awwa
Asian Women's Welfare Association

a helping hand

FLOWCHART ON VOLUNTEER TERMINATION

(A) Volunteer Management Executive (VME) / staff noticed **undesirable behaviour* by volunteer.

(B) If staff is the first person to notice volunteer's behaviour, he/she is to inform the VME. Information describing the volunteer's behaviour, along with examples, is to be given.

(C) VME to inform Programme Head about volunteer's behaviour, and discuss further actions to be taken (followed by 'D'). Note: If volunteer's behaviour is very undesirable and has serious repercussions, decision to terminate volunteer should be made (go to 'H').

(D) VME is to meet with volunteer. If staff works closely with the volunteer for a regular project, staff should be present for the meeting too. VME and staff are to give feedback to volunteer about his/her behaviour, along with suggestions for improvements. They are to find out too:
- **Reasons** for volunteer's behaviour. E.g. difficulties encountered.
- **Clarify** and remind volunteer about his/her duties, roles and boundaries.

(E) VME to monitor volunteer's behaviour and gather regular feedback from staff that works with the volunteer.

(F) Volunteer Shows Improvement
Feedback about volunteer's improvement should be given to the volunteer. 'Case' can then be closed.

(G) Volunteer Shows Deterioration
VME and staff are to discuss with Programme Head about actions to be taken, before meeting the volunteer.

(H) Decision to Terminate Volunteer
- Give volunteer a letter that thank him/her for the service contributed.
- Letter should formally state that the person is no longer a volunteer with AWWA, with the commencement date made explicit.

(I) Decision for Volunteer to Continue Service
- Deploy volunteer to other volunteering opportunities, where there can be a better 'fit'
- Deploy volunteer to help out at other AWWA's programmes. Information on the volunteer's background and volunteering history should be made known to VMEs from other programmes.

*Examples of Undesirable Behaviours
- Consistently late
- Abuse of position as a volunteer
- Neglect of duties
- Borrowing of money from client
- Conflicts with staff
- Complaints received from clients/staff