



Volunteer's Handbook

Presented to
The Tenth Ordinary Conference
Dubai, 15-17 September 2006



THE
WORLD
FEDERATION

OF KHOJA SHIA ITHNA-ASHERI MUSLIM COMMUNITIES

Registered charity in the UK No. 282303



THE VOLUNTEER'S HANDBOOK

The Volunteer's Handbook produced by the World Federation is a guide for volunteers on its volunteering policy. It sets out what is expected of a volunteer and what volunteers can expect from the World Federation. It is important to be aware that the information provided does not represent the sum total of the procedural guidance relating to all volunteering, staff or management issues but sets out the general guidelines for its volunteers.

If you are unclear about any of the information or guidance provided you should contact the Human Resources department, who will be happy to discuss these with you. They are contactable via the Secretariat or by e-mailing hr@world-federation.org

WORLD FEDERATION BOARDS AND DESKS

The World Federation Secretariat carries out its specialised functions through its various Boards and Desks which fall under the remit of the Secretariat. The various desks and boards are:

- | | |
|--|--|
| 1. Careers Education and Training Advisory Board (CETAB) | cetab@world-federation.org |
| 2. Communications | secretariat@world-federation.org |
| 3. External Liaison Desk | secretariat@world-federation.org |
| 4. Information Technology | secretariat@world-federation.org |
| 5. Islamic Education Board (IEB) | ieb@world-federation.org |
| 6. Medical Advisory Board (MAB) | mab@world-federation.org |
| 7. Research and Development Desk | secretariat@world-federation.org |
| 8. Secretariat | Secretariat@world-federation.org |
| 9. Senior Advisory Board (SAB) | sab@world-federation.org |
| 10. Women's Desk (WD) | wd@world-federation.org |
| 11. Youth Networking Desk | ynd@world-federation.org |
| 12. Zainabiya Child Sponsorship Scheme Board (ZCSS) | zcass@world-federation.org |



THE WORLD FEDERATION SECRETARIAT AND SATELLITE OFFICES

SECRETARIAT Islamic Centre Wood Lane Stanmore Middlesex HA7 4LQ United Kingdom Tel: 0208 654 9881 Fax: 0208 954 9034 Email: Secretariat@world-federation.org	ISLAMIC EDUCATION BOARD Dar Al Tableegh Jackets Lane Harefield Middlesex UB9 6PZ United Kingdom Tel: 01923 823 606 Fax: 01923 823 132 Email: ieb@world-federation.org
MEDICAL ADVISORY BOARD 106/108 Anderton Park Road Moseley Birmingham B13 9DS United Kingdom Tel: 0121 449 2788 Fax: 0121 449 5988 Email: mab@world-federation.org	SENIORS ADVISORY BOARD 110 – 11331 Coppersmith Way Richamond British Columbia V7A5J9 CANADA Tel: 0604 247 1101 Fax: 0604 247 1101 Email: sab@world-federation.org



THE CODE OF CONDUCT

In order to meet the core principles of the World Federation, all staff and volunteers are expected to adhere to the organisation's Codes of conduct:

Following of Shia Islamic Tenets

It is essential for a volunteer to adhere and follow the tenets of Shia Islamic Sharia, especially when representing the World Federation at any level.

Absence from Volunteering:

If a volunteer is unable to meet any of his/her commitments, for example the undertaking of agreed tasks, he/she should discuss this with their reporting officer as soon as is practically possible. This will give the World Federation the opportunity to effectively manage the work whilst the volunteer is unavailable whilst causing as little disruption as possible and therefore not hampering the work of the Organisation.

Political Affiliations

The World Federation recognises the Islamic need to concern itself in politics; however, volunteers should be aware that:

- Any actions, which may have political implications for the World Federation, should be formally authorised and accepted by the World Federation Secretariat.
- Unless authorised in writing, no volunteer of the World Federation should use his or her position at the World Federation when seeking political office.
- When representing the World Federation at internal and external events, volunteers should ensure that their actions are sensible, responsible and justified, and will not bring the World Federation into disrepute or incur negative publicity.

