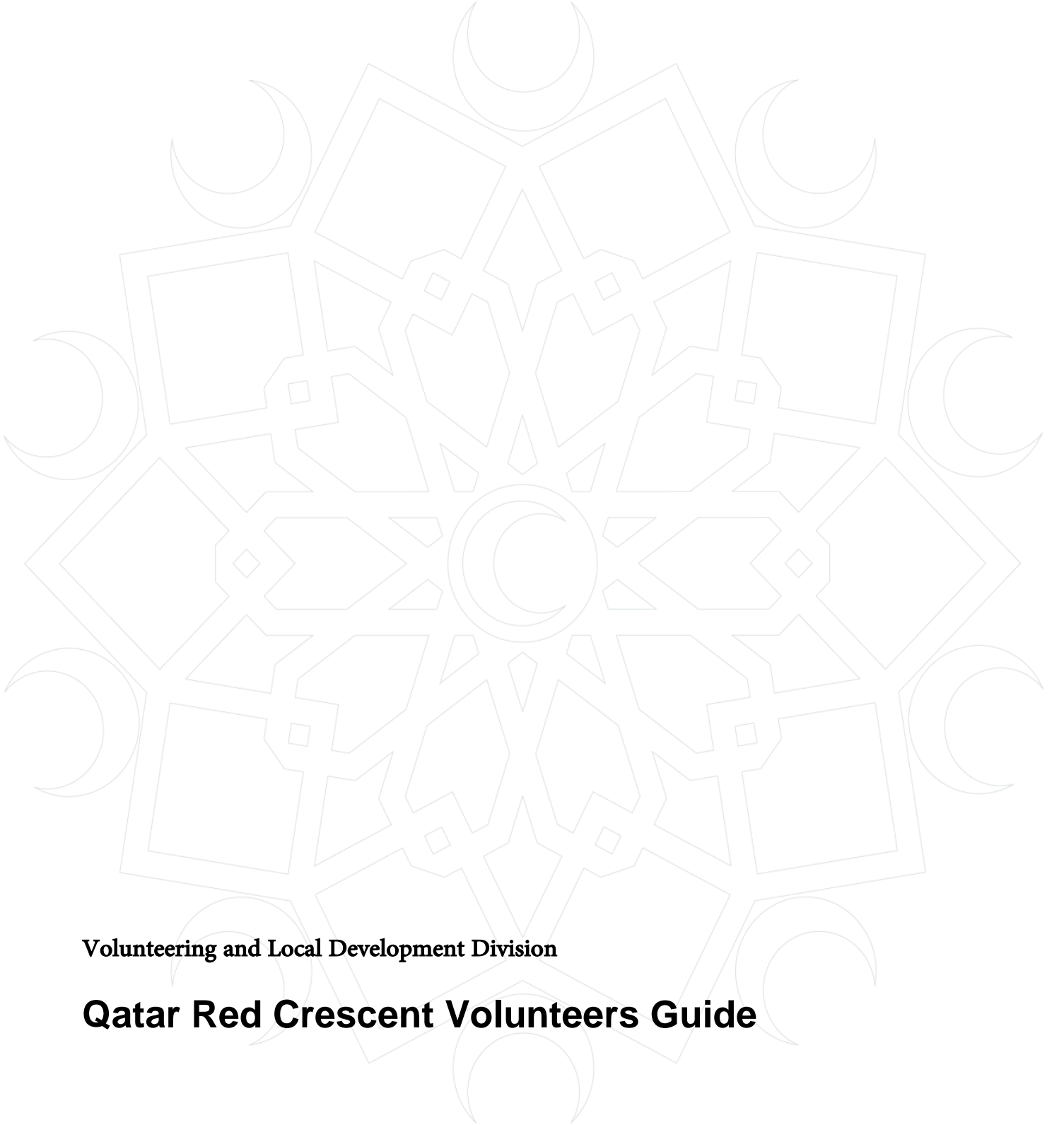


Sunday 3 Dhul-Qi'da 1439 A.H. – 15 July 2018



Volunteering and Local Development Division

Qatar Red Crescent Volunteers Guide

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Introduction

In every country of the world, the society has numerous issues and causes that should be addressed not only by government and private, profit-seeking services organizations, but mainly by those organizations that adopt a humanitarian and international approach to community service, and whose activities are centered around volunteering and are conducted by volunteers. Volunteers, and youths in general, have enormous potential to contribute to humanitarian action and play a leading role in advancing their own nations. This requires a comprehensive guide that establishes all the policies, rules, and mechanisms of volunteering at Qatar Red Crescent Society's (QRCS), by:

