Recruitment of Volunteers

Protocol and Standard Operating Procedures
MMISOP001 V1.0

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INTRODUCTION

The Malaysian Medics International (MMI) organises many events throughout the year. Volunteers are frequently recruited from different schools throughout Malaysia in order to facilitate each project.

With MMI's expansion, there needs to be a standardisation protocol towards volunteer recruitment and remuneration, if applicable. Given the rise in the number of councils, volunteer recruitment now extends beyond one team. This has potential for conflict between organisers and volunteers, due to differing work culture between teams.

The purpose of this protocol is to outline a structure in which organisers can communicate their requests to volunteers effectively while ensuring the welfare of volunteers is maintained.

RATIONALE

The rationale of this protocol is to ensure that volunteers are managed properly with good and fair treatment. Organisers should provide volunteers with as many details to reduce the opportunity for miscommunication, be it prior or during the event day. A clear scope of work for volunteers should be planned to avoid overlapping responsibilities and overworked individuals.

The terms regarding return-on-effort and/or reimbursement are particularly important as it is the main motivation for volunteers. Most organisers will have to incentivise volunteers for being part of the organising team. If organisers are capable of providing, they should clearly outline what volunteers will get in return. Last-minute requests or recruitments from organizers require extra effort from volunteers to make arrangements and prepare for the event. Therefore, their last-minute participation should be met with appropriate compensation, that is satisfactory for both parties.

With proper implementation, this SOP will maintain the standards of professionalism that are expected of the organisers and prevent mistreatment of volunteers to ensure the sustainability of this volunteer platform for MMI.

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DEFINITIONS

SOP	Standard Operating Procedures, also synonymous with Protocol in this document.
PIC	Person-in-charge of volunteers.
Last-minute recruitment	Recruitment of volunteers for any position that is done less than 48 hours before the event
Event Finance Director	Event Finance Director refers to the person who handles treasury within the event organising team and may not necessarily be the Council's Finance Director.

WHO MUST COMPLY WITH THIS SOP?

All event organising team under MMI and its volunteers.

STANDARD OPERATING PROCEDURE

A. Pre-Event

1. Event organising team reads and understands the End Goals of this SOP.
2. PIC of volunteers creates recruitment with details in line with the End Goals.
3. Volunteers apply for recruitment.
4. PIC establish contact with volunteers.
5. PIC provides a full set of details regarding the event.
6. PIC should have organised several online or physical meetings to consolidate information.

B. Last-minute Recruitment

1. If the event organiser recruits a volunteer less than 48 hours before the event, it is considered last-minute recruitment.
2. The organizers must then compensate the involved volunteer adequately in exchange for their services.
3. Should the volunteer refuse the compensation, the organiser should gratefully thank the volunteer.

C. Event

1. PIC ensures attendance and job scopes covered by volunteers on the event day.
2. PIC looks after the welfare of volunteers.

D. Post-Event

1. Event Finance Director opens application of reimbursement.
2. PIC relays application channel to volunteers.
3. Volunteers apply for reimbursement.
4. Event Finance Director approves and reimburses volunteers.
5. Event Finance Director informs PIC of rejected applications.
6. PIC relays rejection (with reasons) to volunteer(s).
7. Volunteers can appeal against the rejection if there are additional supporting arguments.

E. Reimbursement

1. Reimbursement should include evidence of purchase, e.g. official receipts (a snapshot of the receipt is applicable)
2. Evidence of purchase and detail of the recipient's bank account is to be presented to the Event Finance Director.
3. Event Finance Director makes the necessary transaction.
4. All purchases and reimbursement are to be documented.

F. Recognition
1. All volunteers are entitled to receiving a Certificate of Appreciation.
2. Should the organiser prepare physical certificates, volunteers are entitled to a physical copy.
3. Should the organiser only prepare softcopy certificates, volunteers will only be entitled to a softcopy version.
4. Volunteers may request for a physical copy of the certificate; it is then subjected to the organiser's agreement.

END GOALS

To ensure volunteers in the future will be recruited properly with

1. Full knowledge of the organisers' terms and conditions prior to making commitments
   a. The terms and conditions must include:
      i. Details of Event, including venue, event date and time, briefing date and time (if any), number of guests or audiences (if any), attire, and other requirements.
      ii. Scope of work
      iii. Duration of work
      iv. Person-in-charge of Volunteers, including their contact information.
      v. Reimbursement
         1. Application of Reimbursement
            a. Period of Reimbursement
            b. Receipts
            c. Approvals
            d. Documentation
         2. Type of Reimbursement available
            a. Food
            b. Travel
         3. Limit of Reimbursement
2. Adequate time before the event for volunteers to make personal arrangements
   a. Organisers making last-minute requests/recruitments (<48 hours before the event) must adequately compensate volunteers.
   b. Type of Compensation
      i. Monetary
      ii. Event participation

Protocol Governance

Protocol Developer	Malaysian Medics International Executive Council
Protocol Creator	[1]Mr. Low Wen Yan [1]Dr. Darien Liew Daojuin [2]Mr. Lee Choon Jiat
Creator's Position	[1]Co-Chair	MMI Executive Council 2019/2020
	[2]Co-Secretary	MMI Malaysia Branch Council 2019/2020
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1.0	-	-	-	-

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[1] This should fall under the Executive Co-Chair's jurisdiction.