



KONNECT

Youth Consortium

Highly Informed, Empowered and Healthy youth

Standard Operating Guidelines for volunteers, interns and researchers

ACRONYMS AND ABBREVIATIONS

BOG Board of Governors
HCT HIV Counseling and Testing
HIV Human Immuno Deficiency Virus
KEMRI Kenya Medical Research Institute
KYC Konnect Youth Consortium

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FOREWORD

Konnect Youth Consortium (KYC) is a youth serving non-governmental organization established in 2007 to address youth health and developmental concerns. The organization's vision is to be a youth driven center of excellence. The organization seeks to make youth more productive and self reliant by equipping them with life enhancing skills and developing their talent. The organization carries out programs in health, governance and economic empowerment targeting youth in the South Rift districts of Kericho, Bomet and Kipkelion.

To achieve its mandate, the organization relies on a huge pool of human personnel who include qualified HCT counselors, social scientists and development experts who work as a team to deliver the goals of the organization. The KYC has thus developed the human resource manual which guides management of this critical resource.

As a youth serving organization, Konnect Youth Consortium is cognizant of its obligation to identify and mentor youth by providing them with an opportunity to volunteer and to serve as interns in the organization. The organization recognizes that volunteers and interns are a critical resource that commits its time and skill to the organization and are therefore core to its human resource. The organization is also appreciative of the complementary role that research plays in the development of the organization and has therefore paid due diligence to researchers who interact with the organization.

While the human resource manual addresses itself to the staff employed at the Konnect Youth Consortium, these guidelines seek to provide a framework for clarifying the organizational expectations of individuals providing volunteer services, undertaking research and internship at the Konnect Youth Consortium. The guidelines apply to not only individuals who engage the organization directly but also those that are affiliated/seconded to the organization by an external sponsoring agency.

This policy document thus outlines general guidelines that personnel and managers can make reference to while making decisions. The policy seeks to ensure that the personnel act in a legal, ethical and in an organizational preferred manner while at the KYC. The policy thus

- Clarifies roles and responsibilities
- Spells out the expected values, beliefs, attitudes and conduct
- Is a basis for strengthened relationship within the team
- Ensures continuity and consistency in interpretation and application of the personnel issues

It is expected that the understanding and application of the guidelines will result in a meaningful and productive experience for individual who join the organization as interns, volunteers and researchers

1.0 Standard operational guidelines for Volunteers

A volunteer is a person who renders services to the organization without expecting to be paid. Such service can be informal or formal that results in the individual gaining invaluable experiential knowledge and skills and is a useful capacity development tool for the organization.

The following rules shall apply to all volunteers who join KYC

1. A volunteer will join the organization after fulfilling all the pre-qualifications requirements towards joining the organization. The requirements include
 - i. Submitting a written requirement to the KYC Manager that may or may not be supported by relevant certificates and testimonials
 - ii. Are preferably of a youthful age (18-35). Being older will however not disadvantage anyone
 - iii. Are of good character and do not possess a criminal record
 - iv. Undergo an oral interview (not mandatory) with the KYC Manager or a designee
 - v. Agree to abide by rules regulating their stay at the KYC

No staff will engage a volunteer without express authority from the KYC Manager

2. Upon joining the organization, all volunteers will discharge duties as assigned to them under the supervision of the immediate supervisor in any program area that the organization deems fit to assign them. The KYC Manager either in person or through delegated authority will have the express authority to assign duties to a volunteer commensurate with their level of expertise and set targets for the volunteer
3. All volunteers will be expected to conduct themselves with discipline and abide to the KYC rules and regulation during their stay with the organization. In addition, they will be expected to portray a positive image of the youth centre to the community during their volunteer period.
4. Volunteers will have the freedom to choose the length of volunteer period and will indicate this in the volunteer agreement forms. Such a period should however not be less than 3 months or more than 2 years. After the end of the agreed upon period, the volunteer may apply to the KYC Manager for an additional 1 year renewal that will be upon the Manager's discretion to accede to or not depending on the volunteer outputs during the volunteer period. A volunteer is only entitled to one renewal period
5. Volunteers will not be entitled to salaries and other benefits but may be provided with some allowance (transport and lunch allowance) where appropriate to facilitate delivery of duties assigned to them. The volunteers will however periodically receive incentives as may be deemed appropriate by the organization's management and will also be entitled to a recommendation letter drawn by the KYC Manager after completion of their volunteer period.
6. Volunteers will be entitled to limited and controlled access to KYC resources and equipment. Such includes office keys, office camera, and use of computers, printing and photocopier. Where assigned office equipment, the supervising officer will take appropriate measures to safeguard the equipment and assume overall responsibility

7. Volunteers will be expected to treat all organizational information as confidential. The organization reserves the right to limit their access to organizational information considered confidential (such as financial records, client medical records)
8. All rules and regulations including disciplinary measures applied to the staff and outlined in the human resource manual shall in equal measure apply to volunteers while undertaking duties at KYC.
9. The organization reserves the right to without prior notice terminate volunteer-ship if the volunteer contravenes any of the rules as outlined in this guideline and in the human resource manual; is unable to satisfactorily perform the tasks assigned and if the KYC Manager in his/her sole opinion determines that the services offered by the volunteer are no longer relevant to the organization

2.0 Standard operational guidelines for Researchers

A researcher is an individual who joins KYC with aim of accessing its database, volunteers, beneficiaries or participating in its activities while in the process of conducting a systematic investigation into a phenomenon to unearth new knowledge or contribute to existing knowledge.

The following rules shall apply to anyone who seeks to carry out research at the KYC

1. All individuals interested in conducting research at Konnect Youth Consortium will be required to communicate their intentions through writing to the Board of Governors (BOG) through the KYC Manager. Such an application letter will also contain
 - i. An introductory letter from the affiliate institution or the institution commissioning the research
 - ii. Relevant research support documentation such as authorization letters from the Ministry of Science and Technology, Kenya Medical Research Institute (KEMRI)

The BOG will review the application and if satisfied that all protocols and procedures have been observed grant authority to conduct research as long as the research process does not in any way compromise organizational mandate. Priority will be given to research activities that are consistent with and support the organizational vision, mission and core mandates
2. The researchers will be expected to be fully aware of ethical issues around research and will subscribe to normative research guidelines. As such the researchers will be expected to ensure the research
 - i. Adheres to data integrity protocols
 - ii. Meets human subject research obligations
 - iii. Respects intellectual property rights
 - iv. Has sound methodology and sufficient controls

The responsibility for all procedures and ethical issues related to the research will rest solely with the researcher

3. Researchers will not be entitled to KYC resources and equipment unless under special arrangement. Such includes office keys, office camera, and use of computers, printing

and photocopier. In such circumstances, a supervising authority will take appropriate measures to safeguard the equipment and assume overall responsibility

4. Researchers will unless through agreed arrangement be expected to meet their own costs while carrying out research
5. Upon completion of the research, the researchers will undertake to share the research findings duly approved by the affiliate/commissioning organization. The researcher will acknowledge the contribution of the KYC in the research and make appropriate disclaimers that i)relieve the KYC of any responsibility over the research process ii) indicate that the research report does in no way reflect the views of the KYC
6. KYC reserves the right over what information to share with the researcher.
7. All individuals conducting research will be expected to conduct themselves with discipline and decorum. While the rules and regulations governing staff and volunteers conduct may not necessarily apply to them, the researchers will none the less be expected to behave in a manner that is consistent with the organizational values and ethos.

3.0 Standard operational guidelines for interns and individuals on attachment

An intern is an individual; usually a student who joins the organization to practice skills learnt and gain experience in their field through on-the-job training or job shadowing.

The following rules shall apply to individuals on internship at the KYC

1. A student seeking to conduct internship/attachment at the KYC will apply to do so to the KYC Manager. Such an application will be supported by a letter of introduction from the respective institution. The KYC will only recognize letters from accredited institutions that are dully registered with the government.
2. The KYC Manager will upon consulting the BOG and ascertaining that the skills profile of the applicant match the organizations skills requirements and that relevant human resource processes have been obliged grant the application
3. Upon joining the organization, all interns will discharge duties as assigned to them under the supervision of the immediate supervisor in any program area that the organization deems fit to assign them. The KYC Manager either in person or through delegated authority will have the express authority to assign duties to an intern commensurate with their level of expertise and set targets for them
4. All interns will be expected to conduct themselves with discipline and abide by the KYC rules and regulation during their internship with the organization. In addition, they will be expected to portray a positive image of the youth centre to the community during their internship period.
5. The period of internship should not exceed 3 months. Any extension of that period will not be considered as part of the internship period.
6. Interns will not be entitled to salaries and other benefits but will be expected to meet their own expenses. However, interns will under special circumstances be provided with some allowance (transport and lunch allowance) as may be necessary to enable delivery

of duties assigned to them. Interns will also be entitled to a recommendation letter drawn by the KYC Manager after completion of their internship period.