- Providing QRCS with a detailed handbook about how to manage and utilize volunteers;
- Determining and explaining volunteering policies that regulate QRCS's volunteers relations, including each party's rights and responsibilities; and
- Retaining distinguished volunteers and maintaining their work.

Target Groups (Guide Uses)

Target Group	Purpose
Volunteers	To be aware of their rights and responsibilities
Heads of administrative units, programs, projects, and HR staff	To have a reference guide to applying volunteering policies and procedures
President and board members of QRCS	To keep informed about volunteering management mechanisms and pertinent policies
The Federation	To integrate the guide into their annual global volunteer-related reports and documentation

I. Definitions

1. Qatar Red Crescent Society (QRCS)

A humanitarian volunteering organization established in 1978 in Qatar to assist and empower the vulnerable both locally and internationally. It has representation offices in 16 countries, and it is member of the International Federation of the Red Cross and Red Crescent Societies (IFRC).

2. Volunteering

To practice some volunteering activity(s) that directly serve the vulnerable, in an attempt to eradicate any vulnerability or exclusion, under the fundamental principles of the Movement. Volunteering services are carried out by people motivated by their own free will, not by a desire for material or financial gain, or by any political, social, or economic affiliation.

3. Volunteer

A person who engages in volunteering activities/events as well as local and foreign development tasks, who has passed some basic courses about QRCS's history and humanitarian principles, and who is registered with QRCS's volunteers list via the volunteers online portal.

II. Volunteer's Conduct, Rights, and Responsibilities

The moral and behavioral framework for volunteering with QRCS. The Code of Conduct states all the mutual rights and responsibilities of a volunteer and QRCS. All QRCS associates have the obligatory responsibility of observing it.

1. Volunteer's Conduct

- Have good morality, deal with others decently, and never abuse others verbally or physically
- Have a good-looking appearance as appropriate to QRCS's image
- Never exploit the volunteering-related advantages (ID card, emblem, etc.) for personal gain
- Never use QRCS's equipment (telephone, computer) for non-work purposes
- Protect confidentiality and deal responsibly with work-related information

2. Volunteer's Rights

- To be informed whether accepted as a volunteer or not and why.
- To be guided by the volunteers supervisors to the volunteering tasks assigned to them, pending their own consent.
- To be trained in the basic skills and given the knowledge required to perform volunteering tasks.
- To be assigned actual tasks that develop their capacity and skills.
- To receive moral support and encouragement.
- To redeem any expenses incurred and have the venue and resources necessary for performing volunteering tasks.
- To be treated fairly with no discrimination.
- To enjoy safe and risk-free work conditions
- To be recognized for achievements and be honored and rewarded in public events.
- To receive work-related feedback and advising.
- To choose to quit volunteering at any time.

3. Volunteer's Responsibilities

- To comply with QRCS's policies and respect the professional ethics and humanitarian principles.
- To be punctual for volunteering days and times and duly perform the volunteering tasks.
- To keep mutual respect with staff, have an appropriate appearance, and preferably carry a QRCS identifier (cap, vest, ID card).
- To attend training courses that builds their capacity to be able to duly perform the volunteering tasks.
- To stop volunteering work whenever asked to or losing interest in work.

4. QRCS's Rights and Responsibilities

- To respect Labor Law and preserve equipment.
- To make sure that the volunteer benefits from experience with QRCS.
- To train volunteers and develop their skills.
- To provide administrative support and monitoring for volunteers.
- To receive calls and queries from volunteers via their hotline.
- To recognize the volunteers, by honoring them at public events, featuring the outperformers on QRCS's honor roll, or publishing their accomplishments on QRCS's website.

