



INTERNATIONAL ASSOCIATION
FOR COUNSELLING

IAC Volunteer Policy

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1 Statement of Policy

1.1 Volunteering is at the heart of IAC. We firmly believe in the ethos and value of volunteering and believe that volunteers make a vital contribution to society as a whole and to the aims and mission of IAC. We regard volunteers as a valuable resource and encourage them to get involved at all levels of the organisation and within all appropriate activities. We aim to train, support and supervise volunteers to the best of our abilities, and to act quickly and fairly if difficulties arise. IAC aims to recruit volunteers from a variety of backgrounds, age groups, races, abilities and nationalities. We are committed to equality of opportunity for all volunteers.

1.2 Definition of Volunteering: According to the United Nations Volunteers (UNV) programme, a volunteer is any person who is willing to contribute with their time and expertise in some of the tasks that a specific organization requires to fulfil its mission.

Voluntary activities are undertaken of a person's own free will, without payment.

2 General Principles

2.1 Scope: The purpose of this policy is to provide all staff and volunteers with clear guidelines on involving volunteers; to outline expectations; and to explain management / supervision systems and operating standards. This policy does not constitute a binding contract and is subject to change.

2.2 Responsibility: The Volunteer Coordinator is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other volunteers (including voluntary Board members) are expected to facilitate this process.



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2.3 Eligibility: IAC will consider involving anyone who wishes to volunteer with the organisation. Individuals must, however, be able to demonstrate a commitment to the aims of the organisation and may only be placed if their needs as volunteers match the needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer.

Voluntary board members will not normally undertake other voluntary work within IAC.

2.4 Working conditions: Volunteers are treated as full members of the IAC team. They are treated as equally and fairly in the organisation's functions and decision-making processes wherever practical.

Working times: When expecting to be absent, volunteers should inform their supervisor as soon as possible, so that alternative arrangements can be made.

2.5 Volunteer Roles: IAC engages volunteers across all departments with day-to-day administration, specific project plans, event planning and coordination, communications and social media and training. The IAC Executive Council (Board) are also volunteers. On occasion IAC is approached by individuals wishing to offer their skills, experience and support in a particular area and in these instances a volunteer role can be designed to facilitate all of this and in line with IAC requirements.

2.6 Expectations: A full outline of volunteer organisational expectations can be found in the Volunteer Agreement document.

3 Recruitment

3.1 Recruitment and Selection: Volunteer positions are advertised on the IAC Website [HERE](#), various social media platforms and appropriate volunteer recruitment channels. All applications are sent to IAC along with a CV, cover letter and or application form, as outlined in the advertised role. Applicants are then shortlisted and asked to attend an informal interview with 1 or 2 IAC personnel. Volunteers are selected based on requirements of the role, experience, skills, availability and interest.

3.2 Appointment and Probation: Successful volunteers will be notified via email. References are required. All placements are subject to an initial agreed trial period. The volunteer's trial or probation period is dependent on the nature and hours of the volunteer role, and is communicated via the volunteer agreement. Most trial periods are 6 weeks and can be extended.

3.3 Role Descriptions: To ensure that programmes and services are provided efficiently and



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effectively, IAC will provide each volunteer with a specific written role description prior to beginning their role. The role description lays out the specific tasks involved in the position, the qualities and skills required to fill the position and any other relevant details of the role.

3.4 Induction: Volunteers can expect to receive a planned induction with either the volunteer coordinators or their supervisor. This induction involves, but is not limited to, an introduction to other volunteers, volunteer policy and agreement overview, terms and nature of the role, IAC operations, IAC services and, as appropriate, further policies and procedures. In addition to this, all new volunteers will identify a number of measurable learning objectives at their induction.

3.5 Training: Role specific training will be provided to assist volunteers with their position and its tasks where applicable. All volunteers are actively encouraged to identify and avail of training opportunities within IAC networks and externally.

4 Conduct

4.1 Appropriate behaviour: IAC is committed to managing volunteers in a manner that meets the needs of both the individual and the organisation.

