



SPOTLIGHT

Volunteer Policy

This policy sets out the framework for Spotlight's volunteers. It explains our commitment to volunteers, recruitment and selection processes, training/orientation process when new volunteers start, support available during volunteering and support when moving on. This policy is designed for everyone involved in Spotlight; it sets out how volunteers are involved in the organisation. It will also help to ensure that all volunteers are treated equally and fairly during every stage of the process with the organisation.

Spotlight relies on the commitment and dedication of its volunteers. This Volunteer Policy is designed to ensure that your time and efforts are fully recognised and valued and that the volunteer partnership benefits and protects the interests of both parties. Most importantly, the Volunteer Policy safeguards the interests of the service users that Spotlight strives to help.

Involvement and Role Description of Volunteers

Spotlight is a non-profit support service for victims of abuse all over India that provide service users with 24/7 crisis helpline, legal and clinical care navigation, as well as an emotional support chat service.

First Response Volunteers:

As Spotlight is a non-profit service and it requires that equal attention be given to all the victims that come forward requesting our services, recruiting volunteers is the realistic and most efficient path for Spotlight. Our volunteers will be responsible for providing a 24/7 crisis helpline, as well as emotional support chat service, for which detailed training will be provided free-of-cost. If and when required service users request legal and/or clinical care navigation, volunteers will direct the service users to either the service manager or the founder for further processes. The volunteers play a vital role in how Spotlight runs by providing unconditional positive regard and commitment to the victims of abuse who come forward seeking help.

Management Volunteers:

Spotlight's Management Team includes Service Manager, Volunteer Manager, Care Navigation Lead, and Communication & Engagement Lead.

Service Manager: All other members of the management team will report to the Service Manager. The postholder will be responsible for the smooth running of all three major services provided by Spotlight by monitoring and providing supervision to other management team members.

Volunteer Manager: The postholder will be the first point of contact for the volunteers for any concerns, support or supervision. They will also be responsible for tracking the volunteers' performance, as well as the crisis helpline & emotional support chat service's performance.

Care Navigation Lead: The postholder will be responsible for running Spotlight's Care Navigation Service by working closely with the service users, volunteers, Volunteer Manager, but most importantly, the Care Navigation Network.

Spotlight's Commitment to Volunteers

- Spotlight acknowledges that volunteers' contribution is imperative to its success and that volunteering can benefit users of its service, as well as volunteers themselves.
- Spotlight recognises its responsibility to arrange its volunteering efficiently and sensitively so that a volunteer's time is best used to the mutual advantage of all concerned.
- Volunteers will be informed who is responsible for their support and supervision. They will have regular access to this person, opportunities to share their ideas/ concerns, and will be given adequate support.
- Volunteers will be given a clear idea of the tasks they are being asked to perform and of the responsibility that goes with those tasks.
- Spotlight will comply with the Information Technology Act, 2000 in the use of data held on all the volunteers.

Legal Distinction of Volunteers

Volunteers are people who are unpaid and of their own free will, contribute their time, energy and skills to the benefit of the community.

A volunteer does not have any form of contract of employment or contract to perform work or provide services. They are not workers and therefore not covered by the Minimum Wages Act 1948. Volunteers do not qualify for the minimum wage because they are not workers. Volunteers can volunteer for anybody, not just organisations in the voluntary sector.

Recruitment of Volunteers

As mentioned earlier, Spotlight requires volunteers to provide 24/7 crisis helpline services, as well as emotional support chat services, which they will receive full training for.

Opportunities to volunteer will be advertised on the Spotlight website, social media pages (Instagram), as well as Indeed India, along with the description of the role and its duties. The website will be updated with openings for volunteering as and when they become available. Between periods of volunteer recruitment, interested individuals can sign up for our Volunteering Update Service available on our website.

Application Process

Interested candidates that meet the requirements mentioned in this Policy and on the website can go to the Get Involved section on our website <https://spotlight.org.in/> from where you can find the link for the Volunteer Application Form. It is important to note that CV's will not be accepted in support of or as a substitute for a completed application form.

Requirements for First Response Volunteers:

- BSc Psychology/BSW students that are in their second year/ 3rd semester and above. (Graduates and Post Graduate students in Psychology and Social Work are also encouraged to apply)
- Candidates must be proficient in English (Fluency in regional languages is beneficial).
- Candidates should possess excellent communication skills and empathy.

Requirements for Management Volunteers:

- Management/Social Work/Psychology Masters or relevant management experience
- Candidates must have effective communication skills, leadership skills and computer skills,
- Candidates must be passionate about Spotlight's cause.

Interview Process

Candidates who are selected after the submission of application forms for the interview process will be informed through the email they provided on the application form.

Consequently, the selected candidates will be invited for a virtual interview. If successful in the interview process, the candidates will be informed of their acceptance via email. The selected candidates will have to sign a general Volunteer Agreement, as well as a Non-Disclosure Agreement to ensure confidentiality and safeguarding of both service users and volunteers. This Volunteer Agreement summarises the agreed role, supervision, and the necessary training. It also sets out what the volunteer can expect from us and what is expected from the volunteer.

