

# MH Volunteer Policy

## Introduction

This Volunteer Policy is designed for individuals who wish to offer to work for free or provide a free service to Mercy Hands (MH) as a consultant, executive, trainee or observer. This policy excludes board members and current employees who would like to volunteer with another program or department.

## How to join

1. Submission: Any person may submit an application to volunteer at MH, either as a response to an invitation from MH or on their own initiative. All applications should be submitted to the HR Manager with a copy of their CV., who will return:
  - a. Obtain confirmation from the department they would like to volunteer with, if it has not already been obtained.
  - b. Obtain confirmation from the relevant departmental director in MH after providing the following information: job title, volunteer status (consultant, executive, trainee or observer), name of volunteer, hours and place of work, any request for reimbursement of costs and the expected duration of volunteering.
2. Appointment: All volunteers are required to have an interview before they can begin their position. This procedure will follow the same established process as for a paid employee. The HR Manager, in cooperation with the administration, will arrange the interview.

## Benefits

1. The volunteer may receive a financial allowance of up to 20 dollars per workingday.
2. The volunteer will be given an MH ID for the duration of their volunteering period.
3. At the end of the volunteering period, the volunteer will receive a work certificate (volunteer) as well as a letter of recommendation from MH.
4. They will be given preference for future employment within MH, provided that they possess the required skills and experience.
5. The volunteer will be allowed to participate in training and capacity building sessions offered to MH staff.
6. MH provides free health insurance for volunteers working in the governorates where there are MH clinics or medical compounds.

## Responsibilities of MH towards the Volunteer

MH staff will treat their volunteering staff in the following manner:

1. Provide equal opportunities for all those who wish to volunteer.
2. Respect the volunteer and listen to their concerns.
3. Explain the policies and rules of MH to the volunteer.

4. Put the volunteer in a position in line with their skills, experiences and interests.
5. Provide a description specifying the role and the responsibilities of the volunteer's work.
6. Support and encourage the volunteer to develop their role within MH and to provide appropriate training if necessary.
7. Take all necessary measures to ensure the safety, security and health of the volunteer.
8. Appoint a supervisor to the volunteer to guide them and evaluate their work.

## Responsibilities of the Volunteer towards MH

The volunteer will agree to act in the following manner:

1. Be committed to the vision and values of MH.
2. Work to the best of their ability for MH.
3. Treat everyone with respect.
4. Follow the decisions, programs, policies and management guidelines.
5. Maintain and respect the confidentiality of the work and activities of MH during and after the period of their work. This includes protecting the confidentiality of maps, drawings, images, plans, reports, recommendations, evaluations, documents, and all information gathered by MH about any beneficiary or group of beneficiaries that MH works with.
6. Preserve the reputation of MH.
7. Monitor their behavior and professional conduct and be open to constructive criticism and evaluation.
8. Introduce themselves as a volunteer of MH when meeting outside representatives.

## Rules

The volunteer is subject to the same rules and regulations as regular employees, including HR procedures.

1. Before the volunteer begins work, the volunteer must sign **an employment contract** and a copy of the employee's regulations.
2. The contract will include the type of volunteering undertaken (consultant, executive, trainee or observer), the hours and place of work and the period of volunteering. This will be kept in the volunteer's personal file.
3. Reimbursement of costs will be decided based on the following factors:
  - a. If the volunteer has reasonable transportation costs to and from the workplace during working hours;
  - b. If the volunteers have special qualifications or certifications that can benefit the project.
  - c. The extent of their contribution.
  - d. Previous employment history.
  - e. If they have any special skills or experience which are of benefit to MH.
4. Any work performed or produced by the volunteer during his work in MH is the sole property of MH.
5. The volunteer is allowed to join NGOs of a similar nature to MH and to participate in their activities, but they must inform MH. This participation shall not be considered as a participation of MH unless it is authorized by an official letter from the administration of MH. MH reserves

the right to withdraw the MH ID of the volunteer if there are objections to the nature of this participation.

6. The volunteer should not use their ID to obtain any personal benefits or positions, otherwise the ID card will be withdrawn from them.
7. Any negative or illegal action committed by the volunteer is their own responsibility and they will bear all legal and social consequences for it, unless acting under the authorization of the administration. MH shall not be held liable in case any volunteer violates the laws or regulations of the Iraqi State.
8. The volunteer is not entitled to any money or gifts in kind on behalf of MH, and should not be in charge of the collection of financial or in-kind donations. Any violation will be subject to **legal sanction**.
9. The volunteer must not defame or attack the staff, work or principles of MH. MH reserves the right to institute proceedings against volunteers in the event of such occurrence.
10. The volunteer may not use MH's name at any time with any governmental or non-governmental person, authority or donor without the knowledge and approval of the administration of MH.
11. The volunteer should not create any visual or audiovisual media about MH and its activities or communicate on any other person's media about the work of MH without authorization from the administration of MH.