4.2 Confidentiality: IAC respects a volunteer's right to privacy and confidentiality. In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with IAC.

4.3 Intellectual Property: All written material, whether held on paper, electronically or magnetically which was made or acquired by volunteers during the course of their involvement with IAC is our property and our copyright and therefore should not be disclosed to any person without our written consent. Volunteers are expected to exercise caution and care with any documents or other material containing confidential information and at the end of your involvement with the organisation, return any such material in your possession.

4.4 Representation of IAC: Volunteers must seek prior approval from IAC before undertaking any representation on behalf of the organisation. This includes, but is not limited to, statements to the media, joint initiatives with other organisations and agreements involving contractual or financial obligation.

5 Volunteer Management

5.1 Management of Volunteers: IAC is committed to managing volunteers in a manner that meets the needs of both the organisation and the volunteer. The volunteer coordinators and



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volunteer supervisors are responsible for the management of the volunteers, including answering questions regarding policies, delivering induction, arranging training, providing support and supervision and dealing with any complaints or grievances involving volunteers.

5.2 Support and Supervision: All volunteers are allocated a designated supervisor. It is the role of the designated supervisor to provide advice and guidance relating to the work, provide support and supervision for the duration of the volunteer role and encourage training opportunities where possible. IAC commits to supporting all volunteers to develop personally and professionally within their role.

Corrective Action: If appropriate, corrective action may be taken following support and supervision sessions. Examples include extending a probation period, additional training and/or reassignment.

5.3 Time and Duty commitments: IAC will aim to provide volunteers with notice regarding upcoming scheduled events or training where their attendance is required. If a volunteer is sick or unable to commit to their role for personal reasons they should notify their designated supervisor by email as soon as possible. In addition if a volunteer wishes to take a holiday they are requested to notify their designated supervisor and provide at least one week's notice so that workloads can be managed effectively.

5.4 Ending the volunteer relationship: Volunteer roles have a natural end where the individual will often move on to further opportunities. In this instance IAC will conduct an exit interview with the volunteer as a way to capture feedback on their role, experience within the organisation and future learning opportunities. In the instance of a volunteer breaching IAC policies, grievance and disciplinary procedures are outlined below.

5.5 Grievance and Disciplinary Difficulties: All volunteers have access to a process to address any issues or difficulties about any aspect of their work or how they are managed. This should be done in accordance with the IAC Grievance and disciplinary policy. Volunteers who do not adhere to IAC policies and procedures or who fail to perform their volunteer tasks satisfactorily may be asked to leave. IAC involvement will not be ended until the individual has an opportunity to discuss the reasons for being asked to leave with the supervisor. If a volunteer is deemed to have behaved with extreme detriment to IAC and its reputation and to the health and safety of others involved in the organisation, IAC reserves the right to end its relationship with the individual with immediate effect.

6 Additional Information

6.1 Recognition: Volunteers provide a unique service to IAC, the benefits of which are difficult to quantify. It is essential that their efforts are recognised and rewarded. IAC aims to thank all volunteers on a regular basis for the valuable contribution that they make to the organisation.



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Examples of formal recognition include emails, certificates, appreciation events, training etc.

6.2 Type of Volunteering: Volunteering at IAC is primarily E-volunteering which is as helpful and impactful to IAC as traditional volunteering. No matter where you live in the world, you can support IAC projects. All volunteers work 'virtually' i.e. from their own country and using their own devices (e.g. home computer/personal device).

6.3 Personal Information and Confidentiality: All information is dealt with in accordance with Data Protection Policy and Data Protection Acts. A folder and database is maintained on all volunteers, to include their initial application, role description along with any relevant information on scheduling and notes. All personal data held on file will be shredded or safely destroyed within 1 year of a volunteer's leave date. Volunteers are able to access their personal information freely upon request. Responsibility for ensuring that the volunteer receives such information will rest with the volunteer coordination team.

6.4 References: Where appropriate and upon request volunteers may be furnished with a reference that states the role, days and hours the volunteer worked.