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IBP ROAD, CONSTITUTION HILLS, Q.C.

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LEGAL SERVICE

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SUBJECT: OMNIBUS GUIDELINES ON THE DSWD NATIONAL VOLUNTEER PROGRAM

I. INTRODUCTION

It is the joint responsibility of the government, the private sector and civil society to promote social justice and to ensure the economic and social well-being of its people. Thus, the contribution of every citizen is vital and must be recognized in all levels of society.

Volunteer service is the voluntary effort given without pay or remuneration by any individual or organization who desires to share in the responsibilities of the government and society in uplifting the quality of life of its citizenry. Considering that the spirit of volunteerism has been manifested time and again in various circumstances by the Filipinos, the development of an effective volunteer service program is of real significance to continuously provide avenue and to encourage volunteerism to grow and continue to enrich our society.

II. RATIONALE

The Department of Social Welfare and Development (DSWD) recognizes the participation of volunteers in uplifting the quality of life of the marginalized individuals, groups and communities which it is mandated to serve. Moreover, with the continuing development and expansion of its services to be able to respond to the needs of the growing social welfare and development clients, the Department sees it fit to harness the services of volunteers as an augmentation to its existing manpower resource.

Corollary to this, volunteers may further develop their interest, talent and expertise in the process of doing volunteer work, hence, finding more personal satisfaction and fulfillment.

The development therefore of a volunteer program is a human resource development strategy for social service delivery.

This guideline is formulated to provide guidance and direction in the implementation of the DSWD's National Volunteer Program. It will also put under one framework previous guidelines related to volunteer service being implemented in the department.

III. LEGAL BASES:

1. Executive Order No. 15 issued on 20 August 1998, mandates the Department under Powers and Functions letter f to set standards, accredit and provide consultative services to institutions, organizations and persons engaged in social welfare activities and monitor performance of institutions, organizations and persons engaged in social welfare activities, both public and private.
2. Presidential Proclamation No.55 dated 25 December 1998 declaring the month of December of every year as National Volunteer Month
3. Malacañang Memorandum Order NO. 45 dated 07 December 2001- Directing the Implementation of A National Government Volunteer Program whereby participating government agencies shall set up a Bayanihang Bayan Desk Office and identifies desk officers to coordinate the program implementation.
4. Memorandum Circular No. 4 S.2002 from Civil Service Commission (CSC) dated January 29, 2002 directing all heads of Departments, Bureaus and agencies of the National and Local Government including government-owned and/or controlled corporations and state universities and colleges to participate in the Bayanihang Bayan – the National Volunteer Program. This is also in line with the existing CSC volunteerism program, the Spirit of 100 Hours-Alay sa Bayan.

IV. DESCRIPTION OF THE PROGRAM

The DSWD's National Volunteer Program is an organized approach of providing opportunities for individuals, groups and organizations to extend voluntary service in the implementation of social welfare and development programs and services. The program entails the following component activities: screening, recruitment, selection, training, deployment and mobilization, monitoring and evaluation of volunteers.

A Bayanihang Bayan Desk shall be placed under the management of the Social Welfare and Development Institute (SWADI) which shall be the lead bureau responsible in the implementation of this program in collaboration with the Field Offices.

OBJECTIVES

A. *General*

To develop, promote and expand the spirit of volunteerism along social welfare and development towards enhancing individual growth, community involvement and social responsibility.

B. *Specific*

1. Install and sustain a system of volunteer service in DSWD offices, centers/institutions and target communities.
2. Strengthen capabilities of the volunteers in the implementation of center/institution/community based programs and services.
3. Enable volunteers to derive satisfaction and fulfillment from volunteer service.
4. Organize and manage a reservoir of trained and experienced citizens available to provide volunteer service.
5. Heighten awareness of volunteers on government functions and services specifically along social welfare and development.

V. IMPLEMENTING GUIDELINES

A. *Recruitment, Screening and Selection*

1. Volunteers may be any of the following individual/s and group/s either local or foreign:
 - 1.1. Students from high schools, colleges and universities and other student organizations not covered by the National Student Program (NSTP) and rendering civic action work and community service
 - 1.2. Private individuals and families e.g. experts, professionals, retirees, older persons, foreigners, spouses and members of diplomatic corps, etc.
 - 1.4. Private, religious, corporate business or civic groups
 - 1.5. People's Organizations (women, youth, couples, persons with disabilities, elderly, etc.)
2. Criteria for the recruitment, screening and selection of individual/group volunteers:

- 2.1. Must be at least 15 years of age.
 - 2.2. Must be willing to commit his/her/their time, resources and/or talent and be assigned to a specific work without material or financial remuneration.
 - 2.3. Must be willing to learn and undergo training in volunteerism and specialized skills, if needed.
 - 2.4. Must be willing to abide by the policies and procedures of the center/institution/community and to be supervised.
 - 2.5. Must be endorsed and recommended by the agency they are affiliated with or a character reference from local government unit.
 - 2.6. Must be physically and mentally capable to render volunteer work as certified by a government physician and a psychologist, if warranted.
 - 2.7. For Foreigners interested to be volunteers a clearance/certification from concerned agencies (e.g. DOJ, BID, DFA, NICA, PNVSCA, etc.) in compliance to existing Philippine Laws.
3. Recruitment of volunteers shall be the primary responsibility of the DSWD Central Office and Field Offices
- 3.1. Information on volunteerism shall be conducted by the social marketing unit through information and educational campaign activities
 - 3.2. Details to be discussed when orienting/screening volunteers shall include:
 - ◆ Department Vision, Mission, Goals/Policies/Procedures/Programs/Services
 - ◆ Specific work/services needed
 - ◆ Duties involved
 - ◆ Typical Responsibilities of Volunteers
 - ◆ Volunteer Qualifications
 - ◆ Training necessary, if applicable
 - ◆ Days and hours of work
 - ◆ Duration of work
 - ◆ When and where to register
 - 3.3. The Field Office and its centers and institutions shall have an inventory of specific work/services needed by the centers

and communities; the number of volunteers required and duration of work. (Please see Appendix 1).

- 3.4. Potential volunteers shall fill up the Volunteer Registration Form which shall be used by the duly designated staff for the conduct of interview. (Please see Appendix 2).
- 3.5. Registration form for groups and organizations should include information about its background (objectives, legal identity, leadership, sponsorship/fund source, etc.) (Appendix 3)
- 3.6. The conduct of interview shall be planned and arranged by the Social Welfare Institutional Development Bureau at the DSWD-CO and the training units in the Field Offices
- 3.7. Registration/interview shall be conducted for the following purposes:
 - a. To validate if the volunteer meets the criteria
 - b. To plan with the volunteer on how to utilize the skills, ability and time which he/she/they is/are offering
 - c. To secure other pertinent information needed to accomplish these purposes
- 3.8. The DSWD designated interviewer/s shall indicate in the remarks portion of the registration form whether the volunteer applicant/s has/have been accepted as a result of the interview. All accepted volunteers shall be listed in the Registry of Volunteers at the DSWD Central Office or Field Office centers/institutions.

B. Training on Volunteerism

1. Orientation/training of volunteers on volunteerism/ volunteer work must be planned and carried out by the DSWD Central Office, Field Office or center/institutions prior to the deployment of volunteers.
2. An orientation on the DSWD general policies including policy on safe environment and standard of confidentiality of cases shall be conducted so that the volunteer can see the context of his/her/their contribution.

C. Areas for Volunteer Work

The following is a list of the work areas for volunteer work. The list maybe expanded as new areas of work are identified:

I. Professional Services

- legal assistance
- medical/dental
- counselling/debriefing
- spiritual enrichment
- psychological evaluation
- research/survey special studies
- mentoring/tutoring

II. Caregiving and homelife activities

- feeding/bathing
- recreational/social-cultural and sports activities:
 - puppetry
 - play
 - storytelling
 - holding parties
 - gardening

III. Administrative Support

- office work like filing, encoding and recording
- skills based service such as plumbing, and painting and other engineering works needed

IV. Capability Building

- development of training modules
- conduct/facilitation of training
- skills development training
- continuing education
- vocational skills training

V. Others

- Advocacy/public awareness through information dissemination on programs and services of the centers and community and how to avail such services
- Resource generation and mobilization

D. *Deployment of Volunteers*

1. After undergoing the orientation and training, the volunteers shall be immediately assigned/deployed by the duly designated DSWD representative in the area of work which have been mutually agreed upon and depending on his/her/their area of interest and skills.

- 1.1. Identification Card (ID) shall be issued to each volunteer which shall be surrendered after the duration of volunteer work. The ID should contain name of volunteer, area of assignment and duration of volunteer work, among other information
 - 1.2. A Work Program shall be prepared and discussed between the volunteer and the designated DSWD representative and/or assigned focal person in the community.
 - 1.3. Those who are at least fifteen (15) years of age but less than eighteen (18) shall be assigned to non-hazardous activities which are within their ability/capacity per interview.
2. Volunteer groups or organizations (e.g. youth, religious/civic organization) and the DSWD through their designated representative shall execute a Memorandum of Agreement (MOA) to define the respective activities and responsibilities of both parties relative to the volunteer work.

D.1. Roles and Functions of Volunteers

- a. Perform the assigned task under the guidance/supervision of a duly designated staff from DSWD Central or Field Offices.
- b. Observe/respect the Department's policies and procedures especially in relation to confidentiality of cases.
- c. Attend training, orientation, briefing and other capability building activities that will be provided by the Department
- d. Attend regular meetings, consultations, dialogues and supervising conferences/sessions as need arises.
- e. Submit evaluation reports in relation to volunteer service.

