



## Volunteer Management Policy

**Policy Area:** Volunteer Management Policy

**Policy Ref:** CFI-VMP

**Title of Policy:** Volunteer Management Policy

**Approved Date:** September 18, 2024

**Effective Date:** immediately

**Review Date:** September 18, 2025

**Approved By:** Patrice Davison, Executive Director

**Policy Rationale:** Children's Future International is a nonprofit organization. Our work is based in Ek Phnom district, Battambang province. This policy is written to ensure the safety and integrity of CFI staff and beneficiaries (including children and their families) as well as ensuring that volunteers have the opportunity to develop their knowledge and skills. The ultimate goal is to create mutual benefit to support the development and benefit of the programs, services and structures at CFI while avoiding risk and voluntourism. Foreign volunteers, prior to and during their volunteer work with CFI, should consider and be aware of challenges around colonialism, power structures, privilege, cultural differences, cross-cultural communication skills and have realistic expectations of an equal exchange of learning and benefit.

CFI is an active member of the 3PC<sup>1</sup> network and Child Safe movement, including the Children are Not Tourist Attractions campaign. Thus, CFI limits the volunteers to CFI and actively aims to avoid "voluntourism" practices. To this end, volunteers must commit to meaningful work and requirements as outlined in this policy, and will have limited interaction with children/youth unless specifically part of the agreed upon work plan.

Organizationally, CFI seeks volunteers with clear skills that will benefit the organization as a whole, particularly having long-term impact. Volunteers should primarily be working to support the staff in their work responsibilities and should not be performing tasks equivalent to that of a qualified staff member.

All in-person volunteers working with CFI will be asked to read and agree to (via witnessed signature) the Volunteer Contract and Expectation Agreement, Child Protection Policy, Protection from Sexual Exploitation and Abuse Policy, and Code of Conduct policy.

Note: Volunteers working with CFI do not receive employment benefits, paid leave or payment for their services from CFI, unless there is a written agreement. However, volunteers are expected to discuss with their supervisor to take time off if they are sick or need time off from their typical schedule.

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<sup>1</sup> <https://3pc-cambodia.org/>

**Policy Statement:** Volunteers at CFI work in a way that benefits the organization and themselves; while ensuring the safety and integrity of all staff and beneficiaries at CFI.

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## **I.Volunteer Placement details**

### **A. Volunteer requirements**

Before volunteers begin working with CFI, they are required to provide some background information including curriculum vitae and interest in working with CFI. Volunteers must submit a background check/police check (based on their location of residence). Upon arriving at CFI, volunteers must provide their current contact information and emergency contact.

All volunteers at CFI are expected to work between 2 months to one year, with strong preference for 6 months or longer, with one or more of the teams at CFI (Learning Center, Education Advocacy, Social Work, Youth Empowerment or Operations). Volunteers may choose to work part time or full time, with their timing agreed upon prior to beginning work. Volunteers should help draft a scope of work or work plan either prior to, or within the first few weeks of placement.

Any exceptions would need to be made by the Executive Director.

Remote volunteers are not required to meet all of the above volunteer requirements (may commit to a shorter time, are not required to complete a background check, and may not sign all policies). However, remote volunteers should still provide their basic information, CV and cover letter, have a clear work plan, and agree to all ethical considerations.

### **C. CFI policies and volunteer agreement**

Like CFI's employees, all volunteers working with CFI will be asked to read, acknowledge, and agree to adhere to all of CFI's policies through the Code of Conduct. This includes the Child Protection policy and Policy against Sexual Exploitation and Abuse policy, HR Policy, Equality and Workplace Environment Policy,

Whistleblower Policy, and Visitor policy. CFI will have zero tolerance for any major policy violations.

Volunteers must adhere to high levels of transparency, honesty, integrity, respect for others, privacy and intellectual property, and commitment to the organization.

## **D. Support from CFI**

CFI has limited ability to support volunteers (ex: financially, technically, material resources, healthcare, housing, etc.), but will provide what is possible within reason for work purposes (ex: internet connectivity, work space, basic office supplies, etc.). Volunteers are expected to take care of their personal needs. Volunteers typically will not handle cash on behalf of CFI (purchases, etc.) or be responsible for CFI assets (motos, computers, etc.), exceptions may be made for long term volunteers.

CFI will assign a supervisor to the volunteer and will be provided with intellectual property and data as needed for their work. Although a volunteer does not receive staff benefits (vacation days, leave), they may work with their supervisor to accommodate needs that may arise during their volunteer service. Volunteers are expected to discuss with their supervisor to take time off if they are sick or need time off from their typical schedule. Since volunteers are not paid, they are not limited to the number of days off for either sick days or annual leave, but they are expected to collaborate with their supervisor to ensure their work is not compromised. The Volunteer Terms of Agreement and Acknowledgement will take the place of a staff contract.

CFI cannot accept volunteers under the age of 18 unless accompanied by a guardian/caregiver.

## **E. Dispute resolution process**

If a concern arises about the volunteers behavior from a CFI staff or beneficiary, these concerns should be directed to the volunteer's supervisor or a member of the executive team in the first instance as soon as possible.

If the volunteer has a concern, they should raise it with their supervisor as soon as possible. If their concern is about their supervisor, they should report their concerns to a member of the executive team.

If the concern relates to a member of the executive team, then the concern can be raised directly with a member of CFI's Board as outlined in CFI's Whistleblower policy.

Annex 1

## Volunteer Terms of Agreement and Acknowledgement

**Volunteer name:**

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**Volunteer contact details in Cambodia:**

Address	
Phone	
Email	

**Volunteer Contact details overseas (where applicable):**

Address	
Phone	
Email	

**Emergency Contact details (next of kin):**

Name	
Relationship	
Contact Email	
Contact Phone	

**Role Description:**

(Please provide a brief description of the role, title and team this placement will be with)

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**Placement dates:**

Start date	
End date	

**Placement Goal:**

(please provide the key objectives of this placement)

1.
2.
3.

To ensure a successful placement the volunteer will have a named supervisor who will meet with them regularly to discuss placement progress, and to discuss any areas of concern. The named supervisor for this placement is:

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**Volunteer agreement:**

By signing below, I agree to follow the volunteer assignment as outlined in the above Volunteer Management Policy and in this Volunteer Terms of Agreement and Acknowledgement. I agree to uphold the highest ethical standards both in the office and within the community, as I understand that I am a representative of CFI during my volunteer service.

Volunteer Name (Print):

Date:

Volunteer Signature:

Children's Future Representative (Print):

Date:

Children's Future Representative Signature: