



# **VOLUNTEERING HANDBOOK**

of

**UNITED NATIONS CHILDREN'S FUND**

**SOUTH AFRICA**

**(UNICEF)**

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## **1. Statement**

1.1 UNICEF is focused on building a child friendly society and promoting the Human Rights of children.

1.2 Being a Volunteer for UNICEF means to:

1.2.1 share a civil and ethic commitment for the rights enshrined in the “United Nations Convention on the Rights of the Child”;

1.2.2 work within an organization that considers values such as loyalty, transparency, efficiency and effectiveness as crucial throughout its activities;

1.2.3 know and share UNICEF’s purposes, objectives, structure and programs;

1.2.4 guarantee your support and ensure continuous and appropriate commitment;

1.2.5 collaborate with organizations and institutions which are willing to pool resources in order to guarantee the best development and growth opportunities for all children and teenagers in the world;

1.2.6 operate in a body that helps to raise awareness, through open communication, of the construction of “a child friendly world”.

## **2. Introduction**

2.1 UNICEF South Africa’s Volunteer Programme is a new initiative deploying the actions, ideas and power of people to improve the lives of children everywhere and build a global network to bring the power of people into UNICEF.

2.2 UNICEF South Africa has recently implemented its volunteer initiative. The focus, for the time being, is to grant specifically university students an opportunity to:

- 2.2.1 get actively involved in setting the agenda for children and young people in South Africa and to assist UNICEF in contributing to the lived of children and young people in South Africa;
- 2.2.2 learn about and help implement national programmes aimed at children and young people's development.
- 2.3 Volunteers play a unique and critical role within the organisation and UNICEF is reliant on the assistance of volunteers in order to reach and make a difference in communities. UNICEF is extremely appreciative of your contribution.
- 2.4 It is important to note that the volunteering programme at UNICEF is entirely voluntary and volunteers will not receive any payment for their contribution in this regard. Volunteering will also not have the effect of any volunteer obtaining rights as an employee of UNICEF and the relationship between volunteers and UNICEF will not be an employment relationship.
- 2.5 All volunteers are required to sign up on UNICEF South Africa's website. Volunteers may use the following link for these purposes:  
[https://www.unicef.org/southafrica/support/index\\_22004.html](https://www.unicef.org/southafrica/support/index_22004.html)
- 2.6 This handbook serves as a resourcing tool in respect of the principles of good conduct and standards of behaviour that UNICEF volunteers are expected to demonstrate in the performance of their duties and functions.
- 2.7 This handbook applies to all signed up volunteers of UNICEF and by signing up as a Volunteer, you agree to be bound to the terms and conditions set out in this handbook.
- 2.8 Each Volunteer agrees to conduct themselves with integrity, honesty, respect and accountability and to comply with all relevant laws and regulations.

### 3. The basics

- 3.1 The relationship between the Volunteer and UNICEF is not an employment relationship and it excludes any form of a paid service provision, be it civil, work, administrative or commercial.
- 3.2 The activities of the Volunteer will be carried out without financial consideration, except for the right to reimbursement of the expenses incurred during performance of the voluntary activity.
- 3.3 The Volunteer undertakes to dedicate the sufficient number of hours for the performance of the activities entrusted to him/her.
- 3.4 The volunteering relationship between UNICEF and the Volunteer will commence on the date of registration and will endure indefinitely, unless terminated by either party by giving notice to the other party in writing, for any reason whatsoever.
- 3.5 The Volunteer will be reimbursed for any reasonable travel expenses incurred with the prior written consent of a UNICEF official and in order to comply with his/her obligations as a volunteer. In this regard, the Volunteer will be required to keep a log book and provide UNICEF with proof of the expenses incurred.

### 4. Compulsory screening

- 4.1 As volunteers may be required to work with minors, UNICEF is required by law to screen all volunteers in order to ensure a safe and secure environment for all children.
- 4.2 Each Volunteer will be required to provide UNICEF with a certified copy (not older than 3 months) of their identity document and/or driving licence when signing up.
- 4.3 Each Volunteer will be required to complete an AFIS criminal record check and sexual offences check form, which is attached to this handbook as **Schedule 1**. In accordance with sections 126(1) and

126(2) of the Children's Act No 38 of 2005, UNICEF can enquire from the Department of Social Development whether a person's name appears in part B of the National Child Protection Register.

