

# Volunteer policy

<b>Relevant bylaws</b>	1.03 Purposes 4.01 General powers 6.02 Nominating Committee 6.03 Strategic Initiatives and Projects 6.04 Other Committees and Work Groups
<b>Policy owner</b>	Director of Member Experience
<b>Date approved</b>	23 May 2022
<b>Related documents</b>	Certificate of appreciation policy Expense claim forms

## Context

As a membership organisation, the International Association of Facilitators (IAF) recognises that:

- volunteers contribute value to the global facilitation community
- volunteering is a personal and professional development opportunity for volunteers
- volunteers are important to the health, effectiveness and sustainability of the Association and the achievement of our mission.

## Purpose

The purpose of this policy is to:

- set out a framework for taking a consistent approach to enlisting the support of volunteers
- ensure that volunteering provides a positive experience and outcome for volunteers and the IAF.

## Definitions

A volunteer is a person who offers their services, skills and experience of their own free will to perform an agreed role for no financial compensation except as provided for under this policy.

A volunteer coordinator is an IAF member who manages the Association's relationship with a volunteer.

## Policy

An IAF member may be a volunteer coordinator if they are:

- a member of the Board, regional leadership team or chapter committee
- the Director of Certification Operations
- the Facilitation Impact Awards Lead
- the Chair of the Nominating Committee
- appointed in writing by the Board or a board member to a committee or working group leadership position
- appointed in writing by any of the above to be a volunteer coordinator.

A volunteer coordinator may enlist the support of volunteers to perform any role that relates to the purposes of the Association under bylaw 1.03.

A volunteer must have a General Data Protection Regulation (GDPR) data processing agreement in place with the IAF before they have access to any personal data about IAF members.

A volunteer is not entitled to any financial compensation except as provided for below.

Volunteer role	Financial compensation	Conditions and limitations
Assessors	Honorarium for assessing applications for IAF credentials.	Amount for each type of assessment as approved by the Board.
	Reimbursement of expenses incurred to perform their role.	Type and amount of expenses that may be claimed are as approved by the Treasurer and set out in the relevant claim form.  Receipts provided with claim.
Board members	Reimbursement of expenses funded from the Board's travel budget.	Type and amount of expenses that may be claimed are as approved by the Treasurer.  Receipts provided with claim.
	Reimbursement of other expenses incurred to perform their role funded from the board member's budget.	Up to the board member's budget as approved by the Board.  Receipts provided with claim.
Other volunteers	Reimbursement of expenses incurred to perform their role.	Relevant budget owner approves the expense in writing before the volunteer spends the money.  Receipts provided with claim.

## Responsibilities

### Recruit

The volunteer coordinator is responsible for:

- describing the role of the volunteer including any skills or knowledge required and the expected time commitment
- describing the process for selecting volunteers including any selection criteria
- calling for volunteers using appropriate channels – for example, IAF website, IAF Update, social media, email or through regional directors.
- responding to any questions from people interested in the role.

The volunteer is responsible for:

- understanding the nature of the role including the expected time commitment
- reflecting on their ability and availability to perform the role
- responding to the call for volunteers if they are committed to performing the role.

## **Onboard**

The volunteer coordinator is responsible for:

- briefing the volunteer on their role and confirming mutual expectations
- organising any training or access to tools the volunteer needs to perform their role
- letting the relevant regional director know the person is volunteering
- if the volunteer's role involves access to personal data held by the IAF:
  - arranging for the IAF Office to send the volunteer a GDPR data processing agreement
  - ensuring the volunteer signs the agreement before they are given access to personal data.

## **Support**

The volunteer coordinator is responsible for:

- overseeing the contribution of the volunteer
- providing guidance and support to the volunteer
- arranging the approval of any reimbursable expenses for the volunteer before the volunteer spends the money
- managing any potential conflicts of interest the volunteer declares.

The volunteer is responsible for:

- declaring any potential conflicts of interest
- performing their role
- keeping the volunteer coordinator informed about progress and any barriers or concerns
- asking the volunteer coordinator for help if needed
- seeking the approval of any reimbursable expenses before spending any money.

## **Close**

A volunteer may end their role at any time by letting the volunteer coordinator know they no longer want to volunteer. Ideally, the volunteer will:

- provide reasonable notice of their decision to end their role
- depending on the nature of the role and selection process, work with the volunteer coordinator to find a replacement volunteer.

At the end of a volunteering role, the volunteer coordinator and volunteer should meet to:

- reflect on their experience
- identify what they have learned and acknowledge the contributions made.

## **Recognise and celebrate**

The volunteer coordinator is responsible for ensuring the volunteer's contribution is recognised and celebrated – for example:

- arranging for the volunteer to receive a certificate of appreciation
- acknowledging the volunteer's contribution when sharing the outputs or outcome of the role
- celebrating the volunteer's contribution at events and on social media.