



# **VOLUNTEER POLICY**

of

## **BARN OCH KVINNOR ORGANISATION (BOK)**

Organisation number (Sweden): 802511-3658  
Registration number (Uganda): 800200003906032  
District registration: WCBO/26/454  
Seat: Sweden – Stockholm

**Adopted: 2024**  
**Next scheduled review: 2027**

## Purpose

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Volunteers are central to Barn och Kvinnor Organisation's (BOK's) work with children with disabilities, orphans living with HIV, and marginalised women in Uganda, Kenya and Sweden. This Volunteer Policy sets out how BOK recruits, screens, supports and manages volunteers, so that every volunteer understands what is expected of them, and every child and family BOK works with is protected.

## Scope

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This policy applies to all individuals who give their time to BOK without being paid a salary, whether on a short-term, occasional, or long-term basis, in Sweden, Uganda, Kenya, or any other country where BOK operates. It applies equally to office-based volunteers, field volunteers, student interns, and volunteers who support BOK remotely.

## Recruitment and Screening

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BOK welcomes volunteers who share the organisation's values and are genuinely committed to the wellbeing of the children, women and families it serves. All prospective volunteers go through a simple but consistent process before they begin:

- Completing a short application describing their background, skills and availability
- An introductory conversation with a member of BOK's team to discuss the role and expectations
- Providing at least two references from people who can speak to the applicant's character and suitability, particularly for any role involving direct contact with children
- For roles involving direct or regular contact with children, a police clearance or equivalent background check, where this is available and practical in the volunteer's country of residence

Reference requests, and any questions from referees, should be directed to [info@barnochkvinnor.org](mailto:info@barnochkvinnor.org). BOK contacts referees directly rather than relying solely on written letters, wherever possible, to confirm suitability before a volunteer begins working directly with children or vulnerable adults.

## Roles and Responsibilities

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Each volunteer is given a clear description of their role, including its purpose, expected time commitment, and who they report to. BOK's staff and board are responsible for ensuring volunteers are properly briefed, supervised, and given the information they need to carry out their role safely and effectively.

Volunteers are responsible for:

- Carrying out their role to the best of their ability, and within the boundaries agreed with BOK
- Following BOK's Code of Conduct, safeguarding practices, and other relevant policies at all times
- Being reliable and communicating with BOK if they are unable to fulfil a commitment
- Raising any concerns, difficulties, or safeguarding issues promptly with their supervisor or BOK's leadership

## Volunteer Conduct Principles

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All BOK volunteers are expected to read, understand and act in line with this Volunteer Policy. The principles below set out how every volunteer — whatever their role, location or length of service — is expected to behave while volunteering on BOK's behalf. Where a concern is raised about a volunteer's conduct, it will be handled as set out under "Raising Concerns and Complaints" below.

All BOK volunteers are expected to be:

- Professional — carrying out their role with care and attention, recognising that their conduct reflects on BOK as a whole, and completing any training relevant to their role before taking it on.
- Positive — making a constructive contribution to the team, project or community they are working with.
- Informed — understanding their role, how it supports BOK's mission, and keeping up to date with BOK's policies and any legal or safeguarding requirements relevant to their work.
- Accountable — taking responsibility for the quality of their own work, and understanding that a serious or repeated breach of these principles may lead to their volunteering role being ended.
- Committed — attending agreed shifts, meetings and outreach events reliably, or giving BOK reasonable notice when they cannot.
- Prepared — arriving ready for the task at hand, asking questions when something is unclear, and completing agreed tasks within the agreed time.
- Engaged — participating actively and constructively, listening carefully to colleagues, families and community members, and raising disagreements respectfully rather than letting them go unspoken.

- Sensitive — working considerably and respectfully with everyone, respecting the dignity of every child and family, and being mindful of cultural, religious and personal differences.
- Confidential — not discussing sensitive information about children, families or colleagues outside of BOK, and sharing it internally only with those who need to know it, in line with the Confidentiality section below.
- Fair and inclusive — treating everyone fairly and without discrimination, and actively supporting BOK's commitment to equality and inclusion, particularly for children and women with disabilities.
- Transparent — declaring to BOK any other role, relationship or activity that could reasonably create a conflict of interest with their volunteering, before it becomes a problem.
- Unconflicted — never seeking personal or financial gain from their involvement with BOK, and using any BOK resources they are entrusted with carefully and only for their intended purpose.

These principles apply alongside, and do not replace, BOK's Anti-Corruption Policy and Whistleblowing Policy, both of which set out in more detail how BOK expects volunteers, staff and partners to act with integrity.

In addition to these general principles, volunteers working directly with children are expected to treat every child's dignity, condition and needs with particular care, to never be alone with a child in circumstances that could not be observed or explained to others, and to seek guidance from BOK's clinical or project staff whenever they are uncertain how best to support a child with a disability.

## Training and Induction

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All new volunteers receive an induction covering BOK's mission, values, the specific project they will support, relevant safety procedures, and this Volunteer Policy. Volunteers working directly with children or with sensitive information also receive guidance on safeguarding, confidentiality, and how to raise concerns.

## Supervision and Support

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Every volunteer has a named point of contact within BOK who they can turn to with questions, concerns, or feedback. Field volunteers working on outreach days are supervised on-site by BOK staff, including project leads and, where relevant, licensed physiotherapists or other qualified staff. Volunteers are encouraged to share feedback on their experience, so that BOK can continue to improve how it works with volunteers.

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## Health, Safety and Wellbeing

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BOK takes reasonable steps to ensure volunteers' safety and wellbeing during their work, including providing relevant safety information before outreach events, and ensuring volunteers are not placed in situations beyond their training or comfort. Volunteers are expected to follow safety guidance given by BOK staff at all times, particularly during community outreach events.

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## Confidentiality

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Volunteers may come into contact with sensitive information about children, families or colleagues in the course of their work. All volunteers are expected to keep such information confidential, both during and after their time volunteering with BOK, and to only share information about individual children or families on a need-to-know basis, in line with BOK's broader confidentiality and safeguarding practices.

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## Expenses

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Volunteering with BOK is unpaid. Where agreed in advance with BOK, reasonable out-of-pocket expenses directly related to a volunteer's role — such as transport to an outreach event — may be reimbursed against receipts, subject to BOK's available resources and standard financial procedures.

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## Raising Concerns and Complaints

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Any volunteer who has a concern about their role, about the conduct of another volunteer or staff member, or about the safety or treatment of a child, should raise it as described in BOK's Whistleblowing Policy. Concerns can be raised with a volunteer's direct supervisor, any member of BOK's board, or by writing to [info@barnochkvinnor.org](mailto:info@barnochkvinnor.org).

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## Ending a Volunteering Arrangement

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Volunteers are free to end their involvement with BOK at any time, and are asked to give reasonable notice where possible so that their responsibilities can be handed over smoothly. BOK may also end a volunteering arrangement at any time, particularly where a volunteer's conduct is inconsistent with this policy, BOK's Code of Conduct, or BOK's safeguarding practices, in which case the volunteer will be informed of the reason wherever appropriate.

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## Review of This Policy

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This Volunteer Policy was adopted in 2024 and is scheduled to be formally reviewed in 2027, or earlier if BOK's board considers it necessary. Questions about this policy, or requests for references relating to current or former volunteers, can be sent to [info@barnochkvinnor.org](mailto:info@barnochkvinnor.org).

## Adoption

This Volunteer Policy was adopted by the Board of Barn och Kvinnor Organisation (BOK) in 2024 and applies to all volunteers across BOK's activities.

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