All volunteers are kindly requested to read the Code of Conduct and Policies of Governance in separate documents, as well as the following Forms of Governance (annexed hereto):

- Form 6: Conflict of Interest Statement for QRCS Associate
- Form 7: QRCS Governance Policy Compliance Declaration

III. Volunteering Management

Any national or resident of Qatar is eligible for volunteering with QRCS, by registering online (URL: <https://app.qrcs.org.qa/Volunteer/>) and becoming a member of the volunteers portal. Volunteers from outside of Qatar can register for foreign relief operations, particularly in countries where QRCS has a representation office. The forms of volunteering vary according to age into several sectors (See Figure 2: Volunteering Sectors by Age); there are different volunteering activities for the under-18, youths, and above-40 age groups (Figure 1: Volunteering Management Mechanism).

1. Volunteer Interview

After online registration, the applicant is appointed an interview with Volunteers Section supervisors, to find out about their skills and qualifications, and see if these are suitable for the administrative or field tasks available. Interviews are arranged at the convenience of both QRCS and the applicants. An interview is a good opportunity to identify the eligibility of an applicant and decide to accept or reject the application, under the following conditions:

- The applicant must be a national or resident of Qatar with a valid residency permit.
- The applicant must be fit both physically and mentally.
- The applicant must be of good conduct (See Form 1: Volunteer Interview)

2. Orientation

If an applicant is approved, they receive orientation about QRCS, departments, and key officials. Also, the newcomers are updated with the training courses offered by the Volunteers Section to enhance their capabilities, awareness about the fundamental principles, and knowledge of the details of volunteering activities. As for the volunteering activities required for university programs or administrative support activities, the volunteers have to sign a task description statement that shows all the tasks assigned and expected to be done in accordance with the signed statement (See Form 2: Volunteering Task Description).

3. Training and Development

QRCS constantly seeks to build the capacity and develop the skills of its volunteers, by training course in three tracks: first aid, the international humanitarian law, and basic/advanced disaster management). Other courses are available on the IFRC e-learning platform (for registration: <http://www.ifrc.org/learning-platform>).

All volunteers who wish to attend QRCS's courses have to sign a dedication pledge to attend the courses, punctually observe their dates and times, take part in the activities and events held by the Volunteers Section, and offer support to other departments when needed (See Form 3: Dedication Pledge).

4. Support and Monitoring

Volunteers receive support and monitoring throughout their volunteering period. The IFRC Volunteering Policy focuses on giving while expecting nothing in return. At the same time, it necessitates paying all costs (such as transportation, foreign tasks, uniform, equipment, or health insurance if necessary) and not requiring the volunteers to incur any expenses.

Monitoring is crucial to keep track of the performance of volunteers, measure their satisfaction, and identify any challenges that face them during tasks.

5. Evaluation

Every volunteer should be subject to regular and comprehensive evaluation to see how effective they are in performing their tasks. The other way around, volunteers should evaluate their own volunteering experiences, commenting on positive and negative things, if any (See Form 4: Volunteer and Volunteering Task Evaluation).

6. Appreciation

Each QRCS volunteer holds an ID card, which shows personal information and balance of volunteering hours. There are three strata of volunteering hours (50, 150, and 250 hrs/yr). Based on these strata, each volunteer is granted a certain ranking and is entitled to honoring with a gold, silver, or bronze medal by the end of the year. Round the year, the Volunteers Section uses the following actions to motivate volunteers and appreciate their efforts:

- Recognizing and constantly encouraging volunteers.
- Paying attention to volunteers, their suggestions, and opinions.
- Respecting the status of volunteers and using their personal names in communication.
- Creating a box to receive suggestions and a 'Penny for Your Thoughts' board.
- Sending SMSs on holidays and the anniversary of recruitment with QRCS.
- Putting inspirational cards at places of volunteers.
- Arranging discount vouchers at shopping centers and restaurants that are fancy for youths.
- Serving morning coffee in a cup with the name of the respective volunteer on it.
- Publishing success stories of volunteers.
- Producing a documentary for the accomplishments of volunteers every year, to be posted on QRCS website.
- Dealing with volunteers fairly with no discrimination.

