



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

VOLUNTEER POLICY FRAMEWORK (POLICY NUMBER 46579)

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Volunteer Policy

April 2016

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1.0	December 2013		Human Resources	Council 31/10/2014
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TERM AND DEFINITION

Term	Definition
COIDA	Compensation for Occupational Injury and Diseases Act
IDP	Integrated Development Plan
PPE	Personal Protective Equipment
PLP	Personal Liability Protection
SOP	Standard Operating Procedure
Volunteer	<p>Volunteer means:</p> <ul style="list-style-type: none">a) a person who, of their own free will and without coercion, offers their service to the community under the auspices of the City, without remuneration, benefits or any other consideration in exchange for that service;b) engaged in specific roles associated with community service which may complement, but never replace or substitute, the work of City employees; andc) not an employee of City of Cape Town in terms of any legislation as well as any collective agreement;

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1 Problem statement

Volunteerism is a method of community engagement, contribution and development which has been adopted globally. It is a means by which members of the community are able to contribute towards building a stronger community while also gaining skills and exposure to a broad range of services. Council acknowledges the need for and role of volunteers as an approach to expand the ability of the City to respond to the needs of residents.

Currently no formal policy framework exists across all Directorates within the City which addresses volunteerism. The legal risk associated with volunteering also needs to be addressed utilising a structured approach.

2 Desired outcomes

This policy framework provides a flexible approach to support volunteering and forms a basis for Departments to structure specific SOP's for volunteering within their business areas.

Volunteers serve as a key resource in the achievement of the City's strategic imperatives by expanding the ability of the City to respond to the needs of its citizens and building a stronger community. This policy aims to create an overall framework and guiding principles to support volunteering in the City and forms a basis for all Directorates to develop specific SOP's, where appropriate, within their business areas. Furthermore this framework formalises volunteering programmes in the City while ensuring legal compliance in this respect.

To achieve this, the following principles should be applied:

- 2.1 volunteering is a legitimate way in which residents can collaborate and participate in the rendering of services to, and the development of, the community;
- 2.2 volunteering provides opportunities for volunteers to develop skills and obtain experience across a variety of services;
- 2.3 volunteering aims to develop civic pride in the giving of residents' time and expertise;
- 2.4 volunteering is a beneficial experience for both volunteers and the City;
- 2.5 volunteering does not entitle a volunteer to employment within the City or to any of the associated rights of an employee;

- 2.6 a volunteer may not commence services voluntarily without signing a volunteer service agreement as approved by the City Manager.

3 Strategic intent

As part of the Social Development Strategy, volunteerism is considered to be one of the mechanisms used to facilitate and mobilise resources to meet social development aims whilst also building an engaged citizenry. Facilitating volunteerism helps to build support for government initiatives and accelerates the building of an inclusive and caring city by providing opportunities for skills development across a variety of service areas. Furthermore volunteerism expands local government's capacity enabling greater efficiency in service delivery for a well-run City. Such programmes may ultimately enable volunteers to channel their knowledge into further economic opportunities for themselves and their community while also fostering closer partnerships and community relationships with local government.

4 Policy parameters

- 4.1 This policy does not relate to–
- a) Disaster Management volunteers covered by the Disaster Management Volunteer Regulations GN 1215, dated 17 December 2010; and
 - b) Fire Services volunteers covered by Fire Brigade Services Amendment Act, No. 83 of 1990 or any other volunteer dispensation regulated by Legislation.

5 Role players

5.1 **Role of Management and Executive Directors**

- 5.1.1 To approve and implement the SOP for their specific Directorates; and
- 5.1.2 Manage and ensure compliance with this policy and the SOP.

5.2 **Role of Supervisors**

A volunteer Supervisor is an employee who administers volunteer programmes as part of their day to day duties. Volunteer Supervisors have a responsibility to:

- 5.2.1 Provide volunteers with all necessary safety information, instruction, personal protective clothing and equipment;
- 5.2.2 Provide training to volunteers where required;
- 5.2.3 Treat volunteers as valuable team members, informing and consulting them on matters that affect their role and acknowledge their contributions; and
- 5.2.4 Not place volunteers in roles that were previously held by paid employees or have been identified as paid jobs.