Media Communications

Volunteers of the World Federation may not approach or respond to a representative of the media orally, in writing or any other form in relation to the World Federation, but should refer the media individual/institution to the Secretariat who will deal with the matter in an appropriate manner.

The Secretariat is contactable on 020 8954 9881 or by email at secretariat@world-federation.org



THE WORLD FEDERATION VOLUNTEERING POLICY

Valuing our Volunteers

The World Federation would not exist without its volunteers who are the organisation's main human resource. It is one of the few charitable organisations in the world whose structure and management is run by a network of dedicated volunteers spread out across the continents. These dedicated volunteers are supported by a small number of salaried staff, mainly based at the Secretariat in London and the various satellite offices across the world.

All volunteers have to exercise talent, enthusiasm and skill, in trying to influence and direct work and policy in all areas related to the workings of the World Federation.

All volunteers are respected and valued as individuals working for the pleasure of Allah (SWT).

The World Federation acknowledges that the volunteering system works best when it is based on clearly defined tasks, with mutual benefits both for the organisation and the individual. Their drive is to gain the pleasure of Allah (SWT), Prophet Muhammed (SAW) and his Ahlul Bayt (AS), serving humanity in every capacity in His cause. However, people volunteer to work for the World Federation for many reasons; apart from the spiritual benefit, volunteers will gain the opportunity for personal growth and development through their work for the World Federation.

Mutual Hopes and Expectations

Volunteers must be aware of what is expected from them, as well as what to expect from the World Federation.

The World Federation expects their volunteers to:

- Be of good character and behaviour, appropriate to a Shia Muslim.
- Work and act within the bounds and legalities of the Shia Islamic laws.
- Work under the framework of the Fundamental Principles and the Code of Conduct of the World Federation.
- Work well as part of a team with other volunteers and staff.
- Carry out agreed tasks, whilst upholding high standards and quality of service.
- Keep confidential any private and personal information regarding World Federation tasks, whilst abiding to the various Government Acts, especially the Data Protection Act 1998.
- Ensure that new volunteers are made to feel welcome.
- Recognise that fundraising plays an important role within the World Federation

The World Federation will provide to its volunteers with:

- The satisfaction of knowing that their work is of real worth and that they are recognised and valued by the World Federation. Every task, however small, is for the furtherance of the aims and objectives of the World Federation, with the ultimate aim of seeking closeness to Allah (SWT).



- Opportunities to serve the community, regardless of their age, gender, or race.
- Access to the challenging and exciting opportunities, which the World Federation can offer, including training and appropriate qualifications.

The relationship between the World Federation and its volunteers is based upon a mutual desire to achieve our objectives in the most efficient, effective and rewarding way. Whilst this is not a legally binding relationship, there are elements of trust, love and commitment, as well as a mutual desire to serve Allah (SWT) through our community work.

Guidance on Presentations

Volunteers may be asked to deliver presentations regarding the work accomplished or new projects initiated by the World Federation during community meetings, which gives access to individuals world-wide. The Secretariat's in-house style must be used for presentations, which ought to be informative and stimulating and delivered in a clear and succinct style. The in-house style of presentation is contained in a leaflet, which is available from the Secretariat.

Confidentiality

It is essential that the concept of confidentiality is respected by both the World Federation and the volunteers. The World Federation will ensure that the volunteer's personal information will remain confidential. The volunteers must ensure that all personal and private information and data regarding the World Federation, including membership data or any such information, obtained during the course of the volunteer's work are kept confidential and will not be divulged under any circumstances, save where explicit permission is obtained in writing from the reporting officer.

Age and Gender

The World Federation does not impose any age or gender restrictions in relation to volunteers. All that is required is that a volunteer has the ability and capacity to carry out the required task. Though, it should be noted that some Boards and Desks have prescribed needs from the volunteers who work in those areas, due to the nature of the work. However, even in such areas of work endeavours will be made to optimise any assistance offered by a volunteer.



GRIEVANCE AND DISCIPLINARY PROCEDURES

The World Federation has developed policies on dealing with grievances and disputes so that all issues are dealt with promptly and fairly.

