



Micronesia Red Cross Society

Guidelines on Youth and Volunteer Management

11/1/2012

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Message

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The Purpose of the Guideline

The purpose of this guideline is to provide everyone with a clear guidance and direction in youth and volunteer management in Micronesia Red Cross Society (MRCS).

Definition of Youth and Volunteers

Youth

The Federated States of Micronesia Youth Policy defines youth as all persons aged thirty five (35) and younger.

In the context of youth involvement with the Micronesia Red Cross Society, youth is defined as all persons aged five (5) to thirty five (35.) For the purpose of youth program management, this age group is further broken down into the following categories:

<i>Junior Red Cross:</i>	ages 5 -11
<i>Red Cross Youth:</i>	ages 12-17
<i>Senior Red Cross Youth:</i>	ages 18 - 35



“Knowledge and good qualities are more effective when absorbed early in life.”

Volunteer

Any person who freely gives his/her time and services, whether regularly or occasionally, on behalf of or in assistance to the Red Cross movement. A volunteer carries out tasks or duties with no intent of personal financial gain.

Volunteering

Volunteering is a non-remunerated act of carrying out a task or activity for the Micronesia Red Cross Society, either through the chapters or at the headquarters.

Active volunteer

A volunteer who renders at least 4 hours of volunteering per month shall be listed in the volunteer database and categorized as active.

Promoting the Culture of Volunteering

Voluntary service is deeply rooted in our culture as islanders. It is important that the cultural ways of volunteering are emphasized in the community to establish the community's sense of ownership in MRCS voluntary projects. Chapters are encouraged to promote volunteering through any of the following:

1. Advocating for voluntary service in all RC activities during workshop or trainings, during meeting with other organizations or institutions.
2. Coordinating Promotion through Leaders of communities, churches, schools
3. Printing and distributing materials (*e.g. banners, brochures*)

4. Creating messages to be aired through the media (*e.g. radio*)

Roles of Volunteers in the Micronesia Red Cross Society

Volunteers in MRCS play important diverse roles. Some of the roles that our volunteers do are as follows:

1. Conduct peer education activities
2. Promote the 7 Fundamental Principles
3. Promote volunteering in the community
4. Assist staff in carrying out office duties
5. Respond during disasters
6. Facilitate training of new volunteers
7. Donate blood
8. Advocate community views to MRCS
9. Recruit other volunteers
10. Participate in MRCS youth activities
11. Function as members of the board at the chapter or at headquarters

How to Become a Volunteer

Any persons in Micronesia regardless of nationality, age, gender, race, ethnicity, religion, financial status, or disability, may be eligible to become a volunteer.

- A person wanting to volunteer must undergo the required volunteer orientation before being listed in the MRCS-Resource Management System. S/he shall be initially categorized as inactive.
- All volunteers must sign the ***volunteer code of conduct*** after being listed in the RMS.
- When s/he starts rendering 4 hours per month of volunteering, s/he will be categorized as active.

Spontaneous volunteers

Any persons in Micronesia who were not associated with the MRCS prior to the emergency but offer their help during a disaster or an emergency are Spontaneous Volunteers. MRCS shall accept spontaneous volunteers depending on their skills and the need. All spontaneous volunteers must undergo the orientation and screening to ensure proper placement. All accepted/mobilized spontaneous volunteers must follow the MRCS Code of Conduct and the relevant policies and guidelines.

Recruiting Volunteers

Recruiting volunteers for Micronesia Red Cross Society may be done through the following:

- Promotions and Advertisements (e.g. Word of mouth, Radio program, Media, and promotional materials)
- Coordination through leaders (communities, churches, schools and appropriated offices)
- Coordination through existing volunteers

Volunteer Orientation

Upon recruitment of volunteers, a minimum required level of orientation must be conducted. The minimum contents of the orientation shall be as follows:

1. History of the Red Cross Red Crescent Movement
2. The Seven (7) Fundamental Principles of Red Cross and Red Crescent
3. Core Programs of the Micronesia Red Cross Society
4. Volunteer Code of Conduct
5. Roles of a Volunteer
6. Volunteer Policy and Guidelines

The orientation may be conducted by the volunteer designated as Chapter focal person for volunteers or by the Chapter Coordinators themselves. The orientation must be done no later than one month after completing all necessary volunteer forms.

Youth involvement in the Red Cross

Youth ages 12-35 are eligible to become volunteers or paying members of MRCS. All active youth volunteers in any chapter of MRCS are considered members of the Chapter Red Cross Youth Council. As such, they are eligible to elect or be elected as chapter youth council officers. Articles 22-24 and 27 of the MRCS Constitution apply to all youth members who have the voting rights.

Youth Structure at the chapter

All chapters shall organize their respective Chapter Red Cross Youth Councils which shall be composed of 8 Red Cross Youth council members. From among the 8 council members, they shall elect their President, 1st Vice President, 2nd Vice President and a Secretary/Treasurer. The President of the Chapter Youth Council shall be the ex-officio youth representative to the chapter Board of Directors.

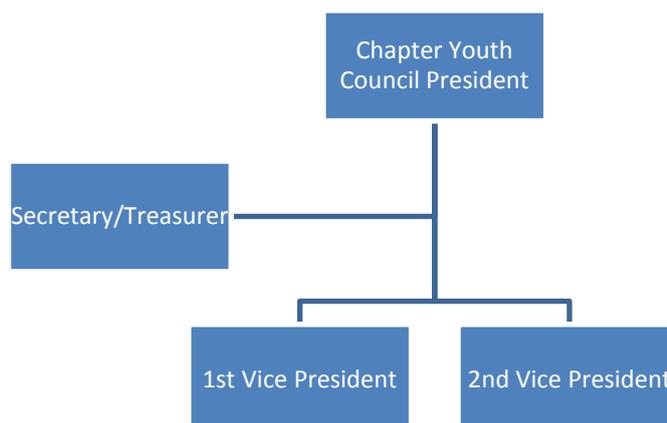


Figure 1. Chapter Red Cross Youth structure of Micronesia Red Cross Society

National Red Cross Youth Council Structure

Upon creation of each chapter youth councils, a National Red Cross Youth Assembly shall be organized. During this time, the officers of the National Red Cross Youth Council shall be determined. Out of the 4 chapter youth council presidents, one will be elected as the National Red Cross Youth President and will serve as an ex-officio representative to the MRCS Board of Directors. The remaining 3 chapter presidents will serve as vice

presidents to the National Red Cross Youth Council. The chapter whose president was elected as National Red Cross Youth President will have the chapter 1st vice president as the new chapter president who will also serve as the 4th vice president in the National Red Cross Youth Council. Every two years thereafter, all chapters must agree on a revolving pattern to select the new NRCYC president.

In summation, the National Red Cross Youth Council will consist of ten (10) members:

- ✓ 1 NRCYC President,
- ✓ 4 vice presidents, and
- ✓ 5 respective secretary/treasurers.

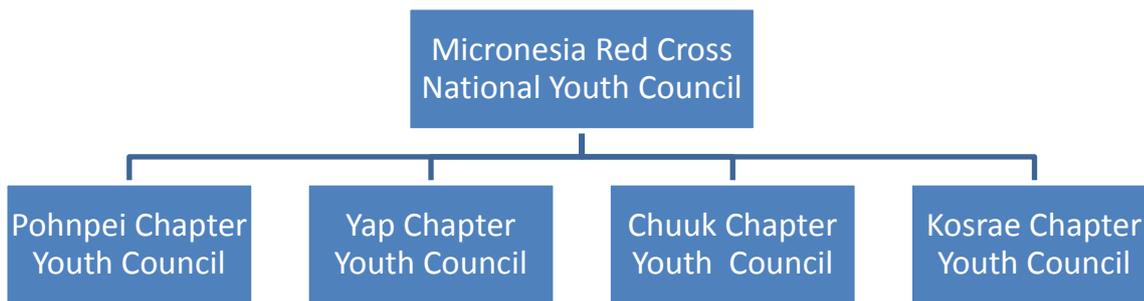


Figure 2. National Red Cross Youth Council Structure of Micronesia Red Cross Society

