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GUIDELINES FOR BENEFICIARY INSTITUTIONS

1. Introduction

APR's Triple Bottom Line is pleased to introduce **National Volunteer Programme (NVP)**. This programme hopes to bring business, causes and society together. This concept serves as a three way exchange, as such programmes not only help target the actual needs of non profit organizations and charities but also help in the development of a volunteers' skills and sense of achievement.

The National Volunteer Programme (NVP) presents an excellent opportunity for your institutions to find volunteers with skills and experience as per your organization's needs. Volunteers can be a major asset to your organization. If used properly volunteers can act as a vital resource and can help meet the needs of your beneficiaries without causing a strain on your budget. Volunteers can help by contributing time and complementing the work of paid staff. They can be a vital resource for organizations straining to meet the needs of beneficiaries with limited staff and budgets.

NVP presents an opportunity for your institution to find volunteers according to your needs. This means if you need a professional to help in your organization, the NVP volunteering programme can provide a match. Examples of matches include:

- Teaching drama to your students
- Help in fundraising or proposal writing
- Help in developing brochures and promotional materials
- Help in documentation
- Help in stock counting

- Trainings for your organization in management

The type of matches can be endless. A job description provided by your organization is entered into our database www.nvp.com.pk and a match with volunteers can be created.

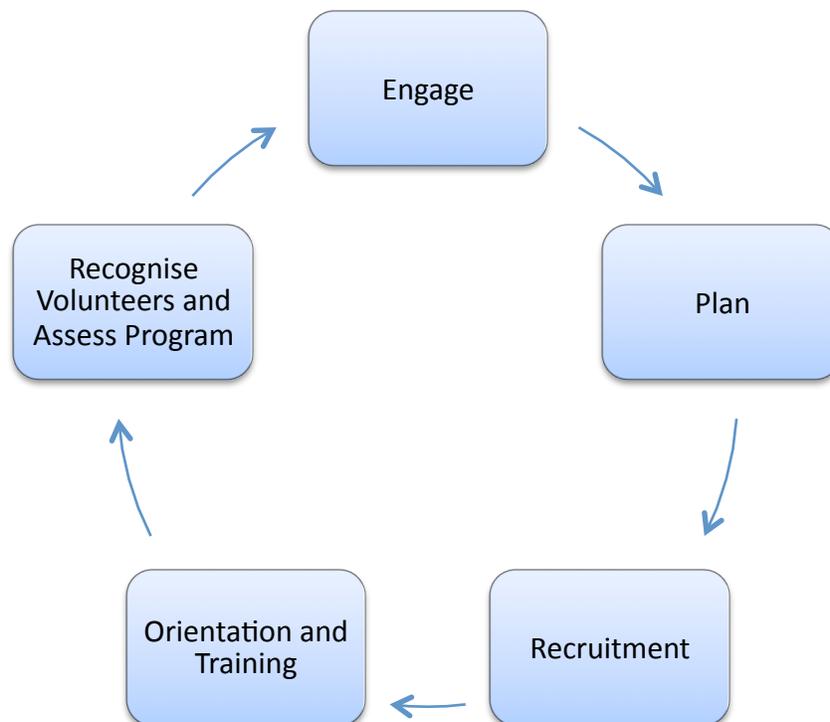
When your institution joins our programme, we will feature your institution on our web portal. This will help others learn about your institution's good work. This can benefit your organization as volunteers will also give testimonials about your organization.

The General Guidelines will guide you through our programme participation process. If you have further questions about our guidelines please do not hesitate to contact us via email at queries@nvp.com.pk or phone between 9 am and 5pm, Monday to Friday.

Please remember that volunteers in this programme are being sent by their company to volunteer and will also be required to submit a report on the work completed by them to their human resource department. It would be beneficial to both to value their time spent at your institution and have work ready for them when they come.

2. The National Volunteer Programme in five key stages

The NVP's Programme Cycle for Beneficiary Institution has five key stages:



Our streamlined process will enable efficiency in the participation and help deliver the required results for your institution needs. We offer a predeveloped Volunteer Management Plan template which can help develop the volunteer management process.

3. Stage 1: Engage

a. Creating a profile with NVP

1. Fill in the provided NVP Form B.
2. Provide the relevant supporting documentation for your organization.
3. Identify a designated point of contact in your organization
4. Undertake an MOU with TBL to participate in the programme

b. Identifying a Volunteer Supervisor

A volunteer should be under the supervision and guidance of a designated supervisor representing the organization. The role of the Supervisor is to primarily guide the volunteer in offering guidance and answering questions about your institution. While we will brief the volunteer on the requirements of your institutions, we would also advise the supervisor to brief the volunteer at the start of the volunteer session. Annexure A gives further guidance on the roles and responsibilities of the Volunteer supervisor.

