



Development Foundation

VOLUNTEER HANDBOOK

Table of Contents

1. INTRODUCTION	3
2. MISSION	4
3. GUIDING PRINCIPLES OF MIKOKO DEVELOPMENT FOUNDATION	4
4. Volunteer Guidelines	4
i. Overall Policy on Utilization of Volunteers	4
ii. Definition of a Volunteer	4
iii. Volunteer Involvement within the MDF	5
iv. Minors Volunteering with MDF	5
5. Volunteer Policies & Engagement Guidelines.....	5
i. Volunteer Policy	5
ii. Purpose of Volunteer Policies	5
iii. Becoming a Volunteer with MDF	5
iv. Role of Volunteer Management within MDF.....	6
v. Access to Program Property and Materials	6
vi. Dress Code	6
vii. Time Sheets.....	6
viii. Performance Reviews	6
ix. Absenteeism/Substitutions.....	6
x. Leave of Absence	7
xi. Resignation.....	7
6. Conduct Guidelines	7
i. Representing the MDF	7
ii. Life Insurance	7
iii. Health Insurance	7
iv. Discrimination	7
v. Sexual Harassment Policy	7
vi. Confidentiality.....	8
vii. Conflict of Interest	8
viii. Maintenance of Records.....	8
ix. Use and Copyright of the Website.....	8
x. Email Policy	8
xi. Online and Written Communication.....	9
xii. Dispute Regulation.....	9

xiii. Volunteer Sensitivity	9
7. Volunteer Recruitment and Selection.....	9
i. Recruitment	9
ii. Position Description	10
iii. Interviewing	10
V. Volunteer Orientation and Development.....	10
VI. Mikoko Tours & Safari's Volunteer Management	11
Appendices of Volunteer Forms	Error! Bookmark not defined.
Appendix A: Sample Volunteer Descriptions	Error! Bookmark not defined.

1. INTRODUCTION

The Mikoko Development Foundation (MDF) strives to recognize volunteers who are devoted to preserving the historical treasure of World's through retaining the economic, cultural and historic value which still remains. With the Volunteer Manual, the MDF's primary focus is to provide volunteers who are dedicated to maintaining their mother earth with the best volunteering experience possible. The primary purpose of the "MIKOKO DEVELOPMENT FOUNDATION: Volunteer Manual" is to further explain the subsequent volunteer processes: definitions of volunteers, liability regulations, recognition and awards, policies and procedures, conduct guidelines and recruitment resources. The MDF appreciates those who have helped and continue to make our mother earth the best it can be!

2. MISSION

Mikoko Development Foundation mission is to engage in partnership for change with all key stakeholders for implementing appropriate programs to conserve nature for sustainable development.

3. GUIDING PRINCIPLES OF MIKOKO DEVELOPMENT FOUNDATION

The 8 guiding principles of Mikoko Development Foundation (MDF)

1. **Comprehensive:** For successful, sustainable, long-term revitalization, a comprehensive approach, including activity in each of MDF's Four Points, is essential. (Organization, Promotion, Design, and Economic Restructuring)
2. **Incremental:** As public confidence in the United Republic of Tanzania grows and participants' understanding of the revitalization process becomes more sophisticated, Mikoko is able to tackle increasingly complex problems and projects that are more ambitious.
3. **Self-help:** Residents and business owners need to see the rewards they will reap by investing time and money in Local Communities. Only local leadership can produce long-term success by fostering and demonstrating community involvement and commitment to the conservation effort.
4. **Partnerships:** Both the public and private sectors have a vital interest in the country and must work together to achieve common goals of United Republic of Tanzania's conservation goal.
5. **Identifying and capitalizing on existing assets:** Every district has unique qualities like distinctive buildings and human scale that give people a sense of belonging. These local assets must serve as the foundation for all aspects of the conservation programs.
6. **Quality:** Emphasize quality in every aspect of the conservation program. This applies to all elements of the process, from storefront designs to promotional campaigns to educational programs.
7. **Change:** Engaging in better business practices, altering ways of thinking and improving the physical appearance of the commercial district, a carefully planned conservation program will help shift public perceptions and practices to support and sustain the conservation process.
8. **Implementation:** To succeed, conservation must show visible results that can only come from completing projects. Frequent, visible changes are a reminder that the conservation effort is under way and succeeding. Small projects at the beginning of the program pave the way for larger ones as the conservation effort matures, and that constant conservation activity creates confidence in the conservation program and ever-greater levels of participation.