The advantages of being a volunteer with QRCS should also be highlighted, including:

- Working with QRCS, in its capacity as an auxiliary to the State of Qatar;
- Being part of the country's leading humanitarian organization locally and globally;
- Attending courses that enhance skills, awareness, and internationally recognized certification;
- Taking part in meaningful volunteering activities in the best interest of the Qatari society;
- Being recognized and honored at public events; and
- Participating in international events for exchange of experience with other National Societies.

7. Retention

All the above points ensure the retention of volunteers to continue to perform their tasks effectively, as each volunteer will feel valued by a prestigious international humanitarian organization like QRCS.

8. Termination of Volunteering

Volunteering with QRCS is open at all times, and each volunteers has freedom of contributing full-time or part-time efforts. Sometimes, a volunteer has to terminate volunteering (for travel, health problems, etc.). In such cases, the volunteer's supervisor should be informed to settle all dues vs. responsibilities. If terminated by QRCS, for any of the following reasons, a specific form should be filled in (Form 5: Volunteering Termination Form):

- Noncompliance with the seven fundamental principles.
- Noncompliance with the volunteers' Code of Conduct.
- Abuse of work equipment (theft, misuse, etc.)
- Sexual harassment, inappropriate speech, invasion of privacy, or unprofessional behavior.

Figure 1: Volunteering Management Mechanism

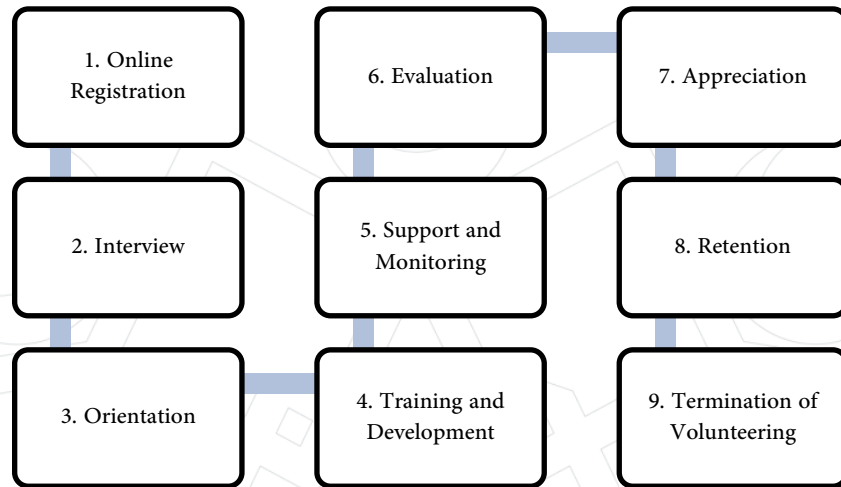


Figure 2: Volunteering Sectors by Age

Under-18	18-40	40+
<ul style="list-style-type: none"> • QRCS School Program • Student volunteering program (25-50 hrs/yr) 	<ul style="list-style-type: none"> • Programs (visits, administrative support, training, students) • Projects (Time Bank, Humanity Beyond Limits) • Activities and events 	<ul style="list-style-type: none"> • Specialist training courses • Local and international volunteering tasks

Form 1: Volunteer Interview

Name:		
Age:		
Personal capacities:		
Education:		
Work experience:		
Applicant status:		
Meets volunteering standards	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Physically and mentally fit	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Qualified for volunteering tasks	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Committee decision:		
<input type="checkbox"/> Application approved		
<input type="checkbox"/> Application rejected		
<input type="checkbox"/> Application approval pending:		

Form 2: Volunteering Task Description

Title of volunteering task:	
Division, Department, Section:	
Supervisor:	
Starting date:	
End date:	
Purpose:	
Tasks and responsibilities:	
Required education:	
Required practical experience:	
Other task requirements:	
Equipment and facilitations to be provided by administrative unit for volunteering task performance:	

Name of Volunteer

Signature of Volunteer

Signature of Supervisor

Signature of Head of Volunteers

Form 3: Dedication Pledge

I, the undersigned,	
<input type="text"/>	<input type="text"/>
Name of volunteer	ID #
Course to be joined:	
Activities that I want to take part in:	
I pledge to volunteer under the following conditions:	
<ul style="list-style-type: none"><input type="radio"/> Punctuality and discipline<input type="radio"/> Respect for work system<input type="radio"/> Compliance with and good representation of QRCS principles	