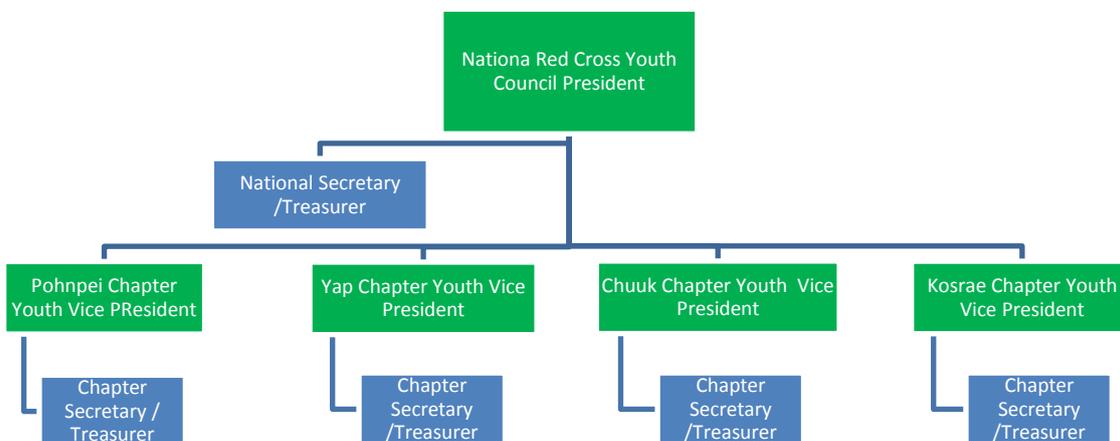
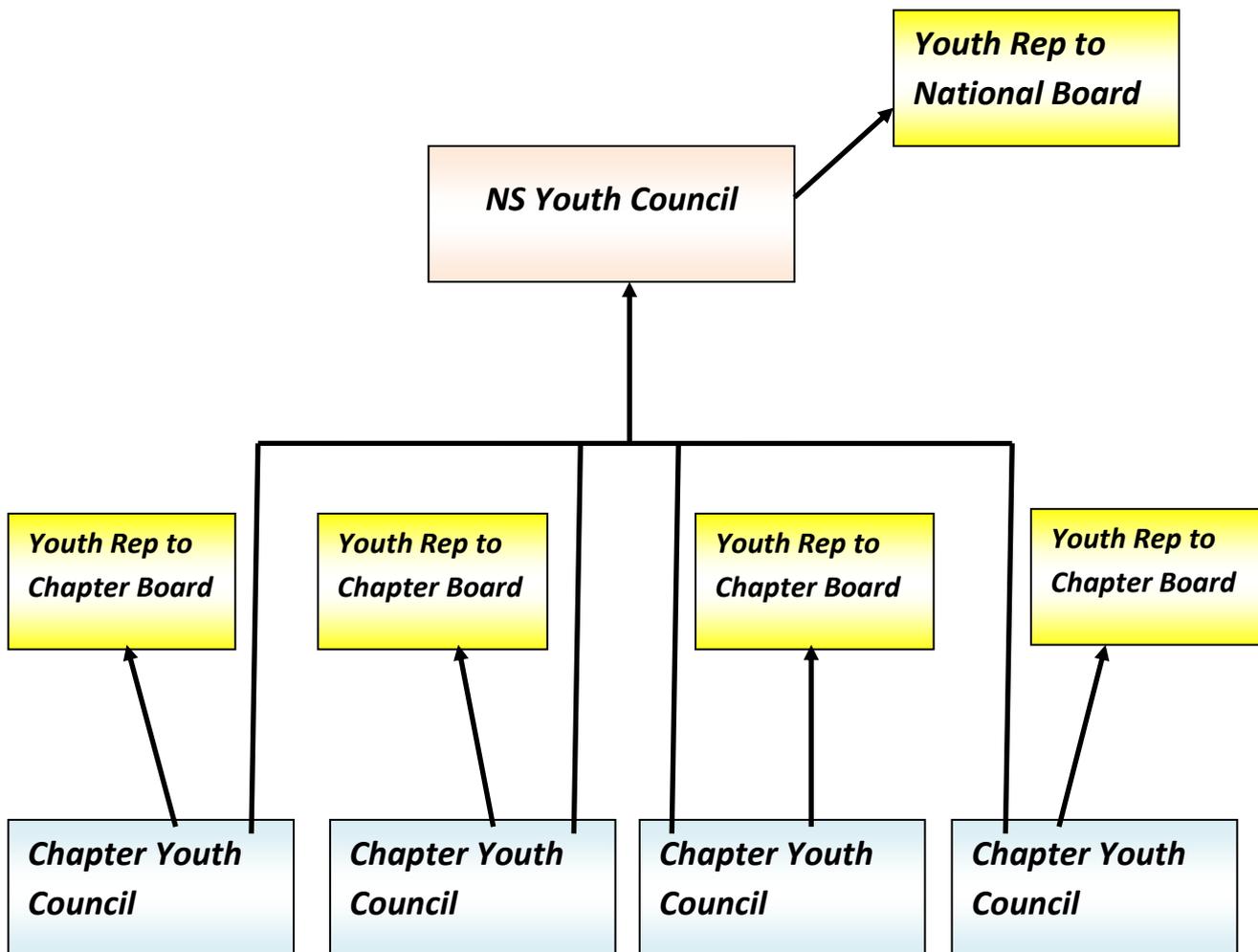


