



Memorandum Circular No. 01
Series of 2007

**SUBJECT: VOLUNTEER PROGRAM FOR
DSWD EMPLOYEES**

I. RATIONALE:

Volunteer service is deliberate 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. It is service freely and willingly given without thought of any compensation or reward. It is a gift from the heart; an act regarded as public service at its finest.

The *Volunteer Program for DSWD Employees* is a volunteer program involving the DSWD employees in the Department's various efforts, programs and services.

It provides an avenue for awareness of the agency's nature of social care and service delivery systems, as well as for individual professional growth in the SWD environment. Thus, the Volunteer program for DSWD employees is hereby established.

II. LEGAL BASES:

- A. Administrative Order 214 S. 2002 also known as "*Implementation of the Bayanihang Bayan Program for Government Service in the DSWD*" supported Memorandum Order No. 45 which directed the Philippine National Volunteer Service Coordination Agency (PNVSCA) to organize a government volunteer program. The DSWD Program Management Committee at the Central Office level and Regional/Agency Management Committee at Field Office level were established through this A.O.
- B. Administrative Order 218 S. 2002 also known as "*Omnibus Guidelines on the DSWD National Volunteer Program of the Bayanihang Bayan Program (BBP)*" is an encompassing guideline in the implementation of the volunteer program in DSWD. It provides detailed systems and procedures (of which will be adopted on this guideline) on recruitment, screening and selection of volunteers, training on volunteerism, areas for volunteer work, deployment of volunteers (roles and functions, and supervision/consultations), accreditation of volunteers and other incentives/recognition, monitoring and reporting, termination as well as evaluation.
- C. Administrative Order 24 S. 2004 also known as "*Addendum to the AO 218 S. 2002*" provides for the inclusion of Disaster Management Program as major area for volunteer work with the Department. The guideline expanded the coverage of the volunteer program with the addition of emergency response, disaster preparedness, mitigation, and rehabilitation.

- D. PNVSCA Office Circular No. VI S. 2004 also known as "*Guidelines for the Registration of Volunteer Service Organizations and Volunteer Service Workers*" ensures efficient registration of volunteer service both for local and foreign volunteer service organizations and service workers.

III. OBJECTIVES:

A. General Objective:

To develop the spirit of volunteerism of the employees of DSWD and increase productivity through awareness and continuous involvement in the various social welfare and development programs and services.

B. Specific Objectives:

1. Promote the spirit of volunteerism by encouraging employees in the Department to render voluntary service in his/her area of interest;
2. Enhance personal and professional interests, talents and expertise through the voluntary service;
3. Provide the employees a respite from routinary work and a way to manage stress in the work place.
4. Identify and/or generate and mobilize volunteer resources as additional inputs to DSWD operations.

IV. COVERAGE / TARGETS:

All officials and employees of the Department, whether permanent, temporary, casual, or co-terminus may qualify to volunteer and contribute their knowledge and skills.

The volunteers shall be immersed within the following placement areas; central offices' bureaus, services and units which manage policy development, capability building, compliance monitoring, pilot testing projects and operation of SWD programs, projects and other services to our intermediaries and clients; in Field Offices, as well as in DSWD centers and institutions, statutory programs, and community-based programs / projects including disaster preparedness and response.

Volunteer service shall be carried out outside of official time.

V. IMPLEMENTING RULES AND REGULATIONS:

A. RECRUITMENT

The Human Resource Management and Development Service (HRMDS) at the Central Office and Personnel Unit of the Field Offices will manage and supervise the overall volunteer program in their respective area of responsibility.

- **ADMINISTRATION**

The Volunteer Program for DSWD Employees shall be under the administration and supervision of the Undersecretary for GASSG.

- **NEEDS ASSESSMENT**

The HRMDS/Personnel Unit shall seek and collate volunteer opportunities from the different offices/bureaus/services/units (OBSUs). The master list of volunteer opportunities shall be routed to all OBSUs for information and encouragement of volunteer registration.

- **INFORMATION CAMPAIGN**

The Social Marketing Service and the field offices' social marketing units in coordination with HRMDS/Personnel Unit shall also conduct information campaign on volunteerism. The campaign shall evolve around the *volunteer opportunities and/or specific work/services required, duties involved, typical responsibilities of volunteers, volunteer qualification, training need, work schedule, and when and where to register.*¹

A bulletin board will be maintained exclusively for the use of the Volunteers. It will be used to provide information and updates on the activities of the agency that may need/require voluntary services/contributions for the information and guidance of those who may be interested. This will also serve as a medium of communication among volunteers. Ideas and suggestions on volunteerism may also be posted. Likewise, a portion in the DSWD website and the Infolink shall also serve as mediums for information dissemination.

