

The Girls' Brigade Singapore

INTRODUCTION

This Volunteer Management Policy describes:

- The eligibility and onboarding of Company Officers as volunteers
- A Volunteer's Code of Conduct

and includes:

1. Policy References

- 1.1 A volunteer with The Girls' Brigade Singapore (GBS) is one who partners with GBS to help achieve the objectives of the organization for no financial reward. He or she is in comfortable agreement with the principles, aims and method of GBS.
- 1.2 Beneficiaries are defined as girls, who themselves may be members of institutions which we serve, and their families.

2. Eligibility of Volunteer Officers

The eligibility of Volunteer Officers shall be according to the Constitution of The Girls' Brigade Singapore.

3. Membership Renewal and Resignation

- 3.1 Officer membership expires 3 years from the year of appointment and will require a simple endorsement from the Captain and Chaplain to renew an Officer's membership.
- 3.2 Officers may withdraw and resign from membership at any time.

4. Reinstatement of Membership

- 4.1 Officers who have resigned may reinstate their membership when they choose to be involved in a Company or the Brigade Headquarters.
- 4.2 Reinstatement requires the same endorsement as newly promoted and appointed Officers, and will require a refresher course if they have been inactive for more than 3 years.

5. Membership in Companies

- 5.1 Officers, excluding Chaplains, may not be registered with more than two (2) Companies.
- 5.2 Officers may only be appointed as a Captain of one (1) Company.

6. Volunteer Adult Leaders (VALs)

- 6.1 VALs are appointments approved by the Ministry of Education with the endorsement of the Principal and GB Headquarters.
- 6.2 Officers of the Brigade are eligible to apply for a VAL appointment.
- 6.3 VAL status expires 3 years from the year of appointment.

7. CODE OF CONDUCT

7.1 Volunteers are expected to:

- 7.1.1 Carry out their duties responsibly, safely and in a competent manner.
- 7.1.2 Be appropriately dressed for their duties.
- 7.1.3 Observe all safety procedures.
- 7.1.4 Maintain confidentiality of all data and information obtained while volunteering.
- 7.1.5 Relate to those they work with in an appropriate manner. Volunteers should not make gratuitous physical contact with beneficiaries and should avoid attributing 'physicality' to their teaching style. There will be occasions when physical contact is acceptable:
 - 7.1.5.1 Action to prevent harm or injury to the beneficiary or others - allowing the use of minimum force and contact necessary to prevent harm or injury is acceptable and defensible.
 - 7.1.5.2 Comforting a beneficiary in distress – Volunteers should consider how others might perceive the action, even if others are present, and ensure that it does not develop into unnecessary contact. Particular care must be taken in instances, which involve the same beneficiary over a period of time.
 - 7.1.5.3 Unavoidable contact - During outdoor or sporting activities where coaching is needed, volunteers must be alert to the possibilities of misinterpreting any contact. To avoid such misunderstanding, alternative methods involving demonstrations of particular techniques by the volunteer, or a particularly competent beneficiary may be more appropriate than modifying a beneficiary's technique by physical contact.
- 7.1.6 It is advisable to avoid remote areas and to ensure that wherever possible the door is left open or visual contact with others is maintained.
 - 7.1.6.1 Under no circumstances should meetings with individual beneficiaries be arranged off the school premises without the prior

knowledge of the relevant authorities such as the Captain/Chaplain as well as the school and parent.

7.1.6.2 Volunteers should never invite a beneficiary home when no one else is present.

7.2 Volunteers are expected not to:

- 7.2.1 Act in any way that may create liability or bring into disrepute the organisation and its name.
- 7.2.2 Disclose confidential client information to unauthorised persons.
- 7.2.3 Use organisation property, resources, information or funds for any purpose other than authorised uses.
- 7.2.4 Seek or accept rewards, benefits or gifts without authorisation.
- 7.2.5 Engage in any activity that may bring harm (e.g. physical or mental) to another person or property.
- 7.2.6 Be under the influence of alcohol and non-prescription drugs while volunteering.
- 7.2.7 Falsify or change any documents or records.
- 7.2.8 Act as a spokesperson for the organisation unless prior permission or authority has been given.

8. GRIEVANCES

- 8.1 All grievances should be first communicated to GBS, be it a personal grievance or grievances against another volunteer.
- 8.2 As matter of principle, grievances should be resolved amicably with the organisation and should not be discussed in the public arena e.g. social media.
- 8.3 A Whistle Blowing Policy is made available on request.

9. USE OF SOCIAL MEDIA

- 9.1 Social media platforms include but are not limited to: blogs, wikis, social networking services and sites, video and photo-sharing services, internet chat rooms, instant messaging, message boards etc.
- 9.2 Be aware that as a volunteer of GBS, all posts can reflect on both the volunteer's own reputation and that of GBS.

9.3 Always adopt a respectful and civil tone in all forms of communication.

9.4 Views and opinions expressed, particularly when beneficiaries are privy to them, should be wholesome and sensitive to the wider community.

10. CONFLICT OF INTEREST

10.1 Volunteers are expected to avoid situations which may have conflict of interest with the organisation (e.g. other commitments, roles in other organisations). If any potential area of conflict arises, please consult with your supervisor / manager.

11. BREACHES OF CODE OF CONDUCT

11.1 Any breaches of the Volunteer Code of Conduct may lead to a warning of unacceptable behaviour or termination of services as a volunteer.

11.2 GBS reserves the right to terminate the service of a volunteer who fails to meet the basic standards of professionalism or does not comply with the volunteer's code of conduct.

12. PERSONAL DATA PROTECTION

12.1 The volunteer consents to GBS using, retaining and/or disclosing his/her personal data in a manner which will facilitate his/her application for the purpose of evaluating his/her suitability to be a GBS volunteer, and for the purpose of contacting him/her for his/her volunteering activities.

12.2 This consent, however, can be revoked at any time upon giving reasonable notice to GBS.