



Volunteer Policy

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1. DOCUMENT PURPOSE

This policy outlines SeeBeyondBorders' approach to the recruitment and management of volunteers. Principles governing volunteering activities include:

- SeeBeyondBorders' Policies and Procedures
- ACFID Practice Note Responsible International Volunteering for Development – Feb 2018
- ACFID Code of Conduct
- DFID Enhanced Due Diligence: Safeguarding for external partners – March 2018

2. SEEBEYONDBORDERS PROFESSIONAL ETHICS

Volunteers with SeeBeyondBorders are responsible for adding value to SeeBeyondBorders through the donation of their skills or professional expertise while ensuring that their contributions are conducted in an ethical way.

All SeeBeyondBorders volunteers will be guided towards adhere to our values as listed below:

- **Changemaker:** Our biggest priority is to create positive, large-scale, and sustainable change in Cambodia. We are not just helping one or two communities – we are working towards large-scale systemic and sustainable change so that one day the assistance of SeeBeyondBorders in our current guise will no longer be needed.
- **Competency:** All of our Programs are supported by knowledge and experience. Our team is made up of well trained professionals, who approach tasks with competency and skill. We are always working to share and build knowledge, learn from experience, and promote the idea of a two-way knowledge exchange.
- **Integrity:** We are always transparent and view mistakes as opportunities to learn. We always strive to be honest and to ensure that it is our shared vision alone that drives our work.
- **Courage:** It's not easy to challenge the status quo. But to build a better future for Cambodian children, our staff, our partners, and the communities we work with act with personal courage every day to stay the course in the face of adversity.
- **Respect:** Our actions are always founded on respect - for the teachers, students, and community members we work with, for our fellow team members and for our donors and supporters. We recognise the power we have in our representation of the communities we work with, and we only represent people in ways that are honest, respectful, and fully consensual.

3. TYPES OF VOLUNTEER PLACEMENTS

3.1 Placement Categories

SeeBeyondBorders relies on volunteers in all our country offices to support the staff in a range of areas. The different types of volunteer placements are outlined below:

Group A:

- Long-term Volunteers
- Short-term Volunteers

- Project Team Volunteers (Corporate)
- Teacher Volunteers (Participating in short term teacher trips)

Group B:

- Volunteers providing professional support (note that policies that apply to Board members who are also in effect working with SeeBeyondBorders on a volunteer basis are not addressed here but in the Board Manual)
- Volunteers raising money for SeeBeyondBorders (eg running a marathon)

Group C:

- Volunteers who are members of Group B who additionally come to Cambodia for a visit. There will be additional obligations on these volunteers who are based in their home countries (outside Cambodia) who decide they want to visit.
- Other visitors who may be donors, potential donors, or contractors of some description who the CEO, Director of Development, or Country Manager Cambodia determine are appropriate.

SeeBeyondBorders categorises volunteers into Group A or Group B dependent on their level of interaction with the organisation and our staff and beneficiaries. Volunteers in Group A will have a high level of interaction, although sometimes for only short periods of time, whilst volunteers in Group B will have less interaction. Category C is a special purpose group focussing on visitors to Cambodia so as to ensure all instances of interactions with SeeBeyondBorders are properly documented whether the person is in their own country or in Cambodia.

3.2 Short-term Volunteer Positions

Short-term volunteers are generally recruited to help with time-sensitive, specific projects within the organization to support SeeBeyondBorders staff. Short-term volunteer roles last less than 6 months and are self-funded. Volunteers are ineligible for any kind of staff benefits. Small task lists will be developed by the head of department and discussed with the volunteer upon or before arrival.

3.3 Long-term Volunteer Positions

Long-term volunteers with significant roles are managed in the same manner as for full-time staff members in terms of recruitment and performance management. These positions are wholly voluntary (ie. un-paid), however, long-term volunteers in Cambodia may be provided with a Living Away from Home Allowance or living stipend. It is imperative that long-term volunteers have clear tasks and reporting lines. SeeBeyondBorders has developed a template for volunteer position descriptions and person specifications, which is saved on the Shared Drive.

3.4 Project Team Volunteers (Corporates)

Every year, SeeBeyondBorders hosts Project Team groups in Cambodia consisting of members of specific corporations. These Project Teams carry out specific activities during their short-term volunteer work with SeeBeyondBorders. Generally, Project Team visits do not exceed 3 weeks. These trips are self-funded and no stipend is provided.

3.5 Teacher Volunteers

SeeBeyondBorders welcomes qualified teachers as volunteers to help with the delivery of teacher workshops in Cambodia. Usually, teacher groups visit Cambodia for a two week period in January and they follow a pre-arranged schedule. These visits are self-funded and no stipend is provided.

