

ORIENTATION POLICY AND PROCEDURES

SCOPE

This document relates to the orientation of volunteers entering CISV International positions in committees, regional delivery teams, working groups, and any other position where people represent or act on behalf of CISV International.

Note this document follows on from the Volunteer Recruitment Policy and Procedures.

DEFINITIONS

Orientation: also referred to as induction, the process of introducing a person into a new role or team; should be done with a view to helping the person be successful in the role.

Orienteer: person responsible for providing orientation support and advice to people entering new roles or teams; this may involve specific information, explanations, advice and some mentoring.

POLICY

CISV International recognises and acknowledges that orientation is important to enabling a volunteer to be successful in their role. We seek to ensure that each volunteer receives an appropriate orientation within 3-4 weeks of commencing their role.

PROCEDURES & RECOMMENDATIONS

While orientation is generally done by the Team Leader or Manager (in the case of Regional Coordinators) the Team Leader or Manager may designate another person to take on this responsibility. It is ultimately the responsibility of the Team Leader or Manager to ensure that orientation is done.

Orienteers are required to follow these procedures:

- Have one or several orientation meeting(s) and, once done to encourage the volunteer to do follow up with self-research, for example watching videos, reviewing CISV policies or guides in depth on their own. Both self-learning by the volunteer and direction from Orienteer will be key to successful orientation.
- Send a list of key documents and resources for self-research and ongoing reference (and brief explanations of their purpose/relevance) to the volunteer in advance of the orientation meeting. The Orienteer should explain the extent to which self-research before the meeting is expected.

- Review the following topics within the orientation to the extent appropriate to the role or the individual's level of knowledge of the organization and the role:
 - Responsibilities and objectives of role, provide job description
 - History of CISV to present
 - Mission, values, vision of CISV
 - CISV International Structure - Role and responsibilities of Governing Board, Committees, Regional Delivery Teams, and the International Office
 - Nature and role of National Associations and Chapters
 - Programmes & educational principles
 - Volunteer Agreement and have inductee sign off
 - Reporting Structure and how evaluations are completed
 - Relevant key documents/resources for self-research and ongoing reference
- Have a planned follow up with the individual to see if they have any questions and to check in with their engagement.
- Send the signed Volunteer Agreement to the relevant Manager at the International Office for storage. (Scans are fine)

Orientors are encouraged to follow these recommendations:

- Encourage and respond to questions; and undertake to get back to the volunteer on anything the Orientor doesn't have the answer to at the time.
- Ask the individuals if they know of anyone else who would be interested to volunteer for other vacancies.