4.4 The screening process is compulsory for each prospective Volunteer and may include the following practices:

4.4.1 a face-to-face interview;

4.4.2 documentation to confirm identity;

4.4.3 reference checks;

4.4.4 police clearance; and

4.5 UNICEF reserves the right to decline the sign up of volunteers of persons whose background and behaviour is inconsistent with UNICEF's core values as this may expose the organization to reputational risk and possibly harm to children.

4.6 UNICEF also reserves the right to conduct random check-ups in respect of the above practices after sign-up and during the volunteering period.

## **5. Personal Information**

5.1 The Volunteer acknowledges that UNICEF will hold personal data relating to him/her. Such data may include his/her address, contact details, demographic information, identity number, criminal records and other records (which may when necessary, include sensitive data relating to the Volunteer's health). UNICEF will hold such personal data for management purposes and to comply with its obligations regarding the retention of records. The Volunteer agrees that UNICEF may process such personal data and may, where necessary for those purposes, make such data available to its advisors, to third parties providing products and/or services to UNICEF, and to regulatory authorities as required by law. The Volunteer has consented to the

collection, transfer and use of such data by registering as a Volunteer of UNICEF.

- 5.2 UNICEF will apply with all applicable laws in respect of the Volunteer's data and shall not use the data for any other purposes other than as required by law.

## **6. Volunteer Code of Conduct**

- 6.1 Volunteers are personally and collectively responsible for upholding and promoting the highest standards of ethical and professional conduct, which includes:

6.1.1 mutual respect for all communities UNICEF deals with, other volunteers and UNICEF staff;

6.1.2 strictly observing national laws and regulations;

6.1.3 carrying out assigned tasks to the required standards;

6.1.4 behaving in a manner that maintains and builds the reputation of UNICEF;

6.1.5 respecting and maintaining the confidentiality of personal and privileged information as appropriate, both during and after your assignment;

6.1.6 not disclosing without authorisation, directly or indirectly, to any person, organisation or social media, the private affairs of UNICEF or persons associated therewith including, but not limited to, personal information of UNICEF beneficiaries, volunteers or staff.

- 6.2 As there are various risks associated with working with children and young people, it is the policy of UNICEF that there is a two-adult minimum rule to ensure that a volunteer is never alone with a child.

- 6.3 It should be noted that the abovementioned rule is there to protect both the children and the volunteers
- 6.4 Volunteers are required to:
  - 6.4.1 treat all children and persons with respect, regardless of race, sex, sexual identity, religion, nationality, ethnic or social origin, disability, birth or other status;
  - 6.4.2 provide a welcoming, inclusive and safe environment for all children;
  - 6.4.3 maintain the dignity of the child and his/her right to privacy and confidentiality;
  - 6.4.4 follow UNICEF's social media guidelines;
  - 6.4.5 respect cultural differences which do not harm the child;
  - 6.4.6 ensure, if applicable, that another adult is present when working with children;
  - 6.4.7 report any concerns about a child, or suspicions of abuse;
  - 6.4.8 inform UNICEF of any charges or convictions brought against them;
  - 6.4.9 protect the privacy of others – both UNICEF beneficiaries as well as staff and other volunteers;
  - 6.4.10 refrain from commenting on issues of cultural or religious sensitivity on any social media platforms;
  - 6.4.11 carry out assigned tasks to the required standards;
  - 6.4.12 respect and maintain the confidentiality of personal and privileged information both during and after your assignment;



- 6.4.13 to abide by the principles of the United Nations Convention on the Rights of the Child and its optional protocols.
- 6.5 Volunteers may not:
  - 6.5.1 use the UNICEF name and brand for any purpose other than is consented to by UNICEF;
  - 6.5.2 make any public statement, in writing, verbally or on social media about any social issues and/or their views on such issues if it is not aligned with the views and vision of UNICEF. Examples in this regard include a volunteer's views on vaccination, virginity testing, abortion and the like;
  - 6.5.3 engage in behaviour that is intended to shame, humiliate, belittle or degrade children;
  - 6.5.4 use inappropriate, offensive, harassing, abusive, sexually provocative, demeaning, culturally inappropriate or discriminatory language when speaking with children;
  - 6.5.5 behave in a manner that is physically inappropriate or sexually provocative, or engage in any form of sexual activity;
  - 6.5.6 hit, physically abuse or punish children;
  - 6.5.7 seek to make contact and/or spend time with any child encountered as a UNICEF volunteer outside of scheduled volunteering activities;
  - 6.5.8 condone any behaviour that harms or exploits children;
  - 6.5.9 take any videos or photographs of any child without the written consent of UNICEF and use the video or photograph for any purpose other than that approved by UNICEF;
  - 6.5.10 hire children to perform domestic chores or any other labour;