7. Interns will be entitled to limited and controlled access to KYC resources and equipment. Such includes office keys, office camera, and use of computers, printing and photocopier. Where assigned office equipment, the supervising officer will take appropriate measures to safeguard the equipment and assume overall responsibility
8. Interns will be expected to treat all organizational information as confidential. The organization reserves the right to limit their access to organizational information considered confidential (such as financial records, client medical records)
9. All interns will be expected to abide by rules and regulations applied to the staff and outlined in the human resource manual. The organization reserves the right to without prior notice terminate internship (or apply any other disciplinary measure) if the intern is guilty of gross misconduct or contravenes any of these rules. In such a case the KYC Manager shall communicate in writing to the student's institution explaining the reason for such action.

Annexes

Annex 1: KYC Volunteer Application



Date:

Applicants Contact information

Name: _____
 Address: _____
 Tel. _____
 Email: _____
 Age: _____
 Sex: _____
 Marital Status: _____
 Home District: _____
 Next of Kin: _____
 Contact: _____

Employment History

Have you been employed in the past?	NO	YES	
If yes, indicate duration of employment:	From:	To:	Name of Employer
Reason for leaving employment			
Name of Current Employer, if applicable:			

Education

Level of Education (eg diploma, certificate)	Degree/certificate awarded (eg BA, Bcom)	Institution	Year
Are you currently	Yes	No	YES If yes, name of

attending school?			school:	
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Availability

During which hours are you available for volunteer assignments?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Interests

Tell us the areas in which you are interested in volunteering:

Special Skills/qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports. (eg first aid, languages)

Previous Volunteer Experience

Summarize your previous volunteer experience:

Institution	Nature of volunteer work	
Have you volunteered with KYC before?	Yes	No
If yes, indicate duration of volunteer-ship	From	To
Reason for leaving KYC		

Criminal Background

Have you ever been convicted of a crime? Yes () No ()

If yes, explain

Person to Notify in case of Emergency

Name: _____

Address: _____

Tel. _____

Email: _____

Agreement and Signature

By submitting this application, I affirm that the information provided in it is true and complete. I authorize KYC to verify any information relevant to my suitability as a volunteer. I understand that if I am accepted as a volunteer, any false statements, omissions or other misrepresentations made by me on this application may result in my immediate dismissal from any volunteer assignment.

Applicant name: _____

Signature: _____

Date: _____

Annex 2: Konnect Youth Consortium Volunteer Assignment Form

Description of volunteer services

(Completed by department)

Name of Volunteer		
Volunteer Period	From	To
Department Assigned		
Supervisor		
Description of Duties		

Volunteer Agreement and Acknowledgement of Services

(To be completed by Volunteer)

I _____ having read and understood the Konnect Youth Consortium volunteer standards operational guidelines and the human resource manual, agree to abide by the policies, standards and procedures of KYC.

I acknowledge that I am voluntarily donating my services to KYC and that I am not an employee of KYC but a volunteer. I further understand and agree that I have no expectation of any compensation, pay, fee, or benefits for my services but will only be facilitated to deliver my services. I acknowledge and agree that my volunteer services do not constitute a guarantee or promise of future employment but only entitle me to consideration for any future employment opportunities. I further acknowledge and agree that my volunteer service, and any rights and privileges associated therewith may be terminated at any time by the KYC under conditions stipulated in the volunteer standard operations guidelines.

Volunteer Name: _____

Signature: _____

Date: _____

Approved by.....

Sign.....

Date.....

**Manager
Konnect Youth Consortium**

Approved by.....

Sign.....

Date.....

**Chairperson
Board of Governors
Konnect Youth Consortium**