



GUIDE

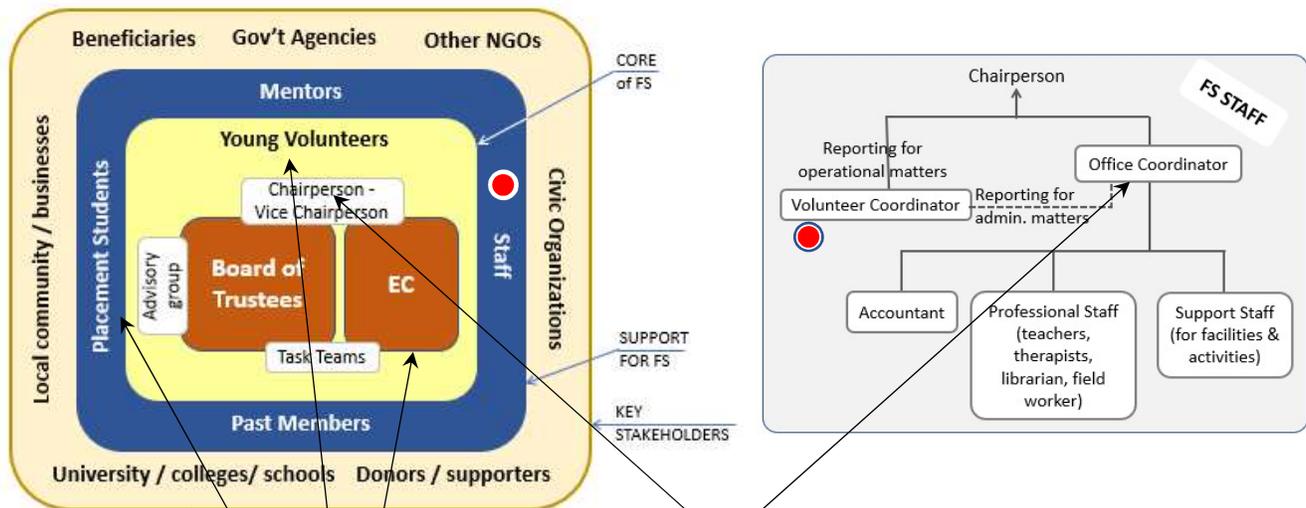
for

VOLUNTEER COORDINATOR

The Volunteer Coordinator provides guidance, direction, and encouragement to volunteers and helps maintain continuity in activities from year-to-year as student volunteers routinely join and leave. This is a key position at FS because it directly impacts on activities at FS and on the participation and development of student volunteers – the primary focus areas for FS. Because this position does not have direct supervisory authority over the volunteers, his or her ability to influence and work effectively with students is of critical importance.

PRIMARY RELATIONSHIPS WITH OTHERS:

● - Volunteer Coordinator



Is a part of the staff group at FS; has dual reporting relationship – reports to the Chairperson on operational and programs related matters, and to the Office Coordinator on administrative matters.

Works closely with EC and volunteers and placement students

Has informal and casual relationship with all other organizational components (EC, volunteers, past members, placement students, etc.)

Roles and Responsibilities of the Office Coordinator:

The Volunteer Coordinator has the overall responsibility for all matters related to the activities, volunteers, and placement students. Specifically -

- Work closely with the Executive Committee:
 - Attend EC meetings
 - Ensure that EC meetings are held as required and that minutes are kept

- Interface with EC members individually also (besides in groups)
 - Follow-up with volunteers to ensure that they keep their commitment in timely manner
 - Encourage and motivate volunteers
 - Maintain minutes of EC meetings
 - Maintain notes from the lessons learned (debrief discussions) after key activities are conducted, and then share with others, particularly with the new EC after it is formed
- Maintain on file all EC meeting minutes in both paper copies and scanned electronic files; distribute to all trustees.
 - Approve any single expense of up to Rs. 500 - within a limit of Rs. 1,000 total in any calendar month.
 - Maintain database of volunteers; ensure that data from membership forms are entered into this database.
 - Serve as a resource for the EC members and volunteers as needed; assist them in the fundraising efforts and in contacting various agencies and offices to get permissions for activities, and so on.
 - Join volunteers when activities are conducted to ensure that they are appropriate, timely and meet the FS objectives; provide guidance, direction, and encouragement to them; help them when they hit a roadblock.
 - Ensure that activity reports are produced within 3 days of the completion of activities; create monthly summary report of activities; maintain these reports
 - Compile monthly activities report and send to all trustees by the end of the first week in the following month.
 - Supervise and guide the work of placement students assigned to work at FS for their college assignments; provide feedback on their work to the trustee (mentor) assigned for the placement students.
 - Manage requests for certificate of participation from volunteers – determining whether they meet criteria for issuance of such certificates; manage the process of preparing the certificates
 - Be an advocate for the volunteers with the Board of Trustees, Chairperson and other key people at FS.
 - Safety & well-being of volunteers, beneficiaries and public - ensure that the FS facilities are safe and won't cause injuries to anyone using them; ensure that the sexual harassment policy is well publicized; and that volunteers understand that any kind of mistreatment by anyone will not be tolerated.