Figure 3. National Red Cross Youth Council Structure of Micronesia Red Cross Society

YOUTH STRUCTURE DIAGRAM



Volunteer Code of Conduct

All volunteers must sign the MRCS Volunteer Code of Conduct. See Annex for the details of the code.

Safety and Security

The safety and security of our volunteers is a very important consideration for every volunteer engagement. As a general guide:

1. Generally be aware of your surroundings and radiate security awareness.
2. Be aware of security risk by assessing the risk of your activities.
3. Always plan outdoor activities with your security in mind.
4. Carry your mobile phone with you or any type of field communication with you (make sure it is fully charged and operational).
5. Keep your emergency contact numbers with you in your mobile and in paper form.
6. Always travel with any type of identification documents.
7. Dress appropriately and be respectful of culture and religion, especially when in a rural area.

8. Respect local customs at all time. It is important to remain patient, polite and even-tempered.
9. Do not carry fire arms with you when involving in any type of Red Cross activity.
10. Volunteers should not be intoxicated when dealing or involving in any type of activity.
11. Always report any type of incident or accident to your coordinator.
12. Always record all your development of what, who, when, where, and how the situation develop.
13. Volunteer's meal will always be in consideration when engaging into any type of activity.
14. Never engage in any type of conflict.

All volunteers, before being mobilized, must finish the online course "stay safe volunteers" or equivalent.

As much as possible, all volunteers should be insured using the volunteer insurance system of the Federation which is CHF1/year or CHF0.50/year. All volunteers mobilized for projects must be insured with the premium charged to the project.

Volunteer Development and Capacity Building

Micronesia Red Cross Society will provide the young volunteers, members, and staff with opportunities to advance their personal and professional development through learning and training, and preparing them for current and future leadership roles. Due to limited resources, the MRCS Headquarters and Chapters must fully utilize the potentials of the IFRC Learning Platform by accessing online courses.

All staff and volunteers are encouraged to register in the FedNet. To register;

1. go to <https://ifrc.org/learning>
2. click on learning platform
3. click on create your profile and follow instructions.
4. browse or click on training in progress. Enroll in available courses

Note: The above steps may change; consult with appropriate staffs and volunteers for assistance.

Whenever MRCS Headquarters organizes national specialized training (e.g. First Training of Trainers), Chapters must strictly follow the criteria set forth in selecting the most appropriate volunteer to join the training.

All Chapters are encouraged to join webinars (online seminars) organized by the different components of the movement (e.g. Geneva Secretariat, Asia Pacific Zone or the Suva Delegation)

The Chapters should also explore development opportunities within the chapter. Trainings should be based on need.

Volunteer Recognition

Recognizing the value of volunteers shall be a regular activity of MRCS HQ and the chapters. In this regard, MRCS shall institutionalize the following:

Recognition Scheme

1. Standard **volunteer identification card** will be provided after doing the following:
 - Attending a volunteer orientation
 - Signing the volunteer code of conduct
 - Volunteering 4 hours per month and categorized as active volunteer

2. Annual Accomplishment Certifications
 - **Certificate of Appreciation** –given to volunteers who have contributed 1-47 hours of voluntary service, or have successfully donated one (1) unit of blood in one year
 - **Certificate of Recognition** – given to volunteers who contributed 48-191 hours of voluntary service, or have successfully donated two (2) units of blood in one year
 - **Certificate of Merit** – given to volunteers who have contributed 192 or more hours of voluntary service, or have successfully donated three (3) units of blood in one year