3.6 Volunteers providing professional support

From time to time SeeBeyondBorders looks to find relevant professional support in technical areas where it has limited expertise amongst its own team or seeks additional technical support including with fundraising. These volunteers may sit on a committee that meets periodically and provide support and advice to that committee. They may provide advice on specific pieces of work but will likely have limited contact with SeeBeyondBorders staff more generally. They will be recruited as the CEO sees fit, in conjunction with the relevant member of the Management Team, and they will not be paid or receive any other benefit.

3.7 Volunteers raising money for SeeBeyondBorders

SeeBeyondBorders is delighted when individuals would like to raise funds for the charity. Individuals should liaise with the Fundraising Manager in the relevant country so that they can be provided with collateral and support.

4. SEEBEYONDBORDERS' COMMITMENT TO VOLUNTEERS

SeeBeyondBorders recognises that all volunteers can contribute a vast wealth of skills, knowledge, and support towards the operation of SeeBeyondBorders, and we are committed to their wellbeing and safety during the time that they work with us. Broadly, there is no difference between our expectations of volunteers and that of our staff. Policies, processes, and procedures are equally relevant and applicable to volunteers as they are to staff. There are inevitable differences with regards to assignments given the period for which volunteers are working with SeeBeyondBorders and the application of procedures and processes may need to be modified accordingly. However, in all instances, the following principles do apply:

- Volunteers are to be treated with respect and support.
- Managers are responsible for the volunteers under their supervision.
- Volunteers are to be included, wherever possible, in all relevant meetings, discussions, and celebrations.
- Volunteers should be given every opportunity to develop their skills to enhance their own skill base.
- Volunteers will have their work acknowledged and, where possible, celebrated.
- Volunteers will operate in safe, healthy and secure environments, as per SeeBeyondBorders' Workplace Health, Safety and Security Policy.
- Where agreed upon, volunteers will be reimbursed for general and travel expenses incurred reasonably in the course of their duties

5. STATEMENT OF MANAGEMENT/GOVERNING BODY RESPONSIBILITY

Management of SeeBeyondBorders' volunteers is the ultimate responsibility of the CEO, who is accountable to the governing bodies in the UK, Australia, and Ireland. The CEO or relevant Country Manager must approve the appointment of Long Term volunteers and volunteers acting in the capacity of professional advisors including those joining a SeeBeyondBorders committee. The relevant head of department must consult with the CEO when such individuals are identified and where feasible, the CEO should meet such individuals prior to giving consent. Short term positions can be approved by the relevant head of department

except in the case of individuals who are to act as representatives of SeeBeyondBorders in their work in which case such appointments must be approved by the Director of Development or the CEO.

Recruitment is the responsibility of the relevant HR team in Australia, Cambodia, the UK, or Ireland together with the head of the department where the volunteer will be working. Every volunteer will have a designated line manager allocated to them dependent on which team or area they are assigned to.

Approval of volunteer procedures is the responsibility of the CEO, and approval of all key policies related to these procedures as laid out in this Volunteer Policy, is the responsibility of the SeeBeyondBorders Australia Board of Directors and the Board of Trustees in the UK and in Ireland.

6. VOLUNTEER DATA MANAGEMENT

In order to administer volunteer placements with SeeBeyondBorders, the HR team in each country office will hold volunteer data in accordance with the SeeBeyondBorders HR Manual.

7. PUBLISHED POLICIES

All volunteers in Group A, regardless of the location of their volunteer work, are required to adhere to all SeeBeyondBorders policies and procedures. These will be explained to volunteers as part of their induction. All policies are available in hard and soft copies at every SeeBeyondBorders Office/ on the SeeBeyondBorders Google Drive. All volunteers in Group A will be required to sign declarations of understanding regarding the Code of Conduct, the Child and Vulnerable People Protection Policy, and the Images Policy before any volunteer assignment begins.

All volunteers in Group B will be required to sign the Code of Conduct for Volunteers (see Appendix A) before doing any voluntary activities for or on behalf of SeeBeyondBorders. Should a person declare a criminal conviction, they will generally be ruled out of being eligible to volunteer unless the circumstances are exceptional. They would have to be recommended by a member of the management team and that recommendation would have to be approved by the CEO.