- 6.5.11 condone or participate in behaviour that is unsafe or illegal;
- 6.5.12 show differential treatment or favour to particular children, to the exclusion of others;
- 6.5.13 spend excessive time alone with young children away from others, inviting suspicions of inappropriate behaviour;
- 6.5.14 expose children to inappropriate images, including pornography and violence;
- 6.5.15 tag any UNICEF beneficiary, staff member and/or other Volunteer in posts or publish their photographs or videos on any social media platform without their informed and prior written consent;
- 6.5.16 identify the specific location – such as a home address – of any UNICEF beneficiaries;
- 6.5.17 disclose without authorisation, directly or indirectly, to any person, organisation or social media, the private affairs of UNICEF or persons associated thereof including, but not limited to, trade secrets, suppliers lists, or personal information of clients, beneficiaries, volunteers or staff.

## **7. Code of Ethics**

7.1 UNICEF requires volunteers to at all material times base their conduct on the following underlying principles.

### **7.1.1 Efficiency**

UNICEF volunteers shall ensure efficiency and effectiveness in the accomplishment of programme goals and objectives;

### **7.1.2 Competence**

UNICEF volunteers shall apply themselves to their duties with maximum productivity and competence, in order to achieve the programme goals and objectives;

7.1.3 **Integrity**

UNICEF volunteers shall maintain the highest standards of integrity which include honesty, truthfulness, fairness and incorruptibility, in all matters affecting their duties and responsibilities as volunteers.

7.2 UNICEF volunteers shall:

7.2.1 behave in a way that maintains and builds the reputation of UNICEF;

7.2.2 refrain from any action which may reflect negatively on their position as UNICEF volunteers;

7.2.3 be loyal to the purposes, values and principles of UNICEF and at all times, discharge their functions and regulate their conduct with the interests of the UNICEF in view;

7.2.4 always act with impartiality, objectivity and professionalism and ensure that expression of personal views and convictions does not compromise or appear to compromise the performance of their duties and responsibilities as volunteers acting in the interests of UNICEF;

7.2.5 respect the human rights outlined in chapter 2 of the Constitution of South Africa and act with understanding, tolerance, sensitivity and respect for diversity.

## **8. Volunteer Training**

- 8.1 UNICEF will ensure that each volunteer has access to any training required to perform his/her duties safely and responsibly.
- 8.2 Training is a good opportunity for volunteers to familiarize themselves with UNICEF's mission and strategy and allows UNICEF to share information about standards of conduct and other information.
- 8.3 Training of volunteers may include:
  - 8.3.1 an overview of the concepts of child protection and safeguarding;
  - 8.3.2 a discussion of risks to children in the local context, from a cultural, faith-based, or programmatic point of view;
  - 8.3.3 a discussion on how child safeguarding policies and procedures can protect children, volunteers, and UNICEF;
- 8.4 Should it be necessary in the circumstances, UNICEF will ensure that volunteers are equipped with proper equipment, tools or protective clothing to ensure their safety and the safety of the communities UNICEF aims to help.
- 8.5 Training will be compulsory for all volunteers and may be held if and when UNICEF deems fit.