Work assignments:

- Primarily, Chairperson will assign specific tasks to the Office Coordinator, as necessary, in addition to the overall role described above
- Any trustee may assign to the Office Coordinator some tasks related to their own projects. Such task assignments are likely to be infrequent. In case of conflicting task assignments, the Office Coordinator will check with the Chairperson to determine which tasks will get priority.

Expectations:

1. Work hours: part time; 30 hours per week (6 days / week): 4 hours / day in the FS office & 2 hours / day outside of the office
2. Keep commitments (such as for attending meetings and doing what one says he or she will do; be on time; and so on)
3. Treat everyone with respect (volunteers, students, beneficiaries, parents, staff, etc.).

4. Involve everyone in discussions during meetings (formal or informal); encourage quiet or shy members to join the discussions.
 Listen to all points of view with open mind; do not act in autocratic or dictatorial manner. In other words, practice participative management and arrive at decisions using consensus method
 Handle difficult situations and conversations tactfully such that you make your point in such a way that the other person does not feel disrespected or mistreated.
5. Develop rapport with volunteers; establish credibility with them. Treat them with respect and tactfully without coming across as their superior; treat, and refer to, them as “young adults” – not as “kids.”
6. Actively identify someone, particularly young volunteer or visitor, who appears to be confused or not sure what to do, and talk to him or her
7. Participate as a member on the ICC (Internal Complaint Committee), become thoroughly familiar with the sexual harassment policy and the two related posters.
 Keep eyes and ears open for situations where any volunteer, beneficiary, or staff is treated badly or harassed in any manner at the FS campus or during any FS sponsored activity. They need to address the situation directly, or through the Chairperson. Read FS’ “Sexual Harassment” policy and two related posters and become fully familiar with their content.
8. While at the FS campus or during any FS activity, maintain professional and appropriate decorum, dress appropriately, and behave in such a manner that others don’t find the behavior offensive.
9. Promote positive image of FS while interacting with others in personal and professional lives; be a strong messenger and advocate of FS.

Key Reference Information: (FS was established on August 15, 1969)

Address: Friends Society, Petit Library, Opp. Parsi Agiyari; Fatehganj, Abbas Tyabji Rd, Vadodara 390002, India
 (Note: it is on Fatehganj Main Rd and near Rangoli restaurant)

Phone: +91-265-275-0629 Email: office@fsvadodara.org Website: www.fsvadodara.org

Registration: Donations are exempted from income tax under Section 80G(5) of the Income Tax Act 1961
 Bombay Public Trust Act 1950 - Reg. No. Vadodara F-109; Society Registration Act 1860 - Reg. No. Guj/351/Vadodara

FS Logo:



⌘ This symbol indicates “Youth, Society Integration”
 FS motto is “Self-development Through Service”

Key documents: (1) “Governance at Friends Society (Management and Administration)” and (2) “Sexual Harassment Prevention, Prohibition and Redress - Policy & Program.” They are available on the FS website.

Frequently used abbreviations: **BOT** (Board of Trustees); **EC** (Executive Committee); **ICC** (Internal Complaints Committee – part of sexual harassment policy); **OC** (Office Coordinator); **VSC** (Volunteer Coordinator or Volunteer Services Coordinator); **CH** (Chairperson); **VC** (Vice Chairperson); **FS** (Friends Society)

OUR MISSION

What we are all about, our reason for existence

Help young volunteers realize self-development through participation in activities for providing service to the people in need.

PRINCIPLES

Guidelines for how we do things, core values we do not deviate from

1. Believe in each person's potential to achieve better things
2. Members realize self-development through service provided
3. As custodians of other people's money, we spend it judiciously
4. Treat each other with respect
5. Safety and well-being of the people we serve through our activities are important
6. Safety and well-being of volunteers participating in our activities are important
7. Avoid duplication of activities carried out by other organizations

PRACTICES AND CONVENTIONS

Practices and beliefs followed informally over the years at FS

- ✓ Beneficiaries are our friends
- ✓ We value small contributions from large number of people compared to one big donation
- ✓ We may have political belief system or inclination, but we keep it out of FS
- ✓ We do not seek publicity; however, we do not shun the due publicity for the activities or FS (but not for individuals - our work for FS is selfless)
- ✓ We focus on issues and not individuals. We fix mistakes and not persons
- ✓ Leader should be felt and not be visible; a leader is best when people barely know he/she exists
- ✓ We believe in "service to people" but not at the cost of studies/job responsibility/family

SEXUAL HARASSMENT POLICY

Friends Society (FS) will ensure work environment that is free from sexual harassment for all its volunteers, staff and beneficiaries. This applies to activities at the FS operations at the Petit Library or carried out anywhere else.

FS will create an Internal Complaints Committee. Its members will be appointed by the BOT. When a complaint is filed and investigated by the FS Internal Complaints Committee (ICC), the complaint is upheld by the Committee, and the ICC report is submitted, the Board of Trustee will take actions it deems necessary for the given situation, including expelling a member or staff who may have been involved.