8. RECRUITMENT AND SELECTION

8.1 Equal Opportunities/ Discrimination and Harassment

SeeBeyondBorders is an equal opportunities organisation and as such SeeBeyondBorders commits to recruiting and on-boarding volunteers without regard to race, colour, sex, religion, gender, age, nationality, creed, political association, union membership, social origin, birth or disability (except where physical and/or mental functions are bona fide requirements and the individual is not able to perform the essential functions even with reasonable adjustments).

Volunteers are integral to the ongoing success of SeeBeyondBorders and therefore it is imperative that people with the right skills, background and attitude are selected to volunteer with SeeBeyondBorders. SeeBeyondBorders operates a fair and transparent recruitment and selection process, in line with the values of our organisation.

8.2 Due Diligence of Volunteers

All volunteers will be asked to provide evidence of their suitability for the position and this evidence will vary depending on the level of interaction they will have with our staff and beneficiaries. The table below outlines the paperwork required for each type of volunteer:

Volunteer Type	Short-term vols	Long-term vols	Project team vols	Teacher vols	Vols providing professional support*	Vols raising money*	Visitors to Cambodia
Action Required	Group A			Group B		Group C	
Police check							
References							
Criminal conviction declaration							
Code of Conduct declaration							
Child Protection declaration							
Images Policy declaration							
Volunteers Code of Conduct agreement							

* If either of these types of volunteer visits Cambodia, they will be subject to the paperwork required by Visitors to Cambodia (Group C)

Where police checks and references are required, volunteers will be requested to provide them prior to the commencement of their volunteer work. A police check should take the form of a Police Criminal History Check or Working with Children Check, or a similar check from the volunteer's home country, showing that there have been no incidents with children or vulnerable adults in the past and there are no ongoing court orders or disputes involving the SeeBeyondBorders volunteer. If the Check reveals any unacceptable conduct, the volunteer will not be allowed to volunteer at SeeBeyondBorders.

9. VOLUNTEER AGREEMENTS

All SeeBeyondBorders Group A volunteers are required to sign a Volunteer Agreement with the organisation. HR will issue all SeeBeyondBorders' Volunteers with a Volunteer Agreement which outlines the terms of the volunteer role as well as agreement to SeeBeyondBorders Code of Conduct and Child Protection Policy. A copy of the Volunteer Agreement Template is saved in the Shared Drive.

Project Team and Teacher Volunteers also sign assignment application forms acknowledging that they understand and accept the risks associated with their assignment in Cambodia. This does not relieve SeeBeyondBorders of its duty of care but brings together the rationale for many of the behaviour related policies to which they are subject.

9.1 Volunteer Annex

All Group A volunteers will also be asked to read and complete a "volunteer annex", which provides

emergency contact and relevant medical details based on their role.

Project Team Volunteers and Teacher Volunteers have separate contact and medical forms they are asked to complete.

9.2 Code of Conduct

All Group A volunteers are required to sign the SeeBeyondBorders Code of Conduct on their first day of volunteering. Volunteers must adhere to the Code of Conduct at all times and any breaches may lead to termination of the volunteer assignment

10. VOLUNTEER INDUCTION AND TRAINING

All Group A volunteers will receive a full induction about SeeBeyondBorders with respect to their duties, work environment, and terms and conditions of the volunteer role.

Induction Training will cover, at a minimum, the following topics:

- SeeBeyondBorders Overview: Mission; Vision; Values
- Strategic Plan and strategic objectives overview, including key program areas
- Finance & HR Overview: Timesheets, Pay & Leave; Benefits; Allowances & Expenses; Vehicle & IT Policies
- Policy Overview: Code of Conduct; Child Protection; Safeguarding; Financial Wrongdoing; Workplace Health and Safety, Risk Management, and Complaints Handling
- Communications Overview: Policy & Processes; Social Media; Photography & Consent
- IT induction: Email, G Drive, basic computer literacy examinations

Where volunteers are working or visiting Cambodia additional topics will include:

- Local customs and cultural norms which inform behavioural expectations
- Local laws as applicable and their implications
- Country risks, which are substantial, and expectations as to behaviour to best mitigate these risks where possible
- Other local office operating procedures or trip procedures and expectations as relevant
- Additional Child Protection and Vulnerable People obligations and behavioural expectations (part of country briefing and orientation too)

The volunteer's line manager will facilitate the induction with the support of the relevant HR team. The aim of induction is to provide an overview of the work of SeeBeyondBorders and to enable the volunteer to understand, and therefore contribute to our work towards our overall strategic goals.

Volunteers will receive on-going training related to specific aspects of their assignment during the course of their duties.

11. PERFORMANCE MANAGEMENT

Regardless of the time frame of the volunteer work, it is imperative that the volunteer's performance is managed in order to ensure the work they are doing is supporting SeeBeyondBorders' staff to deliver our programming.