4. STAGE 2 and STAGE 3: Planning and Recruitment

a. Developing a Volunteer Management Plan (please see Annexure B)

A volunteer management plan will help your institution create a win-win approach for your organization, volunteers and corporate Sector. Please fill our predeveloped Volunteer Management Plan with the following:

1. Name and Contact details for Supervisor
2. Code of Behaviour required from volunteers
3. Job Descriptions for volunteers (Details can be found in Annexure B)
4. Methodology of record keeping
5. Designated space for volunteers in your organization
6. Details of Orientation session at volunteers induction
7. Details for problem/issues solving
8. Method of thanking volunteers: Letter, memento etc

5. Stage : Orientation And Training

a. Orientating volunteers in your organization

1. Brief overview of the institution - its history and importance
2. Overview of the organization's history
3. Current mission, vision and purpose of the organization
4. Overview of what volunteers can expect from staff
5. Overview of what staff expects from volunteers
6. Opportunities for specific involvement by individuals/basic job descriptions
7. How volunteer assignments are made
8. Requirement for more detailed training depending on volunteer role
9. Identify other modes of participation: volunteer participation in team planning and planning that affects their work

b. Managing volunteers at your organization

1. Once volunteers are working in your organization, maintain a record of the hours the volunteers are coming to your institution. A timesheet will be provided to you by the NVP (Annexure E). At the end of the volunteer period the timesheet will have to be signed by the assigned supervisor and head of institution.
2. Obtain feedback regarding administrative issues in relation to the volunteer
3. With regards to work assigned
 - a. Obtain a regular update from your volunteers in the form of the following: an informal discussion on the progress on work assigned or an email for progress on more formal work
 - b. Obtain feedback from the volunteers on any issues they are facing in their work activities
 - c. Review and give feedback on work done by volunteers at a timely pace, as to not waste the time of the volunteers
 - d. On completion of volunteer period, review the work assigned prior to the end of the volunteer period as he/she might not be available afterwards for work assigned
4. Inform volunteers beforehand of any activities, holidays or even security issues in the coming days/weeks

c. Conflict management in your institution

When volunteers come to work in your organization, there can be a number of issues which can arise. The volunteer may have some difficulties in the new working environment and it is always important to have an open door policy for volunteers to communicate their issues. These can be simple, such as being unable to work in the present working environment due physical issues: eg lighting, needing more desk space

etc. On the other end of the scale, some issues can be serious, such as harassment by staff. The institution should normally follow its own conflict management process.

In relation to any issues, the institution is having with the volunteer, the volunteer is bound to follow the comprehensive terms and conditions in relation to general conduct signed prior to volunteering in your organization, but please feel free to contact us in relation to any complaints. Often volunteers may be unaware that they are doing anything wrong. Communication is a vital part of volunteer management and regular interaction should be maintained with the volunteer.

6. Stage 5: Recognise volunteers and assess programme

At the end of the volunteering period, it is good practice to appreciate the work done by the volunteers. This will leave a sense of goodwill about your institution. The management of TBL will be giving a Certificate of Participation to volunteers coming through its programme. It is advisable the institution:

1. Prepare a thank you/appreciation letter for the volunteer at the end of his work period
(See Annexure C for a Sample letter of Appreciation)
2. Fill in the volunteer appraisal form using the volunteer appraisal guide.

a. Volunteer Appraisal Guide

At the end of the volunteer period, the volunteer's appraisal form needs to be filled out by the supervisor. The template for Volunteer Appraisal Form can be found in Annexure D. This has to be honest but positive feedback on the volunteer's work because they will be submitted as part of the report to the corporate sector. The form requires the volunteer supervisor to provide a description of the work activity and conducting an appraisal by grading the volunteer.

In the form, various categories have been established to help volunteers and corporate understand the value of their work. We would like your organization to grade the volunteer from 1 – 10 (1 being the worst – 10 being the best).

Category	Key questions to answer about the volunteer
Punctuality	Rate how punctual the volunteer was in arriving at your institution
Regularity	Did the volunteer come for all of the sessions? Rate how regular the volunteer was.
Productivity	How quickly did the volunteer respond to work assigned? Rate how well the volunteer was in completing his work.
Sociability	Rate how the volunteer respond to other staff members

	and beneficiaries in field work?
Initiative	Rate how the volunteer used his own initiative in the process?
Maturity	Rate how mature is the volunteer in dealing with difficult situations which may arise?
Confidence	Is the volunteer confident in his skills and different working environment? Rate the level of confidence /
Analytical Ability / Creativity	Has the volunteer been involved in assignments which require skill building? Rate how well the volunteer participated
Efficiency	Has the volunteer worked hard to achieve the targets placed for him in the organization?
Knowledge	Has the volunteer shown any gain in understanding of the workings and issues in your beneficiary institution?
Teamwork	Has the volunteer participatory in any team effort? Rate how well the volunteer interacted as a team member

b. Stay in touch - feedback on the NVP

TBL is interested in your valuable feedback. Please provide feedback on the forms provided or if you feel there is a need to discuss drop us a line at through emails at queries@nvp.com.pk or call us on +9221-35823334.