4. Volunteer Guidelines

i. Overall Policy on Utilization of Volunteers

Tanzanian's and Non-Tanzanian's dedicated citizens share our mission to enhance Conservation by creating sustainable local programs. Without community support and active volunteerism, the [MDF] would not be as successful as it is today. As a volunteer driven organization, the [MDF] accepts and encourages volunteer involvement at all levels of the organization while restoring nature of Tanzania. All volunteers and staff are encouraged to assist in the creation of productive, meaningful roles in which volunteers might serve, as well as encourage the recruitment of future community volunteers.

ii. Definition of a Volunteer

The MDF shall create specific volunteer position descriptions prior to interviewing volunteers. Unless specifically stated, a "volunteer" is an individual who performs their specified job description willingly at the direction of the MDF without expecting compensation. Although the

MDF does not recognize volunteers as employees, they understand and enforce the need to respect them as such. As a direct result of this, organizational rules and expectations apply to volunteers while volunteering with the MDF.

iii. Volunteer Involvement within the MDF

Mikoko Development Foundation is driven by volunteers who are committed to creating a viable, flourishing “United Republic of Tanzania.” These dedicated volunteers are the synergy of the organization and without their devoted work; the MDF would cease to exist. Due to their level of involvement within the organization, the MDF volunteers maintain the same accountability as the MDF staff. The MDF staff and volunteers come together to create four committees:

- **Education & Training:**
- **Administration & Finance:**
- **Environment & Public Health:**
- **Community Service & Partnership:**

iv. Minors Volunteering with MDF

The MDF welcomes and encourages the involvement of youth within our organization. Individuals whom are under the age of 18 must complete an Adolescent Application Form signed by their legal guardian. If the applicant is participating in a volunteer referral program, such as a student community service program or a student intern project, a special agreement must be intact with the program regarding management. The referral program must assume and identify responsibility for management and care for the volunteer while at the MDF. If the volunteer is under the age of 18 and are not with a volunteer referral program, the MDF will appoint the Volunteer Administrator to manage the volunteer.

5. Volunteer Policies & Engagement Guidelines

i. Volunteer Policy

Unless specifically stated, these policies apply to all volunteers within the MDF. This includes any volunteers who partake in projects undertaken by, or on behalf of, the program.

ii. Purpose of Volunteer Policies

The purpose of these policies and engagement guidelines is to provide overall guidance and direction to both MDF staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a personnel agreement. The Volunteer Policies are intended to provide direction for both volunteers and the Volunteer Administrator on how to work effectively with one another. The program reserves the right at any time to change the policy. The Executive Director or a designated representative of MDF is the only person with the ability to grant changes to or make exceptions from these policies.

iii. Becoming a Volunteer with MDF

MDF volunteer applications for becoming a MDF volunteer will be accepted through a registration process. Volunteer applications are available online under the homepage of the Mikoko Development Foundation’s career website, located at <http://volunteers.mikoko.or.tz> or can be requested via email at volunteers@mikoko.or.tz. Once accepted as a volunteer through a

personal interview, the individual will receive general volunteer orientation and instruction specific to their choice of committee and/or area of interest. Volunteers are the most important personnel to the MDF and as such, are extended the right to meaningful duties, fair treatment, and full participation. In exchange, the MDF expects volunteers to perform their assigned duties to the best of their ability and remain loyal to the mission, goals, and procedures of the MDF.

iv. Role of Volunteer Management within MDF

The productive utilization of volunteers requires a planned and organized effort, which is done by the Volunteer Administrator. The Volunteer Administrator works as a assistant to Director of Administration & Finance and is overseen by the Executive Director. The Executive Director oversees the Volunteer Administrator and ensures them working efficiently and properly. The Volunteer Administrator is responsible for maintaining a cohesive, functional environment for both assisting staff and volunteers. The Volunteer Administrator is also responsible for: promoting the MDF volunteer program, recruiting volunteers, evaluating and recognizing the contribution of volunteers to the program.