Short-term Volunteers: Short-term volunteers will be managed by the department head. The department head is responsible for ensuring the volunteers completed the tasks as outlined in their induction.

Long-term Volunteers: Long-term volunteers will be managed in accordance with the SeeBeyondBorders HR Manual.

Project Teams and Teacher Volunteers: Performance management will be done on an ongoing basis. A member of SeeBeyondBorders' staff will accompany the volunteers throughout their trip to help manage performance.

In all cases, sanctions for behaviour deemed inappropriate will extend beyond sanctions referred to in the relevant Policy to sending volunteers home before completing their volunteer assignment, if deemed appropriate and necessary.

12. EQUIPMENT

On occasion, SeeBeyondBorders Volunteers will be provided with equipment (i.e., laptops, office keys, bicycles, etc.) belonging to SeeBeyondBorders. Volunteers are expected to manage this equipment in line with the SeeBeyondBorders HR Manual.

13. GRIEVANCES

A grievance is any type of problem, concern or complaint related to work or the work environment which causes concern or distress and which is believed by the person raising them to affect their work or progress. SeeBeyondBorders is committed to ensuring that every volunteer has the knowledge, confidence and support to have a grievance appropriately processed.

14. BREACHES OF CODE OF CONDUCT

Breaches of the Code of Conduct can range from unsatisfactory performance to issues of a more serious or criminal nature, and can result in a breakdown of the standards of conduct that are required of representatives of SeeBeyondBorders.

Failure to adhere to any and all parts of this code may affect the reputation of SeeBeyondBorders and may result in suspension from volunteer duties and/or termination of the volunteer relationship with SeeBeyondBorders.

15. VOLUNTEER DISMISSAL AND RESIGNATION

SeeBeyondBorders retains the right to terminate the services of any volunteer who breaches the standards and principles of the organisation. A volunteer has the right to withdraw from a program and the responsibility to give notice appropriate to the voluntary position. Volunteers have access to

SeeBeyondBorders' Complaints and Feedback Process and they also have the protection of the Whistleblowing Policy, should they wish to raise any concerns about their assignment or about any aspect of SeeBeyondBorders' work.

16. POLICY MANAGEMENT

This Policy has been approved by the Australian Board and the Trustees of SeeBeyondBorders' other entities as noted below.

Amendments and or developments will be recommended to the Board from time to time as deemed appropriate by senior management. Formal reviews are recommended within three years from the anniversary date of approval by the Board. Recommendations for minor changes can be approved by the CEO before the Board review every three years, and recommendations for changes to the background or policy in practice can be approved by the relevant Sub-Committee.

Doc ref	Doc type	Approved by Australian board date	Minute ref	Approved by UK trustees date	Minute ref
Version 1	Policy	1 July 2016			
Version 2	Policy review	Not issued (created August 2019)			
VP/05/2021/3.0	Policy review	Board 22 nd Sept 2021			
VP/01/2022/1.0	Policy Review	Board Jan 2022	Item 5		

Appendix A (To be used for Category B volunteers)

Code of Conduct for Volunteers

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of SeeBeyondBorders. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with SeeBeyondBorders with the relevant Safeguarding Focal Point;
- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Seeking authorisation before communicating externally on behalf of SeeBeyondBorders;
- Understanding and controlling the risks that their voluntary activities present to themselves or others;
- Disclosing all charges, convictions and other outcomes of an offence that relates to child exploitation and abuse, including those under traditional law, that occurred before or occurs during their association with SeeBeyondBorders;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to SeeBeyondBorders.

Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, sexual orientation, religion, age, disability, race or any other characteristic);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of SeeBeyondBorders, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Engage in illegal activity while carrying out their role;
- Improperly disclose, during or after their involvement with SeeBeyondBorders ends, confidential information gained in the course of their role with SeeBeyondBorders.
- Seek to engage individuals in solicitous religious or political activities or discussions.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct, this may result in the volunteer’s position being terminated. Notwithstanding the foregoing, volunteers should note that SeeBeyondBorders may terminate a volunteer’s position without cause.

Code of Conduct for Volunteers Declaration

I, _____ (write name), declare that I have read and understood the contents of SeeBeyondBorders Code of Conduct for volunteers and confirm that I understand my responsibilities to comply.

I confirm that I do/ do not (circle appropriately) have any criminal convictions to declare.
I confirm that I do/ do not (circle appropriately) have any convictions, charges or other outcomes of an offence that relate to child exploitation, abuse or harassment.

Signed Date
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