Signature of Volunteer

Signature of Head of Volunteers

Form 4: Volunteer and Volunteering Task Evaluation

A. Volunteer evaluation: to be filled in by requesting organization

Volunteering data	
Name of volunteer:	
Division, department, and section:	
Volunteering task:	
Volunteering period:	

Evaluation criteria		Excellent	Very Good	Good	Weak
1	Knowledge of volunteering tasks				
2	Quality of performance				
3	Interpersonal skills				
4	Work hours punctuality				
5	Attendance of basic training courses				
6	Acting on supervisor instructions				
7	Maintenance of work equipment				
Notes:					

Signature of Volunteer Supervisor

Signature of Head of Volunteers

B. Volunteering Task Evaluation: to be filled in by volunteer

Volunteering data	
Name of volunteer:	
Division, department, and section:	
Volunteering task:	
Volunteering period:	

Evaluation criteria		Excellent	Very Good	Good	Weak
1	Guidance by volunteer supervisor				
2	Adequate training (for some tasks)				
3	Relevance of volunteering tasks to education and work background				
4	Work environment				
5	Availability of equipment necessary for volunteering tasks				
6	Support and monitoring				
7	Recognition and appreciation				

Notes:

Signature of Volunteer

Signature of Head of Volunteers

Form 5: Volunteering Termination Form

Volunteer statement	
Name of volunteers:	
Volunteering task:	
Termination of volunteering:	<input type="checkbox"/> Personal choice <input type="checkbox"/> QRCS decision
Reason for termination (cite evidence and witnesses if there is fault by QRCS or associate):	
Have you received enough training for tasks?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have work equipment been available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Your recommendations/ suggestions	
Committee decision	

Signature of Volunteer

Signature of Head of Volunteers

Form 6: Conflict of Interest Statement for QRCS Associate

The statement shall be read and signed by all new QRCS associates at the beginning of recruitment and when a conflict arises between personal interests and QRCS interests. If the statement spots any conflict of interest, it shall be reviewed by the Compliance, Transparency, and Auditing Committee for recommendations, as shown in the form. If the conflict of interest is related to a member of the Governing Board, or a member of the Executive Body in or higher than the position of director of department, The signature of the President of the organization shall be secured to approve the Committee's recommendation. Otherwise, the Committee's recommendation shall be binding upon the Executive Body.

I, the undersigned, acknowledge that:

- I have read and understood the QRCS policy regulating conflict of interest and will act accordingly;
- I have no relative up to fourth degree (e.g., cousin) who is a QRCS associate other than stated below;
- If I hold a QRCS position that has some sort of involvement in procurement (being a procurement officer; being a member of Tender and Auction Committee or Competitive Negotiation Committee; or having the power to approve, reconsider, or recommend a purchase or contract), neither I nor any of my relatives up to fourth degree is involved in the ownership or management of, or association in any capacity with, an enterprise that sells or seeks to sell goods, or provides or seeks to provide commercial or consultative services, in any manner, whether by direct agreement, competitive negotiation, tendering, or auctioning, to QRCS except for as stated below.
- I am not an associate in any capacity of any charity or humanitarian organization other than QRCS, except for as stated below.
- I make no personal gain by virtue of my position in QRCS other than as I legally permitted by QRCS.
- I do not use any QRCS resources or assets for personal reasons except for as I am legally permitted to use personally.
- If my conflict of interest below is accepted by QRCS, this will not negatively affect any decisions or responsibilities assumed by me towards QRCS. If, during my association with QRCS, there arise any other conflicts of interest other than as stated below, I will immediately inform the HR Department of such conflicts of interest.

