the different policy guidelines that govern the organization.
- Ensure that their communication accurately reflects the Organization's positions and objectives.
- Avoid misrepresentation, unauthorized commitments, or engagement in activities that could harm the Organization's reputation.
- Submit a post-event report to their supervisor summarizing key takeaways and potential follow-up actions using the organization reporting templates.

Failure to adhere to these guidelines may result in disciplinary action, including termination of volunteer engagement.

7. Volunteer Resignation Process

Volunteers who wish to resign from their engagement with the Organization must provide a written notice of at least two (2) weeks to their supervisor. The resignation process includes:

- Submission of a formal resignation letter stating reasons for leaving and the intended last day of service.
- Returning any organizational materials, equipment, identification badges, or confidential information.
- Conducting an exit interview with their supervisor to provide feedback on their volunteer experience.
- Completing any outstanding responsibilities or ensuring a smooth transition to other team members.
- Receiving a certificate of service or recommendation letter, based on performance and duration of service.

Failure to follow the resignation process as guided may impact the volunteer's ability to receive references and future opportunities with the Organization.

8. Volunteer Rights and Responsibilities

Volunteers have the right to:

- Be treated with respect and dignity at all times
- Receive clear and accurate communication regarding their roles and responsibilities
- Work in an environment that is safe and conducive to productivity
- Access ongoing support, supervision, and necessary training
- Be recognized and appreciated for their contributions
- Provide feedback and voice concerns without fear of discrimination or retaliation
- Decline tasks that are beyond their capabilities or agreed terms
- Receive fair and transparent treatment with regard to opportunities for growth and involvement

Volunteers are responsible for:

- Upholding the Organization's values, mission, and goals.
- Respecting and adhering to confidentiality, and data protection policies, and any related policies.
- Performing their roles with commitment and professionalism
- Following health and safety guidelines
- Adhering to the highest standards of conduct and ethical behavior
- Avoiding conflicts of interest and ensuring transparency in their actions
- Complying with all organizational policies, including but not limited to, financial policies, health and safety protocols, and communication guidelines
- Reporting any suspected breaches of policies or unethical behavior to the designated authority
- Maintaining a cooperative and respectful working relationship with staff, fellow volunteers, and stakeholders

9. Orientation, Onboarding and Training

All volunteers will undergo an orientation session that includes:

- Introduction to the Organization's mission, values, and policies
- Code of Conduct and Ethical Guidelines, including respect for diversity, inclusivity, and anti-discrimination principles

- Health and safety protocols to ensure a secure working environment
- Reporting structures, escalation procedures, and support available
- Specific training related to their roles and tasks, including hands-on practice where necessary
- Communication channels and expectations regarding updates and feedback
- Emergency response procedures and organizational risk management policies
- Volunteer rights and available grievance redress mechanisms

The entire first week of joining the organization will be dedicated to onboarding, orientation and training.

10. Confidentiality and Data Protection

Volunteers are required to maintain the confidentiality of sensitive information accessed during their tenure. This includes, but is not limited to, organizational strategies, beneficiary information, financial data, and internal communications. Volunteers must:

- Sign an agreement with the organization that has a clear confidentiality clause prior to engaging with the organization.
- Handle personal data in compliance with the Kenya Data Protection Act, 2019
- Ensure that no unauthorized disclosures occur, either during or after their tenure
- Report any potential data breaches immediately to the designated officer
- Use organizational data only for the purposes of their assigned tasks

The obligation to maintain confidentiality extends beyond the period of volunteer engagement. Volunteers shall not disclose, use, or retain any confidential information obtained during their tenure without prior written consent from the Organization. Any breach of confidentiality may result in legal action.

11. Compliance Commitment

By signing the engagement agreement, all volunteers commit to complying and strictly adhering to this policy. This acknowledges understanding and agreeing to comply with all outlined responsibilities, policies, and guidelines during their engagement.

12. Review and Amendments

This policy will be reviewed every 3 years or as necessary to accommodate changes in the operating environment. Amendments will be approved by the Executive Director and the Management Advisory Board.

13. Approval

Approved by:

Daniel Waruingi



Executive Director, Zihi Institute



Zihi
Institute

Volunteer Engagement **Policy**