



Human Resource Policy and Procedure

VOLUNTEERS FOR MENTAL HEALTH

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Human Resource Policy and Procedure for Volunteers for Mental Health

1. Introduction

The Human Resource Policy and Procedure for VMH is designed to support a diverse, dedicated team of volunteers engaged in gathering data to bridge the gap in mental health care and influence evidence-based policies. This document outlines guidelines and expectations for recruitment, management, support, and evaluation of volunteers. It aims to ensure that all volunteers work effectively, are valued, and operate within an environment that respects their rights and responsibilities.

2. Objectives

- Ensure efficient recruitment, training, and management of volunteers.
- Promote a positive, inclusive, and supportive environment for volunteers.
- Define roles, responsibilities, and expectations of volunteers.
- Provide guidelines for volunteer conduct, performance, and dispute resolution.
- Ensure alignment between volunteer activities and organizational goals.

3. Scope

This policy applies to all volunteers engaged in VMH's activities, including those involved in data gathering, community engagement, and advocacy. It covers recruitment, onboarding, training, performance management, conflict resolution, and volunteer benefits.

4. Recruitment and Selection

A. Recruitment Process

- **Needs Assessment:** The HR department, in collaboration with program managers, identifies the need for volunteer roles based on program requirements.
- **Advertisement:** Volunteer opportunities will be advertised through online platforms, partner organizations, universities, and community centers.
- **Diversity and Inclusion:** Recruitment practices will focus on attracting volunteers from diverse backgrounds, ensuring equal opportunity regardless of gender, age, ethnicity, disability, or socioeconomic status.

B. Application and Screening

- **Application:** Interested candidates will submit an application form, including details about skills, experience, and motivation for volunteering.
- **Screening:** The HR team will conduct an initial screening to ensure that applicants meet the requirements. This may include an interview, reference checks, and background verification.
- **Selection:** Selected volunteers will be matched to roles based on skills, interest, and the organization's needs.

C. Orientation and Onboarding

- **Orientation Session:** All new volunteers will attend an orientation session to learn about VMH's mission, values, programs, and policies.
- **Onboarding Package:** Volunteers will receive an onboarding package, including their role description, a volunteer handbook, and relevant policy documents.

5. Volunteer Roles and Responsibilities

A. Role Assignment

- **Role Descriptions:** Each volunteer will be provided with a written role description outlining tasks, responsibilities, and reporting lines.
- **Role Matching:** Volunteers will be assigned roles based on their skills and the needs of the organization, such as data collection, community outreach, or administrative support.

B. Responsibilities of Volunteers

- **Commitment:** Volunteers are expected to commit to the duration agreed upon during onboarding.
- **Code of Conduct:** Volunteers must adhere to the organization's code of conduct, including maintaining professionalism, respecting confidentiality, and upholding ethical standards.
- **Data Management:** Volunteers involved in data collection are responsible for ensuring the accuracy, reliability, and confidentiality of the information gathered.

6. Training and Development

A. Initial Training

- **Induction Training:** Volunteers will receive induction training on mental health, cultural sensitivity, communication skills, data collection methods, and ethical practices.
- **Role-Specific Training:** Depending on the role, additional training may be provided, such as conducting surveys, data analysis, or advocacy techniques.

B. Ongoing Training

- **Workshops and Seminars:** Volunteers will have access to workshops, seminars, and webinars to further develop their skills and knowledge.
- **Mentoring:** Volunteers will be assigned mentors who provide support, answer questions, and facilitate their integration into the organization.

7. Supervision and Support

A. Supervision Structure

- **Volunteer Coordinator:** Each volunteer will be assigned a volunteer coordinator who acts as the primary point of contact for support, guidance, and performance management.

- **Team Meetings:** Regular team meetings will be held to discuss progress, challenges, and feedback, fostering an environment of collaboration.

B. Volunteer Support

- **Open Communication:** Volunteers are encouraged to maintain open communication with supervisors to discuss any concerns or suggestions.
- **Mental Health Support:** Recognizing the challenges associated with mental health work, volunteers will have access to counseling services, debriefing sessions, and peer support.

8. Volunteer Conduct and Disciplinary Procedures

A. Code of Conduct

- **Behavioral Expectations:** Volunteers must conduct themselves respectfully and professionally at all times, demonstrating empathy, integrity, and respect for cultural differences.
- **Confidentiality:** Volunteers must maintain the confidentiality of all participants and organizational information.