3. Special **Five-Year Pin**
Given to volunteers who have contributed 240 hours of voluntary service (48 hours per year) for five (5) years
 - Award certificate and special pin
 - Award published in News Release

4. **Golden Volunteer Award**
Given to volunteers who have contributed 384 hours of voluntary service (48 hours per year for eight years) or have successfully donated 32 units of blood.
 - Award certificate and special pin
 - Award published in News Release

5. **Medal of Humanity** - Given to volunteer who have directly saved a life

Recognition Days

Outstanding volunteers shall be recognized on the following occasions:

- General Assembly of the chapters and the headquarters. In every MRCS General Assembly, outstanding volunteers shall be honored. This recognition ceremony shall be a permanent agenda of a General Assembly, whether at the chapter or at the national level. All nominations must be submitted to HQ 3 months prior to the assembly and shall be approved by the Board.
 - Awarding of the Five-Year Special Pin, Golden Volunteer Award, and Medal of Humanity.

- May 8: World Red Cross Day
 - Awarding of Certificates and IDs. Nomination shall be submitted to the chapter board for approval at least 3 months prior to May 8.

While there are institutional forms of recognizing our volunteers, treating our volunteers with respect and thanking them every time they do volunteering is very important.

Volunteer Retention

Retaining our volunteers is very important to sustain our delivery of services. The following activities will enhance the likelihood of your chapter retaining your volunteers:

- a. Build and promote “team Spirits” among and with youth and volunteers of Micronesia Red Cross Society
- b. Develop Action Plan to periodically engage volunteers and youths
- c. Keep volunteers informed and updated on activities
- d. Schedule refresher trainings for trained volunteers
- e. Apply multi-tasking
- f. Delegated task to volunteers must be clear and with precise instructions. Always provide additional support if necessary at all times
- g. Establish a space for volunteers to use
- h. Provide a friendly welcoming environment to both active, inactive and walk-in volunteers of Micronesia Red Cross Society
- i. Provide suggestion box for volunteers in all operating Offices of the Micronesia Red Cross Society with easy access to volunteers.
- j. Maintain open lines of communication
- k. Organize recognition events for youth and volunteers
- l. Keep updated contact list of volunteers and youths

Resource Management System

Due to the geography of Micronesia, MRCS shall maximize the potential of the Resource Management System. The tracking of volunteer data, mobilization and reporting shall be done using the RMS. Chapters should therefore ensure that their information is updated monthly. Chapter Coordinators are the focal persons for RMS Management at the chapter level. They may delegate such function to an appropriate volunteer/s.

Financial Reimbursement

The expenditure should not be prima facie more than the occasion demands. Every Red Cross staff, volunteer, youth and executive is expected to exercise the same vigilance in respect of expenditure incurred from the Society’s funds as a person of ordinary prudence would exercise in respect of his/her own money

1. Pre-approved expenditures

The Finance Officer is responsible to ensure that the expenditure incurred from the funds of the Society is governed by the following essential conditions:

 - i. There is an approved budget for the expenditure,
 - ii. The expenditure incurred conforms to the financial rules and regulations,
 - iii. The expenditure has approval of the competent authority,

- iv. The expenditure is supported by adequate original bills, vouchers and receipts and other supporting documents.
- v. The claim for reimbursement is submitted on the prescribed forms.

2. Emergency expenditures

All emergency expenditures in case of no communication means to the Headquarters must be no more than USD 50.00. Proper justification is required for reimbursement.

Section 10.15 of the MRCS Finance manual: Emergency Procurement of Supplies

- i. Procurement of supplies in emergency situations shall be in accordance with the directive of the Governing Board

Section 10.16 of the MRCS Finance manual: Documentation of Procurement

- a. All procurement activities must be fully and transparently documented. A complete purchase must be supported with a fully referenced file. The procurement file should contain the following:
 - i. Purchase Requisition.
 - ii. Company names and contact persons for vendors solicited.
 - iii. Copy of the invitation to bid or request for quotation.
 - iv. Original proposals/offers from vendors.
 - v. Comparative bid analysis and the selection of vendor and the price.
 - vi. Copy of purchase order/purchase contract.
 - vii. Copy of invoice from vendor.
 - viii. Payment receipt.
 - ix. Other documents and correspondences related to the procurement.
- b. Documents regarding procurements shall be maintained by Procurement Section.