B. ORIENTATION AND TRAINING

HRMDS/Personnel Unit shall conduct an orientation for registered volunteers. The orientation shall be conducted during the end months of the first quarter of the year. This activity shall identify and match the needs to the skills and interests of the volunteer/s. Expectations of both volunteer and the proponent unit's shall be made clear from the start. The orientation would be more specific to the required service/work of the OBSU and the volunteer's roles. *Policies on safe environment and standard of confidentiality of cases shall be observed all throughout the duration of volunteer service.*

A work program for the volunteer(s) shall be made and this will be endorsed to the concerned units where the volunteer is matched.

All registered volunteers will be given equal opportunities to undergo training and orientation courses.

C. PLACEMENT

After undergoing orientation and/or training, the volunteer/s shall be deployed. In reporting for volunteer work, she/he shall be oriented further on the details of the area of work which have been mutually agreed upon (*i.e. relief operations, volunteer/s mobilization, psychosocial and developmental care, sanitation, and administrative tasks*). The volunteers shall be issued the following items upon deployment:

- Identification cards for visibility and legal presentation (*however, DSWD ID will be sufficient if assignment is within the same area as the regular work place*).
- Work program depicting areas of involvement and expected output;
- Service Time Record (which should be regularly signed by the volunteer supervisor during the placement);

Logistical requirements such as transportation expense, materials and supplies needed, board and lodging, etc. in the volunteer effort shall be made available by the requesting unit should program funds permit. The following may be considered areas for voluntary services:

In the Office

- Consultancy service (psychosocial, medical, academic, training, etc.)
- Clean and green project, tree planting, etc.
- Facilitating (conferences, seminars, trainings, etc.)
- Technical assistance (training programs, seminars, spiritual gatherings, etc.)
- Membership in office choral or cultural groups;
- Others as may be applicable, needed or necessary

In Center-based services

- Bible sharing and other spiritual activities
- Cleanliness and beautification activities (tree planting, etc.)
- Health care administration
- Home life and care giving
- Play / art work therapy for children
- Blood donation
- Craft/skills training

In Community based services:

- Disaster management
- Preparedness (capability building, etc.)
- Risk analysis and mitigation (policy development, etc.)
- Response (relief goods distribution and rescue operations), and
- Rehabilitation (core shelter, skills training, infra build-up, etc.)
- Project development and management
- Capability building and community organizing;
- Others as may be necessary/needed;

The general function of the volunteer shall be to perform the assigned tasks, observe internal policies and procedures, attend regular meetings, and submit reports, if required. Volunteer recipient OBSU shall be in charge of the supervisory requirements of the volunteers work program.

VI. INSTITUTIONAL ARRANGEMENTS

The HRMDS shall serve as the command center at the Central Office while the Personnel Unit at the regional offices shall perform likewise at that level. The offices of these two units will house records and materials as well as maintain a registry of volunteers (hard copy and

electronic). The DSWD OBSUs shall indicate volunteer requirements and opportunities for the year. This will serve as the basis of the HRMDS/Personnel Unit in informing the employees and matching them with available volunteer opportunity.

The OBSUs having volunteer/s shall assign a supervisor for the volunteer work. He/she will assess and evaluate the volunteer effort in coordination with the HRMDS/Personnel Unit.

VII. MONITORING/EVALUATION AND PHASE-OUT

HRMDS shall monitor the overall volunteer work-from recruitment to placement till phasing out. The OBSUs, to which the volunteers are assigned, shall do the monitoring and supervision of the individual work program. Moreover, volunteers may report to the HRMDS/Personnel Unit any services (official, civic or religious activities) that he has undertaken in a particular day, week or month. The report should be written.

The HRMDS shall maintain an updated record of each volunteer (service time records, reports, evaluation, etc.).

VIII. INCENTIVE SCHEME

The Department will provide as per AO 218 S. 2202, a corresponding certificate of recognition duly signed by the HRMDS Director for volunteers who have rendered 1 to 100 hours of voluntary service within one year.

Other incentives such as availment of day off from regular office work, provision of awards and other forms of recognition, plaque of appreciation, endorsement for employment, etc. may be given to those who have rendered voluntary service in excess of 100 hours within one year.

X. EFFECTIVITY

This program shall take effect immediately in accordance to the provisions stated in the Administrative Order 214 series of 2002.

Issued this 12th day of January, 2007.


ESPERANZA I. CABRAL
DSWD Secretary