Training Process

First Response Volunteers:

Successful candidates will then attend the Spotlight Volunteer Training Programme conducted by the Director, Nasma Hassan and Service Manager, Naziya Zaina Naufal. During this process, volunteers will be further familiarised with their role description & duties, policies and procedures such as safeguarding, support and supervision, data protection, confidentiality and Equality and Diversity. They will also get trained in Psychological First Aid, Suicide Prevention Training, as well as Emotional Support Chat Training. The training program will last for two days and will usually be conducted during the weekends so as to not be disruptive to the volunteer's education or work. After the volunteers have completed the Training Programme, they will receive a Volunteer Guidelines document that will better guide them in providing support services.



Management Volunteers:

Successful candidates will attend the Management Orientation Programme conducted by the Director, Nasma Hassan and Service Manager, Naziya Zaina Naufal. During this process management volunteers will be further familiarised with their role description & duties, policies and procedures such as safeguarding, support and supervision, data protection, confidentiality and Equality and Diversity. The orientation will last only one day and will usually be conducted during the weekends so as to not be disruptive to the volunteer's work.

Support and Supervision

Supervision is part of the ongoing relationship between the volunteer and Spotlight, and is an effective way of maintaining high standards of performance and of giving feedback.

First response volunteers:

The Volunteer Manager will be their first point of contact with any issues or queries regarding either Spotlight or the support services they provide. In the event that their assigned Manager isn't available, they will have a secondary contact to go to with any issues.

The first review or supervision session for the volunteers will be 14 days after their first shift. Henceforth, volunteers will have supervision sessions with their assigned Volunteer Manager once every month. These sessions will be held where the volunteer and their Manager meet to:

- Identify, monitor and evaluate the volunteer's performance
- Recognise achievements
- Identify individual training needs

However, support will be provided to the volunteers whenever necessary. Volunteers will have a direct line of contact with their Managers to request support and can arrange

meetings to do so. As the volunteers have to interact and deal with victims of abuse, we recognise that it can be an emotionally challenging role, which is why we have support plans in place which your Manager will guide you through.

Management Volunteers:

The Service Manager will be their first point of contact with any issues or queries. In the event that the Service Manager isn't available, they can go to the Director with any concerns.

The first review or supervision session for the management volunteers will be 14 days after their first shift. Henceforth, they will have supervision sessions with the Service Manager once every month, or the Director if the Service Manager is unavailable. These sessions will be held where the volunteer and the Service Manager meet to:

- Identify, monitor and evaluate their monthly performance
- Recognise achievements

Like the First Response Volunteers, support will be provided to the Management Volunteers whenever necessary. They will have a direct line of contact with both the Service Manager and the Director to request support and can arrange meetings to do so. We recognise that it can be an emotionally challenging role, which is why we have support plans in place which your Service Manager will guide you through.

Equality and Diversity

Spotlight provides Equal Opportunities to all its volunteers and does not discriminate on any grounds. Throughout the process of recruitment, our decisions are solely based on merit, competence, as well as potential. More information regarding this can be found on our Equality and Diversity Policy, and is further explained during the Spotlight Volunteer Training Programme, as well as the Management Orientation Programme.

Safeguarding, Confidentiality and Data Protection

As Spotlight deals with victims of abuse, and due to the utmost sensitivity of the matter, volunteers are expected to adhere to strict confidentiality, safeguarding and data protection rules and regulations. More information regarding the same can be found on our Confidentiality Policy, Data Protection document, as well as the Safeguarding Policy. These policies are also further explained in the Spotlight Volunteer Training Programme and Management Orientation Programme. Additionally, these policies are meant to protect the volunteers with regards to safety, privacy and data protection.

Leaving Spotlight

First Response Volunteers:

Due to our circumstances as a Non-Profit support service that deals with victims of abuse, we require volunteers to provide a 30 day notice period, which will give us enough time to ensure that we are able to maintain our 24/7 crisis helpline and emotional support chat service, find other volunteers to cover your shifts or recruit new volunteers. Volunteers will also be provided with our Volunteer Exit Questionnaire, which ensures that we obtain feedback from volunteers at the end of their period of volunteering. A Volunteering Certificate will be presented to volunteers when they leave Spotlight. This provides formal recognition of their involvement with Spotlight and allows them to include evidence of their experience within their CV or resume.

Management Volunteers:

Due to our circumstances as a Non-Profit support service that deals with victims of abuse, we require Management Volunteers to provide a 30 day notice period, which will give us enough time to ensure that the services we provide run smoothly, find other Management Volunteers to cover your shifts or recruit new candidates.

However, like the First Response Volunteers, the Management Volunteers will also be provided with our Volunteer Exit Questionnaire. A Volunteering Certificate will also be presented to volunteers when they leave Spotlight. This provides formal recognition of their involvement with Spotlight and allows them to include evidence of their experience within their CV or resume.

Responsibility regarding Volunteer Policy

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Director of Spotlight. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the service.

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