THE VOLUNTEERS' GRIEVANCE POLICY

Aim

The aim of this policy is to set out the procedures, which will be followed in the event that a volunteer raises a grievance concerning their work with the World Federation. All volunteers must bear in mind the overall purpose of their volunteer work, to seek closeness to Allah (SWT) in accordance with the tradition of Prophet Muhammad (PBUH) and the Ahlul Bayt (AS).

Procedure

A volunteer should inform the reporting officer, either orally or in writing, of their grievance. The World Federation encourages that issues are initially discussed orally. The reporting officer will thereafter take the appropriate steps, which will be discussed with the volunteer, and will, if required, include an investigation to resolve the issue. Following the appropriate investigation, the volunteer will be informed of the result of their grievance or complaint. The necessary steps will then be taken to remedy the situation initiated by the reporting officer.

Hierarchy of Authority

The grievance should be raised at the first instance to the volunteer's reporting officer. The reporting officer will then forward this grievance to the Board Chairman/ Head of the Desk or relevant officer. If the volunteer has a grievance/complaint regarding the reporting officer, then the volunteer should directly approach the Board Chairman, or the Desk Head. Thereafter, they may approach the Secretary General of the World Federation, with the President of the World Federation holding the final authority.

Appeals:

If the volunteer is dissatisfied with the outcome of the investigation into their grievance, they may request a further hearing. This request must be made in writing within seven working days of the notification of the decision, and should be addressed to the Office Bearers at the Secretariats address. The appeal will be heard within 21 days of receipt of the request; if this is not possible, the volunteer will be sent a letter explaining the reason for the delay and informing them of the date, time and venue of the appeal hearing. The appeal hearing will either be conducted orally, or in writing with submissions being requested in advance. The President of the World Federation has the final authority on the method of the appeal hearing. The decisions made by the appeals process will be final. If the volunteer is still not satisfied, they may send a written request to the President of the World Federation, requesting him to appoint an independent arbitrator to reinvestigate the matter; this decision will be final and non-challengeable. The appointment of an independent arbitrator is at the discretion of the President of the World Federation, whose decision is final.



It is important that any dispute is discussed with your relevant officer, and that the hierarchy and procedure set out above are followed. Whilst there is no legal obligation on the World Federation to follow these procedures, they will attempt to follow them as much as possible; where this is not possible, all efforts will be made to follow the ethos of the policy.

THE VOLUNTEERS' DISCIPLINARY POLICY

Aim

The aim of this policy is to set out the procedures, which will be followed in the event that a volunteer breaches the Fundamental Principles or Code of Conduct of the World Federation.

Procedure

Where there is an issue of a volunteer having failed to comply with the Fundamental Principles or Code of Conduct of the World Federation, the reporting officer will first speak to the volunteer informally and draw their attention to the breach. In the majority of cases this will deal with the matter satisfactorily and formal procedures will not be invoked.

If the above procedure does not ensure a satisfactory conclusion, the reporting officer, will inform the volunteer of his breach in a formal meeting. The minutes of this meeting will record the discussions which have taken place, including the undertaking (if any) given by the volunteer as to future conduct. The minutes must be signed by both the volunteer and reporting officer.

Should the meeting be unsuccessful in dealing with the matter, the Secretary General will be formally notified of the situation. The volunteer's services to the World Federation will be suspended pending the meeting with the Secretary General.

The Secretary General will then seek representations from both parties in writing within 4 weeks of receiving the formal notice of the situation and the chronology of events from the reporting officer. The Secretary General will then invite all the relevant parties to a meeting, at which the volunteer may be accompanied by another volunteer. He will then set out a course of action for the future for the volunteer in question and their reporting officer. This may include the termination of the services of the volunteer.

Examples of Breaches

Examples of wrongful conduct may include:

- Conduct in breach of, or inconsistent with, the Islamic tenets and Sharia, if practised whilst carrying out duties as a World Federation volunteer.
- Conduct in breach of, or inconsistent with, the World Federation Fundamental Principles and regulations.
- Conduct in breach of, or inconsistent with, the Code of Conduct e.g. unauthorised contacts with the press, radio or television.
- Serious breaches of the responsibilities applicable to individuals regarding the World Federation.