Volunteer Dismissal

Any volunteer may be dismissed for the following reasons:

1. Violating the Code of Conduct
2. Violating the Seven Fundamental Principles
3. Intentionally attempt to damage the image of MRCS

For minor offenses, a volunteer is given three chances. Other offenses, depending on the severity of the offense, a volunteer will either be given a chance, or dismissed upon discretion of his/her chapter board after an investigation. It is the responsibility of the Chapter to properly inform the Volunteer or Youth of the offense(s) and keep record(s) in secure and safe place. However, a volunteer may appeal to the national society's governance board should he/she feel unfair action was taken. The decision of the national board shall be final and cannot be appealed.

Volunteer Cycle

The recruitment of any volunteer in any chapter should be triggered by a plan made by the chapter. This plan addresses a specific need of the community which could be helped with volunteering.

After recruitment, all volunteers shall undergo orientation.

After the orientation is task specific training before volunteers are mobilized.

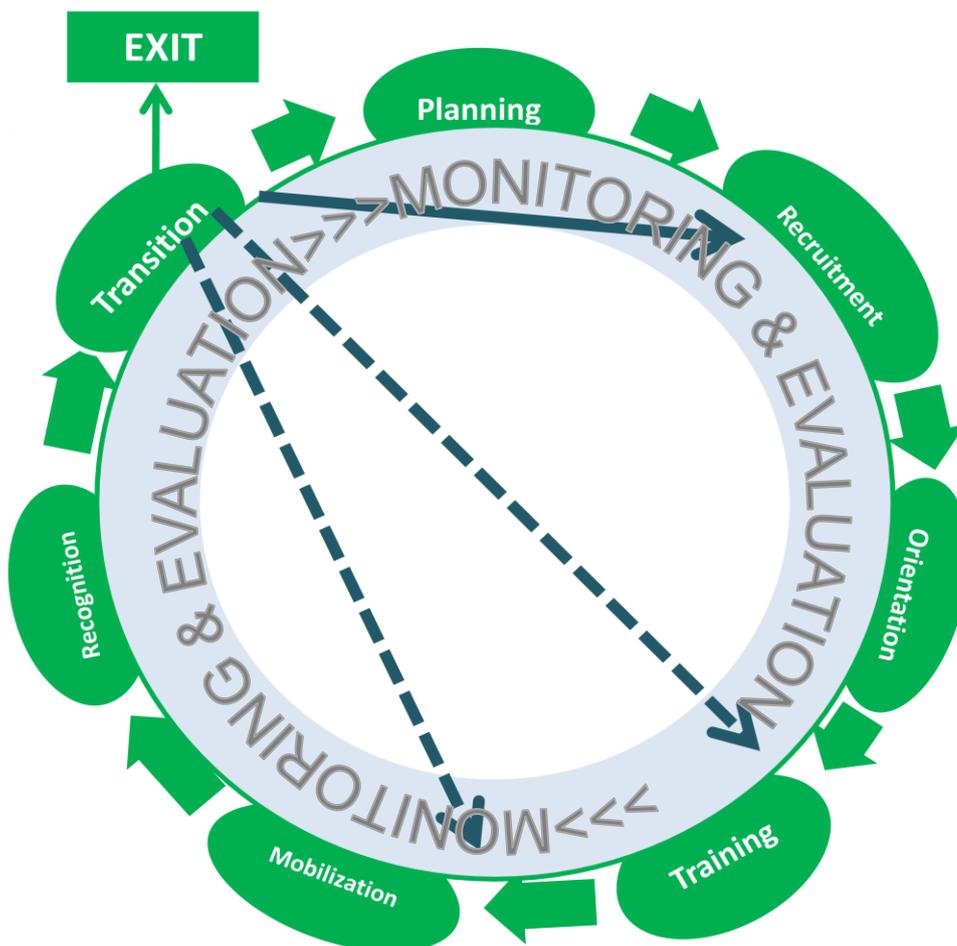
After mobilization is recognition of volunteers, both informal and formal.