B. Disciplinary Actions

- **Warnings:** If a volunteer fails to comply with the code of conduct, they will receive a verbal or written warning. Repeated or serious misconduct may result in termination.
- **Grievance Process:** Volunteers who have grievances are encouraged to raise them with the volunteer coordinator, who will work with HR to investigate and resolve the issue fairly and transparently.

9. Health, Safety, and Risk Management

A. Health and Safety

- **Risk Assessment:** Volunteers will be informed of potential risks associated with their roles and will be provided with training to mitigate these risks.
- **Safety Guidelines:** All volunteers must follow health and safety guidelines, including the use of protective equipment when required.

B. Insurance

- **Coverage:** Volunteers will be covered under the organization's insurance policy for injuries or accidents that occur during their volunteer activities.

C. Mental Health Support

- **Debriefing Sessions:** Regular debriefing sessions will be held to support volunteers who may experience emotional strain as a result of their activities.
- **Access to Counseling:** Volunteers will have access to counseling and mental health support services as needed.

10. Volunteer Benefits and Recognition

A. Volunteer Benefits

- **Reimbursement:** Volunteers are entitled to reimbursement for any pre-approved expenses incurred during their activities, such as transportation costs.
- **Training Opportunities:** Volunteers will have access to skill-building opportunities through workshops, seminars, and online courses.

B. Recognition

- **Appreciation Events:** Periodic events will be organized to recognize and celebrate the contributions of volunteers.
- **Certificates and Awards:** Volunteers who complete specific milestones will be awarded certificates of appreciation and recognition for their work.
- **Letters of Recommendation:** Volunteers who complete significant contributions can request letters of recommendation to support future job or educational opportunities.

11. Performance Management

A. Performance Evaluation

- **Regular Feedback:** Supervisors will provide regular feedback to volunteers on their performance and areas for improvement.
- **Evaluation Meetings:** Formal evaluation meetings will be conducted biannually to review progress, address any challenges, and set future goals.

B. Handling Underperformance

- **Identifying Issues:** If a volunteer's performance is found lacking, the supervisor will hold a one-on-one meeting to discuss concerns and develop a performance improvement plan.
- **Supportive Measures:** Additional training or mentoring may be offered to help the volunteer meet expectations.

12. Exit Procedures

A. Volunteer Resignation

- **Notice Period:** Volunteers are requested to provide at least two weeks' notice if they wish to discontinue their involvement.
- **Exit Interview:** An exit interview will be conducted to understand the volunteer's experience and gather feedback for program improvement.

B. Termination

- **Termination by Organization:** VMH reserves the right to terminate volunteer involvement if they fail to adhere to organizational policies or display conduct that is detrimental to the organization's mission.

13. Confidentiality and Data Protection

A. Data Privacy

- Confidential Information: Volunteers must keep all data and information gathered during their activities confidential.
- Data Protection Training: Volunteers will be trained on data protection policies to ensure the safe handling of participant data and to comply with applicable laws.

B. Consent

- Informed Consent: Volunteers must ensure that informed consent is obtained from all participants involved in data collection activities, with details of how data will be used.

14. Anti-Discrimination and Inclusion Policy

- Equal Opportunities: VMH is committed to providing equal opportunities for all volunteers regardless of gender, age, race, disability, or religion.
- Respect for Diversity: Volunteers are expected to respect diversity within the team and in the communities they serve.
- Non-Discrimination: Discrimination, harassment, or bullying of any kind will not be tolerated, and complaints will be taken seriously and investigated thoroughly.

15. Policy Review

This Human Resource Policy will be reviewed annually to ensure it continues to meet the needs of volunteers and aligns with the objectives of VMH. Volunteers are encouraged to provide input during the review process.

16. Acknowledgment and Agreement

All volunteers are required to acknowledge that they have read, understood, and agree to comply with this Human Resource Policy.

Volunteer Name: _____

Signature: _____

Date: _____

17. Conclusion

This Human Resource Policy aims to ensure that all volunteers at VMH feel supported, valued, and empowered in their roles. By fostering a professional, inclusive, and supportive environment, we can collectively work towards bridging the gaps in mental health care and influencing policy through evidence-based data gathering. Volunteers are the cornerstone of our mission, and this policy serves to ensure their contributions are recognized, their rights are protected, and their experiences are fulfilling.