- Any other conduct which is likely to bring the World Federation into disrepute including but not limited to: fraud, theft, wilful damage, serious negligence, insubordination discrimination, wilful disregarding of the rules of the World- Federation, unfit behaviour contravening the Laws of the land, assault and harassment of other volunteers.

Authority Levels

The hierarchy of authority in dealing with this procedure is:

- Reporting Officer.
- Secretary General.
- President, with no right of appeal.

Appeals

If the volunteer is dissatisfied with the outcome of the meeting with the Secretary General, they may submit a written appeal to the President of the World Federation. The President will then investigate the matter fully and inform the volunteer of his findings and his decision.

It is important that any disciplinary issues are discussed with your relevant officer, and that the hierarchy and procedure set out above are followed. Whilst there is no legal obligation on the World Federation to follow these procedures, they will attempt to follow them as much as possible; where this is not possible, all efforts will be made to follow the ethos of the policy.

THE VOLUNTEERS REIMBURSEMENT PROTOCOL

The World Federation acknowledges that volunteers will ensure that expenses are kept to a minimum. For that reason legitimately incurred expenses which have been authorised, by prior consent in writing, will be reimbursed by the World Federation. All claims must be evidenced by an invoice or a receipt and supported by an Expense Claim form, as issued by the Treasurer's office, and signed by the reporting officer. Where evidence of expenditure is not available, a reasonable explanation must be given, though reimbursement will be discretionary.

Commonly reimbursed expenditures by the World Federation:

- Travel - the use of a private motor vehicle is reimbursed at the standard mileage rate set by the Treasurer's office. Rail and Air tickets should be standard class and taxis should be avoided in favour of public transport.
- Telephone calls – discount providers must be utilised and only if the internet is not appropriate.
- Subsistence when required to stay away from home – only when free accommodation is not possible.
- Exceptionally, purchase of supplies and sundries, although this should be ordered through the office purchasing and supply procedures.



CORRESPONDENCE DETAILS

Secretariat The World Federation of KSIMC The Secretary General Islamic Centre, Wood Lane Stanmore Middlesex HA7 4LQ United Kingdom Phone: +44 (0)20 8954 9881 Fax: +44 (0)20 8954 9034 e-mail: secretariat@world-federation.org Web: www.world-federation.org	Careers, Education and Training Advisory Board (CETAB) Islamic Centre, Wood Lane Stanmore Middlesex HA7 4LQ United Kingdom Phone: +44 (0)20 8954 9881 Fax: +44 (0)20 8954 9034 e-mail: cetab@world-federation.org
Islamic Education Board (IEB) Dar al Tableegh Jackets Lane, Harefield Middlesex UB9 6PZ United Kingdom Phone: +44 (0)1923 823 606 Fax: +44 (0)1923 823 132 e-mail: ieb@world-federation.org	Seniors Advisory Board (SAB) 110-11331 Coppersmith Way Richmond British Columbia V7A 5J9 Canada Phone/Fax: +1 (604) 247 1101 e-mail: sab@world-federation.org
Medical Advisory Board (MAB) 106/108 Anderton Park Road Moseley Birmingham B13 9DS United Kingdom Phone: +44 (0)121 449 2788 Fax: +44 (0)121 449 5988 e-mail: mab@world-federation.org	Women's Desk Islamic Centre, Wood Lane Stanmore Middlesex HA7 4LQ United Kingdom Phone: +44 (0)20 8954 9881 Fax: +44 (0)20 8954 9034 e-mail: womensdesk@world-federation.org
Zainabiya Child Sponsorship Scheme (ZCSS) Islamic Centre, Wood Lane Stanmore Middlesex HA7 4LQ United Kingdom Phone: +44 (0)20 8954 9881 Fax: +44 (0)20 8954 9034 e-mail: zcass@world-federation.org	Youth Network Desk (YND) Islamic Centre, Wood Lane Stanmore Middlesex HA7 4LQ United Kingdom Phone: +44 (0)20 8954 9881 Fax: +44 (0)20 8954 9034 e-mail: youth@world-federation.org