5.3 **Role of volunteers**

Volunteers have a responsibility to:

- 5.3.1 respect and adhere to Council policies and procedures;
- 5.3.2 perform to the best of their ability;
- 5.3.3 not bring the City into disrepute;
- 5.3.4 ensure a safe working environment for other volunteers, paid employees, clients and members of the public;
- 5.3.5 perform volunteer activities in accordance with the agreed working arrangements; and
- 5.3.6 attend orientation and other training activities as required.

6 **Regulatory context**

- 6.1 Volunteers must comply with:
 - a) National legislation applicable to the field;
 - b) Provincial legislation applicable to the field;
 - c) City by-laws;
 - d) City policies;
- 6.2 The specific national and provincial legislation, by-laws, policies and strategies applicable to the volunteer will be provided to the volunteer during the induction programme.
- 6.3 The Volunteer is excluded from any Labour Legislation and legislation pertaining to an employment relationship.

7 Policy directive details

- 7.1 Members of the public provide services to the community through the City of Cape Town strictly on a voluntary basis in terms of the requirements of the specific volunteering arrangement and without remuneration, benefits or any other consideration in exchange for the services rendered. Remuneration does not include the provision of equipment, protective clothing, uniforms, transport or the payment of transport allowances in order to enable the volunteer to provide the service.

The following stipulations set the minimum standards for SOP's within various Directorates or Departments who have adopted a volunteer programme. In the absence of a SOP this policy framework and the principles captured below will take precedence.

7.2 **Creation of volunteering opportunities**

- 7.2.1 An Executive Director must approve the type, nature and number of volunteer opportunities, as determined by operational requirements. Such approval must satisfy the following requirements:

- a) ensure that the nature and purpose of volunteer involvement is clearly defined, that the necessary actions and systems are put in place to engage volunteers;
- b) volunteer roles and role statements are clearly defined;
- c) volunteer roles do not substitute normal paid work;
- d) ensure that volunteers know exactly what is expected of them as well as the roles of Supervisors in managing volunteers;
- e) confirm that the City's insurance policy covers any claim from a volunteer in case of injury, disability or death while performing volunteer service; and
- f) comply with the provisions of this policy.

- 7.2.2 The City Manager may approve

- a) guidelines to support implementation and execution of this policy;
- b) provisions applicable to specific volunteer services; and
- c) functional specific codes of conduct applicable to volunteers across the City, in addition to the Code of Conduct in Schedule 2 of the Municipal Systems Act.

7.3 **Engagement of volunteers**

- 7.3.1 Volunteers will be considered for service according to a fair and transparent process.
- 7.3.2 The qualifying criteria for the engagement of volunteers will not be discriminatory and will be based on the requirements of the role to be performed. Such criteria will be established per Directorate and approved by the Executive Director.
- 7.3.3 The volunteer must meet the specified minimum requirements for the volunteer services to be engaged in, as set out in the Directorate or Departmental SOP.
- 7.3.4 The volunteer must be in possession of all relevant, necessary and appropriate qualifications, certificates and licences applicable to the specific volunteer services.
- 7.3.5 The volunteer should be fully capable of carrying out their volunteer duties with nothing in their personal capacity that could legally inhibit, prohibit, obstruct or prevent them from doing so.
- 7.3.6 People expressing an interest in a volunteer role with the City will be required to complete a registration form
- 7.3.7 Depending on the volunteer's duties the City may decide to conduct reference checks.
- 7.3.8 Prospective volunteers will receive a role description and any associated conditions pertaining to their chosen area of service. This will also enable the volunteer to determine whether their skills and interests are best served by the volunteering opportunity.
- 7.3.9 Volunteers who do not meet the qualifying criteria must not be accepted for the role and will be advised of the outcome.
- 7.3.10 The duration of the volunteer agreement will be determined by the scope of volunteering work and must be approved by the relevant Executive Director.

7.4 **Training and induction**

- 7.4.1 The relevant Executive Director must nominate a representative from the Directorate to provide induction to all first time volunteers aimed at introducing them to their workplace and the applicable policies and procedures governing volunteer's activities, rights and responsibilities.
- 7.4.2 Volunteers are to be familiarised with the applicable Code of Conduct and are to adhere to these at all times.

- 7.4.3 Specific training applicable to the volunteering role must be offered, including training on areas concerning health and safety. This must be budgeted for within each Directorate or Department utilising volunteers.