Conflict of Interest Statements

I. Statement of kinship relations with QRCS associates			
#	Name of relative	Association with QRCS	Kinship Relation
1			
2			
3			

II. Statement of partnership or association with a commercial or consultative enterprise that has an existing or potential relation with QRCS

#	Name of commercial enterprise	Partnership or association	Enterprise-QRCS relation
1			
2			
3			

III. Statement of association with other charities/humanitarian organizations

#	Name of charity/humanitarian organization	Association
1		
2		
3		

Name of associate ----- Association -----

Signature ----- Dare -----

Compliance, Transparency, and Auditing Committee Recommendation:

- The stated conflict of interest is insignificant and does not have a material impact on QRCS. The Committee's recommendation is to accept association, with no additional action.
- The stated conflict of interest is significant and has an unavoidable impact on QRCS with association. The Committee's recommendation is to reject association.
- The stated conflict of interest is significant, and to remove the impact on QRCS and accept association, the Committee's recommendation is:

Signature of Chair, Compliance, Transparency, and Auditing Committee

Date

Signature of President

Date

Form 7: QRCS Governance Policy Compliance Declaration

Guidelines:

1. This Declaration appertains to the following governance policies:
 - Professional Code of Conduct
 - Information confidentiality compliance policy
 - Information disclosure policy
 - Anti-fraud policy
 - Violation reporting policy
2. This Declaration shall be read and signed by all new QRCS associates (General Assembly members, governing board members and sub-committees, employees, and volunteers) at the beginning of their association. The HR Department shall have the Declaration enclosed with each associate's personnel file, and shall give a copy to the respective employee.
3. In addition to this Declaration, all QRCS associates must read the conflict of interest regulation policy and sign the Conflict of Interest Statement for QRCS Associate (in a separate form) at the beginning of association, as well as at the beginning of every calendar year.
4. Outsiders who work with QRCS (consultants, internal and external auditors, suppliers, service providers, and other stakeholders as appropriate) must read the information confidentiality compliance policy and sign the QRCS Information Confidentiality Protection Pledge (in a separate form) prior to contracting.

Declaration:

I, the undersigned, declare the following:

- I have read the following QRCS policies and pledge to comply with their content:
 - Professional Code of Conduct
 - Information confidentiality compliance policy
 - Information disclosure policy
 - Anti-fraud policy
 - Violation reporting policy
- I pledge to protect all the confidential information communicated by QRCS to me. Information is deemed particularly confidential when containing any information, process, method, calculation system, program, design, drawing, formula, or data of a humanitarian, commercial marketing, financial, or administrative project related to QRCS or its partners, donors, or beneficiaries of its services and/or activities, which can do harm to a competitive advantage of QRCS in its field of work or violate the privacy of its associates or outsiders working with it, whether orally, in writing, or online.

- I pledge not to disclose the information I receive from QRCS to any third party or use it for any unauthorized purpose, and not to reproduce such information in any manner whatsoever. I may reproduce and use such information in accomplishing my tasks only or circulate it in the course of accomplishing QRCS work. I may not use confidential information for any purpose or in any manner that breaches the relevant laws and regulations applicable in the State of Qatar.
- I pledge to protect the confidentiality of information obtained by me from unauthorized use or disclosure, and to advise my subordinates and those whom I deal with on behalf of QRCS and whose work necessitates having access to such confidential information to observe the same confidentiality as I am required to do. I may not disclose any confidential information to any employee or outsider whose work does not necessitate acquiring such information.
- All such confidential information shall remain an exclusive property of QRCS, and must be returned to QRCS when it is no longer needed by me or upon the request of QRCS.
- With no prejudice to any other article of this pledge, it is allowable to disclose confidential information as required by the law or under an effective decree from competent authorities in the State of Qatar.
- This pledge shall remain in effect and enforceable whenever I receive confidential information and so long as I continue to be an official associate of QRCS or so long as I continue to deal officially with QRCS. This pledge shall be deemed expired one year following the end date of my official association with QRCS, or the end date of my official dealing with QRCS.
- This pledge shall not render me exempted from my obligations stated in any other policy adopted by QRCS.
- I agree to compensate QRCS for any loss incurred due to a breach by me of any condition(s) of this pledge.

Name of Associate

Date of Association

Association

Administrative Unit

Signature

Date

References:

1. International Federation of Red Cross and Red Crescent Societies (IFRC). volunteering policy
2. International Federation of Red Cross and Red Crescent Societies (IFRC) (2011). Legal issues related to volunteering
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