ANNEXURE A

Roles and responsibilities of the Volunteer Supervisor

The supervisor will be responsible for:

- i. Creating an organizational profile on NVP's Web Portal either by filling the form manually or uploading directly to portal
- ii. Planning volunteer activities beforehand. This will help utilize volunteer time in an effective manner.
- iii. Creating a Job Description on the Template provided or uploading to website
- iv. Recording the volunteer attendance on the given timesheet.
- v. Acquainting the volunteer with policies and traditions of the organization.
- vi. Providing the volunteer with an orientation of the organization's activities.
- vii. Orientating the volunteer on the Job Description of the organization.
- viii. Establishing a positive environment for the volunteer, including acquainting the volunteer with other volunteers and providing the volunteer with appropriate materials, resources and working space
- ix. Filling in the Volunteer Appraisal Form provided by NVP following the volunteer period.
- x. Provide feedback to NVP.

Annexure B

Volunteer Management Plan Template

The Volunteer Management Plan template has been designed for BIs to plan and document their volunteers making it a more formalised process. Using the NVP's programme cycle for volunteer management, this plan can help you prepare for volunteers in an effective manner. Please refer to the guidelines enclosed to create the plan.

A. Designated Personnel for Volunteer Management:

1. Name of Volunteer Supervisor:

2. Supervisor Contact Details :

Office telephone number:

Mobile number:

Email:

Location:

3. Roles and Responsibilities of Supervisor:

(Please refer to Roles and Responsibilities identified in Annexure A of NVP Guidelines for Beneficiary Institutions)

B. Code of Behaviour required from volunteers:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

C. Job Descriptions for volunteers:

Details Required	Description
Job Title:	
Purpose:	
Address:	
Key Responsibilities:	
Training Required	
Reports to:	
Length of Appointment:	
Time Commitment Required:	
Any specific Qualifications/ Experience	
Age Requirement:	
Dress Code:	

D. Methodology of record keeping:

- a. Volunteer timings and day will be recorded in Annexure E
- b. Security requirements:
 - i. The Volunteer will be required to wear NVP Identification badge all the time
 - ii. The institution will require the volunteer to wear_____
- c. Volunteer Records and Appraisal Forms will be maintained in the volunteer management file.
- d. An inventory will be maintained of items provided to the volunteer.

E. Designated space for volunteers in your organization:

(Describe the various locations where volunteers will be located in)

F. Orientation session at volunteers induction:

(Describe how you will orientate the volunteers. Please refer Section 5a of NVP Guidelines for BIs for suggestions)

G. Details for problem/issues solving:

(Please refer to NVP Guidelines for BI for suggestions)

H. Volunteer Evaluation Period

- a. The volunteer supervisor will obtain a completed Volunteer Appraisal Form from relevant personnel in charge
- b. The volunteer supervisor will receive all the items given to the volunteer in relation to his work prior to signing the volunteer appraisal form
- c. The volunteer supervisor will fill in the NVP feedback form for further improvement of the programme

ANNEXURE C

Sample Letter of Appreciation

[DATE]

[NAME]

[ADDRESS]

[CITY, STATE, PROVINCE]

[COUNTRY]

Dear [NAME]:

On behalf of [ORGANIZATION NAME], I would like to personally thank you for your services as a [VOLUNTEER POSITION]. This event could not have been a success without the help of you and the many other volunteers who donated their time and skills.

The talent and expertise you have contributed is appreciated and important to grow our organization. We hope you have found your experience to our organization rewarding on both a personal and professional level.

We look forward to furthering our relationship and hope that you will remain in touch with us in the future.

Sincerely

[NAME OF HEAD OF ORGANIZATION]

[TITLE]

ANNEXURE D
Volunteer Appraisal Form
(To be filled in by the Focal Point)

A. General Information:

1. Organization Name:
2. Focal Point Person Name:
3. Designation and Department:
4. Volunteer Name:
5. Corporate Organization name:
6. Commencement Date:
7. Ending Date:

B. BRIEF JOB DESCRIPTION

C. VOLUNTEER'S WORK HABIT

Job description applied for Focal points are requested to assess the volunteer candidly on the attributes mentioned below:

<i>Marks out of 10 each</i>	
Punctuality	
Regularity	
Productivity	
Relationship with others	
Initiative	
Maturity	
Confidence	
Analytical Ability / Creativity	
Ability to work Hard	
Knowledge	
Total (out of 100 Marks)	

D. GRADING PLAN FOLLOWED AT TBL

Percentage	Grade
93 – 100	A+
87 – 92	A
82 – 86	B+
77 – 81	B
72 – 76	B-
68 – 71	C+
64 – 67	C
60 – 63	C-
0 – 59	F

E. OTHER COMMENTS AND SUGGESTIONS

Focal point's Signature: Date:

Certificate from Management of Institution

This is to certify that Mr. / Ms -----has completed ----- hours of volunteering at our organization.

From ----- To -----

Name of HR Person:-----

Designation-----

Annexure E

TIMESHEET PER VOLUNTEER

Name of Volunteer			
Company/Occupation			
Work assigned			
Time log			
Date	Time In	Time out	Notes

Supervisor Signature: _____ Head of Institution _____

Signature _____