v. Access to Program Property and Materials

As deemed appropriate, volunteers will have access to program property, materials and as needed, training essential to fulfill their duties. Volunteers may utilize MDF property and materials only when directly required for program purposes.

vi. Dress Code

As representatives of the program, staff and volunteers are responsible for presenting a good, quality image to the community. Volunteers are expected to dress appropriately for the conditions and performance of their duties.

vii. Time Sheets

Individual volunteers are responsible for the accurate completion and timely submission of timesheets to the Volunteer Administrator.

viii. Performance Reviews

Volunteers will receive annual performance reviews to assess their work. The performance review, hosted by the Volunteer Administrator, is utilized to review the following: performance of the volunteer; to convey appreciation to the volunteer; to ascertain the continued interest of the volunteer in serving in that particular position; and to seek suggestions from the volunteer or means of enhancing the volunteer's relationship with the MDF.

The performance review will include both an examination of the volunteer's performance of the position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The review is an opportunity for both the volunteer and the MDF organization to assess and improve their relationship with one another. In addition, volunteers may be asked to change assignment or may be relieved of duties if deemed necessary by the MDF Executive Director.

ix. Absenteeism/Substitutions

The Volunteer must notify the Volunteer Administrator and/or the Executive Director if he/she will be unable to complete the assigned task or will be absent from an activity. Volunteers are encouraged to find a substitute for any upcoming absences. Volunteers must find a substitute who is qualified for the position and seek approval from: the MDF Volunteer Administrator or

the MDF Executive Director, as they are the only individuals who ascertain the authority to grant substitution approval.

x. Leave of Absence

The Volunteer Administrator has the authority to grant leaves of absence to volunteers at their discretion. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

xi. Resignation

Volunteers may resign from their volunteer service with the organization at any time. If intending to resign, volunteers are encouraged to provide two weeks advance notice of their departure and a reason for their decision as appropriate so that another volunteer can be recruited into the departing volunteer's duties.

6. Conduct Guidelines

i. Representing the MDF

While volunteering with the MDF, volunteers must take into consideration the magnitude of their actions and comments while working alongside outside personnel. Although the volunteer may be an expert in a given field, they are not in any position to give advice or opinions to business owners, unless that is part of their position description, especially because it may notably affect the pre-established relationship with the MDF. Volunteers may not speak with the press unless previously authorized by the MDF Executive Director. Volunteers are required to act as representatives of the program as indicated within the extent of their job descriptions.

ii. Life Insurance

Full-time employees are eligible for and are automatically enrolled in a group term life insurance program. Enrollees may designate or change the beneficiary for this policy at any time. The MDF does not pay the volunteers for this program.

iii. Health Insurance

Full-time employees are eligible for and are automatically enrolled in a group term health insurance program. Enrollees may designate or change the beneficiary for this policy at any time. The MDF does not pay the volunteers for this program. For details please refer to the Insurance plan.

iv. Discrimination

It is the policy and commitment of the MDF to not discriminate based on race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status in admission of its volunteers or its programs and services. All volunteers and employees are accountable to this notion and failure to comply with this policy may result in termination from the program.

v. Sexual Harassment Policy

The MDF is committed to providing volunteers with a safe, productive, and enjoyable environment and experience while volunteering with the MDF. The MDF will not tolerate any form of sexual harassment among its employees and volunteers; and encourages volunteers to

bring any incident of sexual harassment to the immediate attention of the MDF Executive Director or proper authority.

vi. Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary and/or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer or other person, or overall program business. Designated and authorized volunteers will have exposure to confidential information that is defined as inside, personal or sensitive information and may include contact information, business credentials, or personal experience stories. The Code of Conduct includes a confidentiality statement barring the sharing or disclosing of this information for any unauthorized purposes, including personal benefit.

vii. Conflict of Interest

No person who has a conflict of interest with any activity or program of the program, whether personal, philosophical, or financial, shall serve as volunteer with the activity/program.