7.5 Administering volunteers

7.5.1 Record keeping

Volunteer supervisors in line Departments utilising the services of volunteers are required to maintain all relevant documentation relating to the volunteers, including but not limited to the following:

- a) register of volunteers;
- b) registration forms;
- c) time and attendance sheets; and
- d) incident reports

7.5.2 Third Party Liability

Each Executive Director using volunteers must ensure that the City is insured against third party claims if such claims are a result of an incident or accident caused by the volunteer during the course and scope of the volunteer's service.

7.5.3 Personal Accident Insurance

Personal Accident Insurance for volunteers will be provided by the City. Line department's utilising the services of volunteers are required to record the names of volunteers covered in the central Insurance/Risk register. The inclusion as well as the removal of the volunteer's details from the central Insurance /Risk register will be the responsibility of the Department or Directorate and must take place upon engagement or termination of the volunteer services. Personal Accident insurance is made available not because of a legal obligation but as a moral and ethical practice. To this end, the cover is limited and does not match the extent of COIDA.

7.5.4 Personal Liability

Any professional or skills-based volunteer request must include Personal Liability Protection (PLP). This will be arranged by the line Department where appropriate.

7.5.5 Health and safety:

As volunteers will function in City workplaces or facilities, they need to comply with the safety protocols as stipulated by the City. Safety protocols include the use of Personal Protective Equipment (PPE) where specified and the following stipulations apply to volunteers in this regard –

7.5.5.1 A volunteer who does not have the relevant PPE may not be allowed to perform the function where such PPE is stipulated.

7.5.5.2 A volunteer has no automatic entitlement to PPE. The issue of PPE is subject to the nature of the volunteering work and at the discretion of the relevant authority assigned with managing Health and Safety in that region or working area. PPE's must be budgeted for by the issuing Department or Directorate.

7.5.5.3 In situations as deemed fit by the delegated authority and where operationally required, the City shall provide the volunteer with the specified PPE.

7.5.6 Time and Place of Services rendered

7.5.6.1 Volunteers must notify their Supervisor as soon as reasonably possible if unable to render their services at the specified time and place.

7.5.6.2 The time, duration and place at which the services shall be rendered are subject to any existing and future rules, policies, and guidelines, codes of conduct and further directives of the City which deal with this issue, including any amendments which may be made to these from time to time.

7.5.7 Grievances

Volunteers have the right to raise, and have resolved any, grievances they may have without fear of retribution. All grievances shall be handled in a confidential and sensitive manner and where possible, resolved quickly

7.5.7.1 The following procedure will apply

- a) Should any matter occur which is of concern to a volunteer, he/she shall raise the matter with their immediate Supervisor.
- b) If the issue is not settled to their satisfaction, the volunteer may escalate the issue to the next level of management within 5 days.
- c) The issue should be resolved within a period of 15 working days from date of referral.

7.5.8 Unsatisfactory Performance

7.5.8.1 A volunteer is expected to conduct him or herself within the limits of the applicable codes of conduct within their specific Departments.

7.5.8.2 In the event a volunteer's work –

- a) is not up to standard;
- b) deviates from principles and goals of the service;
- c) contravenes the rights and responsibilities of volunteers; or
- d) places a client or employee or any other person at risk,

steps will be taken to either remedy performance or terminate the contract

7.5.8.3 The following incidents will result in immediate cessation of the volunteer agreement:

- a) deliberate or negligent acts that endanger the safety of others;
- b) misconduct in public;
- c) public behaviour while on duty;
- d) making statements which are likely to discredit the City;
- e) or any other action which may discredit the City

provided that, before any decision is taken, the volunteer will be given an opportunity to give reasons why his/her agreement should not be terminated.

7.5.9 Termination of volunteering arrangements

Termination occurs –

- a) on the expiry of the agreed period;
- b) on either party giving not less than one week's notice of termination; or
- (c) by mutual agreement

7.5.9.1 In the event of any incapacity or misconduct on the part of the volunteer, the City may terminate the agreement immediately.

7.5.9.2 All volunteers are required to return any equipment, property, materials and files belonging to the City upon termination.

8 Implementation programme

- 8.1.1 This policy will apply with immediate effect and will replace all other policies in respect of volunteerism as per the scope of this document.
- 8.1.2 Each Directorate or Department will be required to create their own SOP.
- 8.1.3 In the event of any conflict between this policy framework and an SOP, this document will take precedence.
- 8.1.4 The City Manager shall be authorised to approve Administration Guidelines to support this policy framework and shall ensure that these guidelines are updated from time to time.

9 Monitoring, evaluation and review

This policy framework will be reviewed annually and amended when required.