## **9. Breach of this Handbook**

- 9.1 Child safeguarding is the most important concern in respect of any UNICEF Volunteer.
- 9.2 Failure by a Volunteer to comply with his or her obligations under this Handbook or any child protection concerns may lead to the institution of an investigation into the volunteer's conduct and the imposition of corrective and/or punitive measures for misconduct.
- 9.3 UNICEF may institute safeguarding reporting procedures, including:

- 9.3.1 designating one or more staff members to receive all complaints or concerns and in turn inform management of any complaints and concerns. Volunteers will be advised who the relevant staff members are in this regard;
- 9.3.2 volunteers should immediately report a breach this Handbook by a Volunteer to the appropriate staff member. Volunteers are encouraged to report any breach of the Handbook or suspected misconduct in writing for record purposes and include the following details:
  - 9.3.2.1 the name of the Volunteer;
  - 9.3.2.2 the date, time and place of any incident(s) reported;
  - 9.3.2.3 the nature of the concern or allegation, and how it arose;
  - 9.3.2.4 observations regarding an affected child's emotional and/or physical state, if applicable;
  - 9.3.2.5 whether any other children were involved or aware;
  - 9.3.2.6 whether parents or caregivers are aware of the situation;
  - 9.3.2.7 any other relevant information;
- 9.3.3 all reported concerns will be handled fairly with respect to any individual named, taking into account the seriousness of the issue raised, the credibility of the information or allegations, and the prospects of effective investigation;
- 9.3.4 all reported cases will be reviewed to determine whether a full investigation is necessary, and when and if any allegations of criminal activity should be reported to the local authorities for investigation;

- 9.3.5 pursuant to investigation, and depending on the severity of the allegations against a Volunteer, UNICEF may issue a warning to the Volunteer, limit the Volunteer's activity, or sever ties with the Volunteer altogether and report the misconduct to the South African Police Service. Such decision shall be within the discretionary authority of UNICEF officials with delegated authority.
- 9.4 Breaches of this Handbook may include, amongst other things, the following:
- 9.4.1 personal use of UNICEF assets, taking financial advantage of your association with UNICEF, improper use of benefit due to UNICEF, acting contrary to the best interest of UNICEF, conflicts of interest, acting inappropriately and contrary to the UNICEF principles;
  - 9.4.2 acts which could be considered harassment, abuse, discrimination or exploitation;
  - 9.4.3 failure to comply with local traffic laws and regulations, including driving UNICEF vehicles under the influence of any alcohol or mind altering substance;
  - 9.4.4 generally being under the influence of any alcohol or mind altering substances while volunteering, or possessing any drugs prohibited by law;
  - 9.4.5 surfing or reading any inappropriate websites and/or electronic messages using UNICEF computer systems;
  - 9.4.6 off duty activities which adversely affects children and/or UNICEF staff, volunteers or clients, or which could bring UNICEF into disrepute.

## **10. Risks and Insurance**

- 10.1 UNICEF can, unfortunately, not guarantee that volunteers will not be exposed to risks as a result of their engagement with UNICEF.
- 10.2 Volunteers who face extreme risks include those delivering humanitarian aid to conflict zones, tending to victims of pandemics, assisting with evacuations during emergencies, or driving ambulances.
- 10.3 Volunteers who operate outside of humanitarian crises may also face every day risks, such as car accidents, hold-ups, hostage situations, or threats from members of the community who may take issue with the services the Volunteer is performing.
- 10.4 Volunteers may be required to have the requisite insurance; for example, health care professionals who volunteer their services must be insured as such, or a Volunteer driver using his/her own car should have third party insurance.

## **11. Volunteer queries and feedback**

- 11.1 Volunteers are encouraged to raise queries and provide feedback in respect their involvement with UNICEF's projects.
- 11.2 Feedback and regular reporting on progress of any kind is a critical aspect of the volunteering programme. UNICEF is of the view that people are able to learn from one another and regular feedback could contribute to building momentum, enthusiasm and a community among volunteers themselves.
- 11.3 As part of the feedback structure, volunteers may be subjected to peer assessment.

**SCHEDULE A**

**CONSENT FORM**

I, ..... (full name and surname), an adult male/female (**Volunteer**) from ..... (address) hereby confirm and agree that:

1. I have registered to be a volunteer of UNICEF;
2. I have read and understood the code of conduct and code of ethics in this volunteer handbook.
3. I have had sufficient opportunity to ask questions and to consider whether I want to proceed with being a UNICEF volunteer.
4. I will be responsible for upholding UNICEF volunteers' code of ethics and code of conduct.

**SIGNED** at \_\_\_\_\_ on this the \_\_\_\_\_ day of \_\_\_\_\_ 2019.

.....  
Full name and signature of the Volunteer

**SIGNED** at \_\_\_\_\_ on this the \_\_\_\_\_ day of \_\_\_\_\_ 2019.

.....  
For and on behalf of UNICEF