D.2. Supervision/Consultations

A bi-monthly consultation dialogue shall be conducted by the SWADI at Central Office and Training Unit at the Field Offices and/or Centers/Institution with the volunteers in relation to his/her/their volunteer work as agreed upon. The agenda shall include the following:

- a. Work accomplishment vis-à-vis program of work
- b. Technical & administrative problems and needs of the volunteer

c. Replanning / directions, if necessary

E. *Accreditation of Volunteers and Other Incentives/Recognition*

1. Volunteers who have been certified by the designated DSWD representative to have continuously rendered a minimum of One Hundred (100) hours of service shall be entitled for accreditation as DSWD volunteer.
2. A corresponding certificate of Accreditation shall be issued and duly signed by the SWADI Director or Regional Director.
3. Awards and other forms of recognition of the valuable services of volunteers shall be undertaken like "pasasalamat" where plaque of appreciation, endorsement for employment, etc. shall be awarded for volunteers within the region and/or at the Central Office. This may be organized right after the services have been completed either quarterly or annually.
4. For foreign nationals who have satisfactorily rendered volunteer services, endorsement for the extension of the validity of their stay may be done as a form of incentive only upon their request.

A project proposal shall be prepared and approved relative to the awards and recognition and training needs of volunteers. The budgetary requirements for this activity shall be charged against Training Fund of the regions or Account Code 833 (Training and Seminar Expenses).

F. *Monitoring and Reporting*

1. Volunteers shall fill-out individual time records, duly certified by his/her supervisor to keep track of their attendance and the total hours of services rendered as requested, if applicable.
2. Periodic performance assessment shall be undertaken by both the volunteer and the DSWD based on agreed time frame.
3. Technical assistance as needed shall be provided either by the DSWD or qualified volunteers, if applicable.
4. The Center Head or the supervisor in the office or community shall submit a quarterly monitoring report to the Field Office for endorsement to the Undersecretary for Operations and Capacity Building Group. (Appendix 4).
5. The SWADI shall prepare the quarterly consolidated report on the Volunteer Program for submission to the Secretary.

G. Termination

Termination of volunteer services may be done on the following grounds:

1. Upon the volunteer's request even before the completion of his/her commitment due to valid reasons, e.g. health, migration to another country, among others.
2. Violation of policies of the Department's centers and institutions.
3. Valid complaints against the volunteer, e.g. any form of abusive behavior on the residents of centers and institutions.

H. *Evaluation*

At the end of the agreed period for volunteer work, an evaluation session shall be conducted. The evaluation shall cover the activities undertaken, learnings, insights and recommendations vis-à-vis the Memorandum of Agreement. An annual evaluation shall likewise be conducted by the SWIDB on this Volunteer Program.

V. **EFFECTIVITY**

This order takes effect immediately and revokes all previous orders contrary thereto.


CORAZON JULIANO SOLIMAN
Secretary
Department of Social Welfare and Development

MASB/VAC/MMBS/mvct\ppb\volunteerism\rev guidelines2
rev 18.Sept.02

A CERTIFIED COPY:

RENATO F. GILERA
Records Officer III

Appendix 1

VOLUNTEER NEEDS INVENTORY

Field Office _____

Name of Center/Institution:

Specific Work/Service/s Needed	No. of Volunteers Needed	Duration of Work (how long)	Date and Time Needed
Example: 1. Bottle feeding of babies	12	1 hour	MWF – 1 – 5 PM
2. Bathing of old persons	8	45 minutes	TTHS – 8 – 12 AM
3.			
4.			

Prepared by:

Signature over printed name

Date

Center / Institution HEAD

**VOLUNTEER REGISTRATION FORM
(Individual)**

I. Identification Data

Last Name,

Given Name

Middle Initial

Home Address:

Phone No.

Date of Birth: _____

Nationality: _____

Status: _____

If Married, Name of Spouse: _____

Profession/Occupation: _____

Business Address: _____

Languages/Dialects Used: _____

Special Interests, Hobbies/Skills: _____

II. Educational / Training Background

Educational Attainment: _____

Technical Training: _____

Training Course/s Attended:

Title of Training

Date

III. Areas of Interest for Volunteer Work

1. _____

2. _____

3. _____

IV. Time Available

DAY	AM	PM
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

Signature over Printed Name of Volunteer

Date

Date Interviewed: _____
Name of Interviewer: _____
Designation / Position
of Interviewer: _____

Remarks:

VOLUNTEER REGISTRATION FORM
(Organization)

I. Background Information:

Name of Organization: _____

Address: _____

Phone No.: _____

Head of Organization: _____

No. of Members: _____

Sponsorship/Fund Source: _____

II. Objectives of the Organization

III. Educational / Training Experiences of Members

IV. Areas of Interest for Volunteer Work

1. _____

2. _____

3. _____

V. **Availability of Organization / Members**

DAY	AM		PM	
	Time	Name	Time	Name
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				

Name of Head of Organization

Signature Over Printed Name

Date

Date Interviewed: _____
Name of Interviewer: _____
Designation / Position
of Interviewer: _____

Remarks:

DSWD National Volunteer Program QUARTERLY REPORT

Report for the Month of _____ 2002

Field Office _____

Name of Center _____

1. Total Number of Volunteers:

1.1. New Volunteers for the quarter: _____

1.2. Old Volunteers: _____

2.

Actual Work Performed	No. of Hours Rendered

3. Problems Encountered:

4. Recommendations:

Prepared by:

Signature over Printed Name

Designation

Date