



# NHA Volunteer Guidelines

National Health Agency



### 1. Short Title and commencement

- 1.1. These Guidelines may be called 'NHA Volunteers Guidelines'.
- 1.2. They shall come into force with immediate effect.

### 2. Definitions

*Unless the Context requires otherwise, following words shall have the meaning attributed to them in these Guidelines for the purpose of these Guidelines.*

- 2.1. "Agency" means National Health Agency (NHA)
- 2.2. "Volunteer" is a person who wants to give services to the Agency, either on a part time basis or on a full-time basis, without any remuneration from the Agency.
- 2.3. "Area of Expertise" means the subject or area in which the Volunteer possesses expertise.

### 3. Identification of Volunteers

*The Agency may follow any of the processes given below to identify volunteers.*

- 3.1. The Agency may, whenever it has the requirement of volunteers for any specific area or job(s), post an advertisement on its website or consider other volunteer applications prescribing the procedure to be followed for application from potential volunteers.
- 3.2. Any person who wishes to provide his services on a voluntary basis to the Agency may apply to the Agency as per the application form prescribed by the Agency.

### 4. Criteria and Methodology for Selection

*The Agency will follow the following methodology for deciding if an applicant can be accepted as a Volunteer of the Agency*

- 4.1. Based on the application for becoming a Volunteer, the Agency shall assess if the Volunteer's services are required in their area of expertise. The Agency will then conduct an interview (personal or telephonic).
- 4.2. If the Agency is satisfied that the Applicant possesses requisite specialized skills, experience and qualifications, has relevant professional/volunteer experience, has

satisfactory background and references and that there is no conflict of interest between the Applicant working as a Volunteer for the Agency and any other work the Volunteer may be engaging in either for gain or as a Volunteer, then the Agency will issue an offer letter along with the specific role for the Volunteer and the reporting structure. The Volunteer will convey acceptance by signing the offer letter and the non-disclosure and confidentiality agreement of the Agency

- 4.3.** In case of applications received under Guideline 3(2) of these Guidelines, the Agency shall first determine if the services of the volunteer are needed in the Area of Expertise of the person. If there are Volunteers in the Agency working in the Area of Expertise indicated by the applicant, then the determination will include whether or not more volunteers are required in that area.
- 4.4.** The Agency may, from time to time and on a case by case basis issue job titles to certain volunteers who have roles that carry responsibility and have a high component of interaction with third parties. The titles must reflect the work that the Volunteer does in the Agency and should enable these specific Volunteers to represent themselves to third parties on behalf of the Agency as required in order to fulfil their responsibilities to the Agency.

### *5. Code of Conduct*

*The Volunteers appointed by The Agency shall observe the following Code of Conduct, which shall include, but not be limited to, the following:*

- 5.1.** The Volunteers shall follow the policies of the Agency that are in general applicable to employees of the Agency.
- 5.2.** The Volunteer shall follow the confidentiality protocol of the Agency and shall not reveal to any person or organisation confidential information of the Agency, its work and its policies. Some Volunteers may specifically be authorised to interact with third parties on behalf of the policies as well as the Volunteer's work in the Agency.
- 5.3.** In general, a Volunteer may not represent the Agency VIS A VIS third parties. Some Volunteers may specifically be authorised to interact with third parties on behalf of the Agency depending on the nature of their roles and responsibilities.

- 5.4. Volunteer interaction with third parties should be need based; in particular no Volunteer shall interact with or represent the Agency to the media (print and electronic).
- 5.5. Volunteers may, with the prior permission of the Agency, present their work to academic bodies and at seminars and conferences. However, even for this purpose information that is confidential to the Agency cannot be revealed under any circumstances.
- 5.6. Volunteers will follow the advice given to them by the Agency regarding representations to third parties
- 5.7. Any papers and documents written and/or published by the Volunteer should carry the caveat that the views are the personal views of the Volunteer and do not represent or reflect the views of the Agency.
- 5.8. Volunteers shall develop work plans and work schedules in consultation with their supervisor and will adhere to the same.
- 5.9. Volunteers will conduct themselves professionally in their relationship with the Agency and the public in general.
- 5.10. Volunteers will be required to submit a report of their work prior to leaving the Agency. This may be waived off as per requirements of the Agency.

#### *6. Conflict of Interest and Non-Disclosure requirements*

*Volunteers are bound by the NHA's conflict of interest and Non-Disclosure Agreement documents*

#### *7. Termination*

*Either the Volunteer or the Agency may terminate the relationship under any one of the following situations*

- 7.1. The Agency may disengage the Volunteer if the Agency is of the view that the services of the volunteer are no more required.
- 7.2. In general the Agency may terminate the services of the Volunteer at any time without assigning any reasons and with immediate effect.
- 7.3. In general, if the Volunteer decides to disengage from the Agency, he should provide 2 weeks' prior notice. However, the Agency may, in certain cases, particularly long

term Volunteers, prescribe a notice period of up to one month. Notice period may be waived from time to time by the supervisor depending on the role of the Volunteer.

**7.4.** Upon termination, the Volunteer must hand over to the Agency, any papers, equipment or other tangible assets which might have been given to the Volunteer by the Agency in course of his work with the Agency. This will include any badges or ID Cards which may have been issued to the Volunteer.

**7.5.** If it comes to the notice of the Agency that the person whose services have been terminated by the Agency continues to act in a manner which gives an impression that he is still working as a volunteer for the Agency, the Agency shall be free to take appropriate legal action against such person.