Examples of this: volunteers, such as subcontractors or landlords, who will receive monetary wage as result of a project; a person trying to obtain a preoccupied space for themselves. If there is a concern that there may be a Conflict of Interest, the volunteer is asked to direct the concern to the Executive Director.

viii. Maintenance of Records

The MDF Volunteer Administrator will maintain a system of records on each volunteer within the program, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to their Volunteer Administrator in a timely and accurate fashion.

ix. Use and Copyright of the Website

Due to the versatility of the MDF, several volunteer descriptions include becoming familiar with and working on the MDF website. Using the MDF's website for personal business promotion or other advertising is not permitted. The Mikoko Development Foundation reserves all rights and privileges to its logo, graphics, endorsement, and property, which cannot be used without consent of proper organizational authorities.

x. Email Policy

The MDF's" emails (firstname@mikoko.or.tz) will be created and maintained for individuals whom:

- Have an active staff or volunteer leadership role (email accounts not used for 60 days will be deactivated and possibly deleted)
- Need to send email as a representative of the organization
- Have signed the Mikoko Development Foundation's Code of Conduct statement
- Have been approved by the Executive Director as having a role that requires an individual email account

Expectations associated with maintaining a MDF email account include:

- Emails received will be responded to in a timely manner, usually within 48 hours. An out-of-office message should be set for emails that will be unmonitored for greater lengths of time
- Although generally less formal than other written communication, email is a business communication tool and users are obliged to use it in a responsible, effective, polite and lawful manner, recognizing that you and the MDF can be held liable for unlawful libelous or defamatory emails
- Email should not be used for personal matters, but rather for MDF business only
- Passwords should not be shared with others; only the Executive Director.
- Accounts not used for 60 days will be deactivated

All email accounts maintained on our email systems are property of the Mikoko Development Foundation, thus usernames and passwords will be shared with the Executive Director.

xi. Online and Written Communication

All volunteers agree to communicate, verbally and written, with sensitivity, patience and respect. While volunteering with the Mikoko Development Foundation, volunteers will become involved with a diverse population and must remain conscious of the possibility for misinterpretation of tone and inference, especially in email. Volunteers agree to use clear and kind language when formulating messages.

xii. Dispute Regulation

If a problem should arise among volunteers, the parties involved are expected to first communicate directly with one another in a respectful attempt to reach a mutual understanding. If a reasonable resolution cannot be reached, then a volunteer can first request mediation from the Volunteer Administrator and then if necessary, the Executive Director.

xiii. Volunteer Sensitivity

Volunteers must give every client equal opportunities to access resources and advice pertaining to the program's mission. Volunteers must also show equal respect to clients regardless of differences. If a volunteer feels uncomfortable with a certain situation or client, they must immediately notify the Volunteer Administrator.

7. Volunteer Recruitment and Selection

i. Recruitment

The Volunteer Administrator will recruit volunteers on a proactive basis, with the intent of broadening and expanding community involvement into the MDF. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the program with disregard, but not limited to: race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status. It is the intent of MDF to place the volunteer in areas that align with their interest wherever possible. Written volunteer position description for volunteers will be developed and forwarded to that volunteer.

ii. Position Description

The Volunteer staff, just as paid staff, requires a clear, complete, and current description of the duties and responsibilities of the position, which they are expected to fill. Each volunteer position must have a specific position description before any installment of a volunteer assignment or recruitment effort. This position will serve as the guideline for the accepted volunteer and the MDF Volunteer Administrator to assist with management and evaluation efforts. The Volunteer Administrator will review volunteer position descriptions to ascertain any changes, which may have occurred during the annual performance reviews. All position descriptions must include their purpose and duties of the position, a designated worksite, and a timeframe for the performance of the job.

iii. Interviewing

Before appointed to a position, an interviewing process will incur for all volunteers to ascertain their suitability and interest in the desired position. The interview must determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and will answer any questions that the volunteer might have about the position. MDF Volunteer Administrator and/or MDF Executive Director will conduct the interviews in person or by other means.

iv. Placement

The MDF will match volunteers to opportunities that recognized their talents, interests, and availability for serving. If at any time a volunteer wishes to reassign their position or take on an additional project or role, they should be encouraged to discuss their interest with the Volunteer Administrator.

v. Professional Services

Volunteers are not to perform professional services for which certification or licensing is required unless currently certified or licensed to do so. The Executive Director must maintain a copy of the volunteer's certificate or license for services provided that requires such. A copy of such certificate and/or license will also be kept in the volunteer's folder, upheld by the Volunteer Administrator.

vi. Length of Service

All volunteer positions have a set term of duration. It is highly recommended that their term is no longer than one year, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of reassignment of that position to the incumbent.

Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases; they may instead seek a different volunteer assignment within the program or may retire from volunteer service indefinitely.

8. Volunteer Orientation and Development

i. Orientation

All volunteers will receive a general orientation on the nature and purpose of the program, overall operation of the MDF, and a specific orientation on the purposes and requirements of the

position, which they are accepting in that effort. (The format and provider of the orientation is at the discretion of the MDF)

ii. Volunteer Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training will be deemed appropriate based on the complexity and demands of the position and capabilities of the volunteer. (The format and provider of the training is at the discretion of the MDF)

iii. Recognition

To highlight and reward the contribution of volunteers to the MDF, an annual volunteer recognition event will take place annually. In order to discuss how the volunteers would like to be recognized, they will be asked to become involved and consulted to develop an appropriate format for the event.

iv. Informal Recognition

All MDF staff and MDF volunteers involved with volunteers are encouraged to undertake ongoing methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple “thank you” to a concerted effort to include volunteers as full participants in the MDF program decision-making and implementation.

9. Mikoko Development Foundation’s Volunteer Management

i. Requirement of a Volunteer Administrator

Each accepted MDF volunteer will have a clearly identified supervisor, the Volunteer Administrator, who is responsible for direct management of that volunteer. The Volunteer Administrator is responsible for day-to-day management and guidance of the work of those volunteers, and will be available to the volunteer for consultation and assistance.

ii. Volunteers in Supervisory Positions

A volunteer may act as a Volunteer Administrator of other MDF volunteers, if the supervising volunteer is under the direct supervision of a paid MDF staff.

iii. Staff Evaluation and Participation

Affected MDF staff and MDF Volunteer Administrator should be involved and/or fully apprised of all evaluation and work assignments of volunteers with whom they are connected.

iv. Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, the MDF will provide volunteers access to all appropriate memos, materials, and meetings relevant to their work assignments. To facilitate the receipt of this information on a timely basis, volunteers are to be included on all distribution schedules. Primary responsibility for ensuring that the volunteer receives such information will rest with the Volunteer Administrator.

Lines of communication are to operate in both directions and will exist both formally and informally. Any decision directly affecting a volunteer's job description requires consultation with the affected volunteer(s) to determine the effect it will have on their duties.

v. Corrective Action

Following an evaluation, or at anytime deemed necessary by the Volunteer Administrator, with consent of the Executive Director, corrective action may take place in appropriate situations. Examples of corrective action include the requirement of additional training, reassignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

NOTE: The Volunteer Administrator has the right to temporarily suspend a volunteer if an action or incident warrants such. The incident must be reported to the Executive Director within 24 hours.

vi. Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the MDF or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the MDF Executive Director, no volunteer termination will occur. Prior to the discussion of dismissal with a volunteer, the Volunteer Administrator is required to seek the consultation, assistance and approval of the MDF Executive Director.

vii. Reasons for Volunteer Dismissal

Possible grounds for dismissal may include, but are not limited to the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property or misuse of organization equipment or materials or funds; abuse or mistreatment of community members; volunteers or co-workers; failure to abide by MDF policies and procedures; failure to follow direction as instructed by the MDF Volunteer Administrator, MDF Executive Director or member of the MDF Board of Directors; speaking to the press without prior express permission from the MDF Executive Director; misrepresentation of MDF to its community partners; failure to meet physical or mental standards of performance; failure to satisfactorily perform assigned duties.

viii. Concerns and Grievances

Decisions involving corrective action of a volunteer will be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing his or her concerns or grievance.

ix. Exit Interviews

Exit interviews, where possible, will be conducted with volunteers who are leaving their positions. The interview will ascertain why the volunteer is leaving the position, suggestions the volunteer may have for improving the position, and the possibility of involving the volunteer in some other capacity with the organization.

Figure A: Mikoko Development Foundation Organization Chart