The volunteer management cycle acknowledges the fact that volunteers in MRCS come and go. At certain point, they leave the chapter for various reasons such as having a new job in a different chapter, getting so busy and having no time to volunteer or sometimes really leaving the organization due to a bad experience. The transition stage should be used by the chapters to interview the volunteers about their volunteering experience and whether they would like to continue volunteering or not. If not, then there is a proper exiting.

If the volunteer would like to continue volunteering, the chapter should assess whether they need further training or they could be mobilized immediately to a volunteering opportunity that requires skill which the volunteer already had. In that case, have the volunteer assigned to the task immediately.

Monitoring and Evaluation is a component for all elements of the cycle. This will ensure that improvement will always be consciously at the mind of the focal person for volunteering

The figure below shall visualize the volunteer involvement in Micronesia Red Cross.,



Annex 1. Volunteer Code of Conduct

CODE OF CONDUCT ***of the Micronesia Red Cross Society:***

1. Introduction

The Micronesia Red Cross Society is a charitable not-for-profit organisation dedicated to providing service to those in need and the most vulnerable. The Micronesia Red Cross Society has traditionally demanded and received the highest ethical performance from its youth, volunteers and paid staff. In an effort to maintain the high standard of conduct expected and deserved by the public and to enable the organisation to continue to offer services required by those in need, the Micronesia Red Cross Society operates under the following Code of Conduct, applicable to all volunteers and paid staff.

2. Code of Conduct

No youth, volunteer or paid staff member shall:

- a. Authorise the use of or use for the benefit or advantage of any person the name, emblem, endorsement, services or property of the Micronesia Red Cross Society.
- b. Accept or seek on behalf of himself or any other person any financial advantage or gain of other than nominal value which may be offered as a result of the volunteer's or paid staff's affiliation with the Micronesia Red Cross Society.
- c. Publicly utilise any Micronesia Red Cross Society affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official position of the Micronesia Red Cross Society.
- d. Disclose any confidential Red Cross information that is available solely as a result of the volunteer's or paid staff member's affiliation with the Micronesia Red Cross Society to any person not authorised to receive such information, or use to the disadvantage of the Red Cross any such confidential information, without the express authorisation of the Micronesia Red Cross Society.
 - "disclose confidential information in any way, shape or form, as to generate community suspicion on beneficiary's health status"
 - "disclose confidential information even after he/she is no longer a volunteer or staff"
- e. Knowingly take any action or make any statement intended to influence the conduct of the Micronesia Red Cross Society in such a way as to confer any financial benefit on any person, corporation or entity in which the individual has a significant interest or affiliation.
- f. Perform his/her duties or services under the influence of substance abuse, damaging the society's image"
- g. Operate or act in any manner that is contrary to the best interests of Micronesia Red Cross Society.
- h. In the event that the youth volunteer's or paid staff's obligation to operate in the best interests of the Micronesia Red Cross Society conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the Micronesia Red Cross Society upon becoming aware of it. He/she shall absent himself/herself from the room during deliberations on the matter and shall refrain from participating in any decisions or voting in connection with the matter.

VOLUNTEER CODE OF CONDUCT - CERTIFICATION

I, _____ certify that I have read and understood the Code of Conduct of the Micronesia Red Cross Society and agree to comply with it. I affirm that, except as listed below, I have no financial interest or affiliation with any organization which may have interests that conflict with, or appear to conflict with, the best interests of the Micronesia Red Cross Society. Should such conflicts or apparent conflicts of interest arise in connection with the affiliations listed below, I agree to refrain from participating in any deliberations, decisions or voting related to the matter.

I also agree, during my term of affiliation with the Micronesia Red Cross Society, to report promptly to the Executive Director or his or her designee, any future situation that involves, or might appear to involve, me in any conflict with the best interests of the Micronesia Red Cross Society.

Date

Name

Title

Signature

Address

Email

Phone Number:

Principle Commitments

1. The Humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavour not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and from those whom we accept resources.
10. In our information, publicity and advertising activities we shall recognise disaster victims as dignified human beings, not hopeless objects.

Fundamental Principles of Red Cross and Red Crescent Movement

Humanity

Independence

Neutrality

Impartiality

Voluntary Service

Unity

Universality

Micronesia Red Cross Society

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