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| **Community Volunteer Role Description Tool** |

**Definition:** the Community Volunteer Role Description Tool outlines the scope of a community volunteer’s responsibilities within the child protection case management team.

**Purpose of the Tool:** to outline the roles and responsibilities of community volunteers within a Child Protection program. This includes the limits of their role, as well as the organization’s responsibilities to the volunteers.

**When to use this Tool:** after deciding to engage community volunteers within your organization, their roles should be clearly drafted. The tool can also be used if the organization is shifting or adjusting the expectations of volunteers.

**Guidance**: if your organization is already working alongside community volunteers, this tool can be developed collaboratively, by asking them what they think the scope of their role should be/ what qualities a person in their role should have. If you’re just beginning engagement with volunteers, it is suggested to review with your team, as well as HR, and possibly inter-agency partners. When the tool is completed, it should be translated and signed by the volunteer, who should also get a copy to take home.

Finally, if there are different types of volunteers in the organization, it is suggested to create a separate role description per volunteer type. Remember, that with increased expectations (including hours and responsibilities), volunteers should have more training, supervision, and possibly remuneration.

Blue text refers to context-level information which should be inserted or adapted according to context.

**Community Volunteer Role Description**

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| **Location** |  |
| **Start Date** |  |
| **Duration** |  |

**Introduction**

Community volunteers are an essential bridge between their community and the child protection system. As members of the case management team, the main focus area of their role is establishing and strengthening linkages between children at risk and in need of support and case management.

**Role**

Title: [Insert the role of the community volunteer]

Description: Community volunteers are a critical part of the case management team. They should understand their communities’ resources and ways of supporting children. Volunteers must be trusted by their communities and be able to identify children who are at-risk, have experienced harm, or have been separated from their family. They are responsible for facilitating children and families’ safe linkages to case management services.

Position reports to: The Community Child Protection Volunteerreports to [Position]

**Responsibilities of the Community Volunteer:** [edit the table below according to the context]

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| A Community Volunteer’s role includes: | A Community Volunteer’s role ***does not*** include: |
| * Building supportive and trusting relationships with children, families, natural helpers, and leaders within the community * Identification of children with protection concerns within the community * Safe referral of children at risk to caseworkers in a timely manner * Monitoring and follow-up on children and families who are at risk * Linking caseworkers to local CP structures as part of children’s case plan * Accompanying children and families to services * Interpretation for caseworkers to speak with children and families * Simple documentation (referral forms for cases, or a monthly household visit form, for example) | * Investigating child protection cases * Conducting a comprehensive assessment * Creating a case plan * Making best interest decisions * Completing case management forms * Conflict mediation within families |

Professional Standards

* All volunteers should participate in trainings, regular coaching and supervision.
* All volunteers are required to adhere to [Organization]’s Code of Conduct and the Child Protection and Safeguarding Policy.

**Responsibilities of [Name of Organization]:**

It is the responsibility of **[Name of Organization]:** to prioritize the safety and wellbeing of community volunteers. If volunteers experience threats, risks, or safety issues the organization must respond to keep them safe.

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| Orientation and trainings that will be provided | Supervision and coaching structure |
| * Community volunteer training modules * Code of conduct and child safeguarding | * Group supervision every two weeks * Ad-hoc individual supervision following critical events or incidents within the community |

**Working Agreement:**

**Number of hours expected per week**: [Name of Organization]expects \_\_\_ hours per week for Child Protection volunteers.

**Remuneration**: Child Protection volunteers will receive a payment/ incentive of \_\_\_\_ per week. **[**Name of Organization] will provide the payment every month on xx day.

**Requirements: Volunteers should be…**

* Trusted people who are from the communities in which they work
* Have knowledge of their communities, including who are the natural helpers and where to find resources that may support children
* Well-connected and respected in their communities and good at developing trusting relationships
* Genuinely care about children, their neighbors and their communities
* Have good communication and interpersonal skills
* Ability to work with communities, sensitivity to confidentiality and discretion in working with children and families

Disqualifying criteria:

* Cannot be an adult married to a child
* Cannot be younger than 21 years old

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| **Sample Community Volunteer Agreement**  **Volunteer:**  I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby commit to the above responsibilities in order to support children in my community.  **CP Organization Representative:**  I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby commit to the above commitments to support this volunteer so she may help children in her community.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |