



THE UNIVERSE FOR ALL INITIATIVE

VOLUNTEERING POLICY

APRIL 2026

VOLUNTEERING POLICY

(For National and International Volunteers)

Policy Information


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Signed by TUFA Board Chairperson on behalf of the Board of Directors	

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ACRONYMS

Acronym	Full Meaning
TUFA	The Universe for All Initiative
NGO	Non-Governmental Organization
MEL	Monitoring, Evaluation and Learning
HR	Human Resources
DEI	Diversity, Equity and Inclusion
ILO	International Labour Organization
UN	United Nations
UNV	United Nations Volunteers
IFRC	International Federation of Red Cross and Red Crescent Societies
OECD	Organisation for Economic Co-operation and Development
IOM	International Organization for Migration
CHS	Core Humanitarian Standard
USAID	United States Agency for International Development
EU	European Union

1. POLICY STATEMENT

The Universe For All (TUFA) Initiative recognizes volunteering as a cornerstone of inclusive and sustainable development. Volunteers are not auxiliary contributors—they are strategic partners who bring skills, innovation, and community connection into TUFA’s work.

This policy establishes a structured, ethical, and professional framework that ensures volunteer engagement is impactful, well-managed, and aligned with TUFA’s mission of creating a society where every individual actively participates in development.

2. ORGANIZATIONAL CONTEXT

TUFA Initiative is a registered Non-Governmental Organization under the NGOs Act No. 24 of 2002, operating across Tanzania Mainland since 2021. The organization focuses on inclusive development through education, health, agriculture, and social inclusion.

The Strategic Plan (2025–2029) emphasizes collaboration, innovation, and multi-stakeholder engagement, where volunteers play a central role in delivering programs and strengthening institutional capacity.

3. PURPOSE OF THE POLICY

This policy is designed to provide clarity, structure, and consistency in how TUFA engages volunteers. Specifically, it aims to:

- Ensure volunteers are effectively integrated into TUFA’s programs
- Provide clear expectations, roles, and responsibilities
- Safeguard both volunteers and beneficiaries
- Promote professionalism and accountability
- Align volunteer contributions with national laws and global standards

Ultimately, the policy ensures that volunteering at TUFA is meaningful, ethical, and impactful for both the individual and the communities served.

4. SCOPE

This section defines who is covered by the policy and where it applies, ensuring clarity, consistency, and accountability across all TUFA engagements.

4.1 Tanzanian (national) volunteers:

Individuals residing in Tanzania who contribute their time and skills to TUFA activities within the country, either in-person or remotely.

4.2 International volunteers:

Individuals from outside Tanzania who engage with TUFA, primarily through remote support or, where feasible, through self-supported field involvement in compliance with national regulations.

4.3 Remote/online volunteers:

Individuals who support TUFA virtually from any location, contributing through digital platforms in areas such as research, communications, coordination, or technical support.

4.4 Field-based volunteers:

Individuals who participate directly in on-the-ground activities, including community engagement, program implementation, and outreach initiatives within TUFA's areas of operation.

4.5 Interns and pro bono experts:

Individuals who provide structured learning support (interns) or specialized professional services (pro bono experts) without financial compensation, contributing to TUFA's institutional and programmatic development.

5. GUIDING PRINCIPLES

Volunteer engagement at TUFA is guided by principles that reflect both organizational values and international best practices:

- **Inclusivity:** Equal opportunity regardless of background
- **Participation:** Volunteers actively contribute to decision-making and implementation
- **Accountability:** Clear reporting and responsible conduct
- **Respect for diversity:** Cultural sensitivity and dignity for all
- **Collaboration:** Working with communities, partners, and stakeholders

These principles are rooted in TUFA's core values such as integrity, inclusivity, and participation.

6. LEGAL AND POLICY FRAMEWORK

This policy is aligned with:

- NGOs Act No. 24 of 2002 (Tanzania)
- NGO Policy and Regulations (Tanzania)
- Immigration laws governing international volunteers
- National and local government collaboration frameworks
- International standards (ILO, UN Volunteers, safeguarding frameworks)

This ensures TUFA's volunteer engagement is legally compliant and globally credible.

7. DEFINITION OF A VOLUNTEER

A volunteer is an individual who freely offers their time, skills, knowledge, or services to TUFA without expectation of salary.

However, volunteering at TUFA is structured and professional. Volunteers are expected to deliver defined outputs and uphold organizational standards, similar to professional engagements, while maintaining the voluntary nature of their service.

8. VOLUNTEER ENGAGEMENT AREAS

Volunteers are engaged in areas aligned with TUFA's strategic priorities:

- Education
- Health and Nutrition
- Agriculture and Livelihoods
- Monitoring, Evaluation & Learning (MEL)
- Resource Mobilization and Communications
- Finance and Administration
- Information Technology

- Advisory and Strategic Support

These roles directly contribute to achieving TUFA’s development outcomes.

9. VOLUNTEER RECRUITMENT AND SELECTION

9.1 Explanation

TUFA adopts a transparent and merit-based recruitment process to ensure that volunteers are qualified, motivated, and aligned with the organization’s mission.

9.2 Process

- Public announcement of opportunities
- Submission of application (CV, cover letter, referees)
- Screening and shortlisting
- Interviews (virtual or physical)
- Reference checks
- Final selection and onboarding

This structured approach ensures fairness, diversity, and quality engagement.

10. VOLUNTEER ROLES AND RESPONSIBILITIES

10.1 Volunteers

Volunteers are expected to:

- Deliver assigned tasks professionally
- Uphold TUFA values and ethical standards
- Maintain confidentiality
- Promote inclusivity and respect
- Safeguard beneficiaries

10.2 TUFA Initiative

TUFA Initiative commits to:

- Provide clear role descriptions

- Offer guidance and supervision
- Ensure safe working conditions
- Recognize volunteer contributions

This mutual accountability strengthens the effectiveness of volunteer engagement.

11. VOLUNTEER MANAGEMENT STRUCTURE

This section explains how volunteer management is formally integrated into TUFA’s governance and operational systems, ensuring that volunteers are not managed informally but are supported through clear leadership, coordination, and accountability mechanisms.

- **CEO – Strategic leadership:**

Provides overall direction and ensures that volunteer engagement aligns with TUFA’s vision, mission, and strategic priorities, including partnerships and institutional growth.

- **Directors – Program oversight:**

Oversee the integration of volunteers within specific programs or thematic areas, ensuring that volunteer contributions are relevant, effective, and aligned with program objectives.

- **HR/Volunteer Coordinator - Daily coordination:**

Manages the day-to-day aspects of volunteer engagement, including recruitment processes, onboarding, communication, record-keeping, and general support to ensure smooth operations.

- **Supervisors – Technical support:**

Provide direct guidance to volunteers on assigned tasks, monitor performance, offer feedback, and ensure quality delivery of outputs within specific assignments or projects.

12. ONBOARDING AND ORIENTATION

All volunteers undergo structured onboarding, which includes:

- Introduction to TUFA’s mission and programs

- Explanation of roles and expectations
- Safeguarding and ethical conduct briefing
- Familiarization with systems and tools

This ensures volunteers are prepared and confident in their roles.

13. WORKING MODALITIES

TUFA allows volunteers to choose how and where they contribute, depending on their situation, skills, and availability.

- Remote (online): One can volunteer from anywhere by working virtually such as supporting research, communications, data work, or coordination tasks using digital tools. This is ideal if you are not physically near project locations.
- Field-based (community engagement): One will work directly in communities, participating in activities like trainings, outreach, or project implementation on the ground. This suits those who are available to be physically present.
- Hybrid: A combination of both remote and field work, allowing flexibility to contribute online while also engaging in selected in-person activities.

In terms of time commitment, TUFA understands that volunteers have different schedules. Therefore, you are expected to contribute between 5 to 20 hours per week, depending on your role and how much time you can realistically offer. This flexibility ensures you can balance volunteering with your other responsibilities while still making a meaningful contribution.

14. CODE OF CONDUCT

Volunteers must:

14.1 Act with integrity and professionalism:

Always be honest, responsible, and committed to delivering your tasks to a high standard. This means meeting deadlines, communicating clearly, and behaving in a manner that reflects seriousness and respect for your role.

14.2 Avoid conflicts of interest:

Do not engage in activities or decisions where your personal interests (financial, social, or otherwise) could influence or compromise your responsibilities at TUFA. If such a situation arises, it should be disclosed immediately.

14.3 Respect local cultures and norms:

Show sensitivity and respect for the traditions, beliefs, and practices of the communities you work with. This includes appropriate language, dress, and behavior in different cultural settings.

14.4 Maintain confidentiality:

Protect any sensitive or private information you access during your volunteering, including personal data of beneficiaries, internal documents, and organizational information. Do not share such information without permission.

14.5 Represent TUFA positively:

Your actions and communication both online and offline should reflect well on TUFA. This includes being respectful, responsible, and aligned with the organization's values when interacting with others.

15. SAFEGUARDING AND PROTECTION

TUFA enforces strict safeguarding standards to protect:

- Children
- Vulnerable populations
- Communities

All volunteers must adhere to safeguarding policies and report any concerns immediately.

16. HEALTH, SAFETY AND SECURITY

This section explains how TUFA protects the well-being of volunteers and what is expected from you to ensure a safe working environment.

16.1 Safe working environments:

TUFA is committed to providing conditions that minimize risks to your health and safety. This includes ensuring that workspaces whether offices, field sites, or virtual setups are organized, secure, and suitable for the tasks you are assigned.

16.2 Risk assessments for field activities:

Before any fieldwork or community engagement, TUFA evaluates potential risks such as travel safety, environmental conditions, or community related factors. This helps in planning appropriate measures to prevent harm and ensure that activities are conducted safely.

16.3 Safety guidance for volunteers:

TUFA provides instructions, briefings, or guidelines on how to stay safe during your work. This may include advice on travel, communication, use of equipment, or how to handle emergencies in different working environments.

16.4 Volunteer responsibility (following protocols and reporting incidents):

As a volunteer, you are expected to follow all provided safety instructions and procedures at all times. If you experience or observe any accident, risk, or unsafe situation, you must report it immediately so that appropriate action can be taken.

17. SUPPORT AND SUPERVISION

Each volunteer is assigned a supervisor who provides:

- Technical guidance
- Regular feedback
- Performance support

This ensures quality output and professional growth.

18. VOLUNTEER BENEFITS AND RECOGNITION

Although volunteering is unpaid, TUFA may provide the following non-financial benefits depending on performance, engagement level, role requirements, and available resources:

- **Certificates of service:**

May be issued upon successful completion of agreed tasks or duration of service, subject to meeting performance expectations.

- **Recommendation letters:**

Can be provided based on demonstrated commitment, professionalism, and meaningful contribution during the volunteering period.

- **Training and capacity building:**

Offered where relevant to the role and when resources or program opportunities allow.

- **Networking opportunities:**

May arise through participation in projects, events, or collaborations, depending on the nature of the assignment.

- **Leadership exposure:**

Provided in situations where volunteers take initiative, show strong capability, or are involved in coordination roles.

These benefits are not guaranteed entitlements but are provided where applicable to support volunteers' personal and professional growth.

19. ALLOWANCES AND COSTS

19.1 Core Principle: Volunteering is Unpaid

Volunteering at TUFA is fundamentally a **non-remunerated engagement**. Volunteers do not receive salaries, wages, or employment-related financial benefits.

This distinction is essential to:

- Maintain the integrity of volunteerism

- Comply with legal definitions under Tanzanian and international frameworks
- Ensure fairness and transparency in engagement

19.2 Allowances and Stipends (Where Applicable)

While volunteering is unpaid, TUFA may provide limited allowances or stipends under specific conditions:

- Allowances are not entitlements and are not guaranteed
- They are provided only where resources allow and when approved
- They must align with:
 - TUFA internal policies
 - Project budgets
 - Donor regulations (if applicable)
 - Organizational procedures and financial guidelines

Examples may include:

- Transport facilitation for fieldwork
- Communication support for remote roles
- Modest subsistence support for intensive assignments

All allowances must:

- Be formally approved
- Be documented
- Follow financial accountability procedures

19.3 Reimbursement of Approved Expenses

Volunteers may be reimbursed for actual, necessary, and pre-approved expenses incurred during their service.

Eligible expenses may include:

- Transport costs for official duties
- Accommodation (for authorized assignments)

- Communication expenses
- Materials required for assigned tasks

Conditions:

- Expenses must be pre-approved by TUFA
- Supporting documentation (receipts, invoices) must be provided
- Reimbursements must follow TUFA financial procedures

19.4 Financial Transparency and Compliance

All financial support related to volunteers must:

- Be transparent and accountable
- Be recorded in TUFA financial systems
- Comply with donor and legal requirements

19.5 Important Clarification

Provision of allowances or reimbursements:

- Does not constitute employment
- Does not create contractual salary obligations
- Does not entitle volunteers to employee benefits

19.6 Rationale

This approach ensures:

- Sustainability of volunteer programs
- Equity among volunteers
- Compliance with NGO operational standards
- Clear distinction between volunteers and staff

20. PERFORMANCE MANAGEMENT

Volunteers at TUFA are supported with clear structure to help them contribute effectively and grow in their roles:

20.1 Defined deliverables:

Each volunteer is given specific tasks and expected results so they clearly understand what they are responsible for achieving.

20.2 Regular performance reviews:

Progress is checked periodically to ensure activities are on track and aligned with TUFA's goals.

20.3 Constructive feedback:

Volunteers receive supportive guidance on what they are doing well and where they can improve to strengthen their performance.

21. GRIEVANCE AND DISCIPLINARY PROCEDURES

This section ensures that volunteers have a safe and fair system to raise concerns and that any issues are handled responsibly:

- **Reporting grievances confidentially:**

Volunteers can raise concerns, complaints, or misunderstandings in a secure and private way without fear of retaliation.

- **Fair resolution processes:**

TUFA reviews and addresses issues objectively, ensuring that all parties are heard and that decisions are made transparently and justly.

- **Disciplinary measures (warnings, suspension, termination):**

If a volunteer violates policies or standards, appropriate action may be taken depending on the seriousness of the issue, ranging from a warning to ending the engagement.

22. TERMINATION OF ENGAGEMENT

This section outlines the circumstances under which a volunteer's engagement with TUFA may formally come to an end, ensuring clarity and transparency for both parties:

22.1 Completion of assignment:

The engagement concludes automatically once the agreed scope of work, deliverables, or timeframe has been successfully fulfilled.

22.2 Mutual agreement:

The engagement may be ended at any time through a joint decision between the volunteer and TUFA, based on availability, changing circumstances, or evolving priorities.

22.3 Misconduct:

TUFA reserves the right to terminate the engagement if a volunteer breaches organizational policies, code of conduct, or ethical standards.

22.4 Organizational changes:

Engagement may be discontinued due to internal adjustments such as program restructuring, funding limitations, or shifting organizational priorities.

23. DATA PROTECTION AND CONFIDENTIALITY

This section establishes the obligation of volunteers to handle all information with care, integrity, and in line with applicable data protection standards:

23.1 Protect sensitive information:

Volunteers are required to safeguard all confidential or sensitive information accessed during their engagement, including personal data of beneficiaries, staff, partners, and any internal organizational information, and must not disclose such information without proper authorization.

23.2 Use data responsibly:

Any data accessed or generated in the course of volunteering must be used solely for authorized TUFA-related purposes, handled accurately, and stored or shared only through approved channels.

23.3 Comply with data protection standards:

Volunteers must adhere to applicable data protection laws, organizational policies, and recognized best practices, including principles of confidentiality, integrity, and secure handling of information.

24. DIVERSITY, EQUITY AND INCLUSION (DEI)

This section affirms TUFA's commitment to promoting an inclusive and respectful environment where all individuals are treated fairly and with dignity:

24.1 Equal opportunity:

TUFA ensures that all volunteers have fair and unbiased access to opportunities, responsibilities, and participation, regardless of background or personal characteristics.

24.2 Gender equality:

TUFA promotes balanced participation and equal treatment of all genders, ensuring that no individual is disadvantaged or excluded on the basis of gender.

24.3 Disability inclusion:

Subject to available resources and operational capacity, TUFA is committed to progressively promoting an accessible and supportive environment that enables persons with disabilities to participate fully and meaningfully in volunteer activities.

24.4 Cultural respect:

Volunteers are expected to value and respect diverse cultural backgrounds, traditions, and perspectives, promoting mutual understanding and inclusive engagement.

25. INTERNATIONAL VOLUNTEERS

TUFA welcomes international volunteers who are motivated by passion, commitment, and a genuine desire to contribute to inclusive development. As a growing organization with evolving operational capacity, TUFA promotes flexible and primarily remote volunteering arrangements, while remaining open to individuals who wish to support on-site activities at their own initiative and cost.

International volunteers are expected to adhere to the following:

25.1 Legal compliance:

Volunteers must obtain and maintain appropriate visas, permits, and documentation in accordance with the immigration laws of Tanzania.

TUFA may provide supporting documentation where applicable; however, full responsibility for compliance rests with the volunteer.

25.2 Self-facilitation:

Unless explicitly agreed otherwise, international volunteers are expected to independently cover costs related to travel, accommodation, insurance, and personal upkeep, in line with TUFA's non-remunerative volunteering framework.

25.3 Working modalities:

Given current resource considerations, most international volunteer engagements are conducted remotely. However, TUFA remains open to facilitating field-based or hybrid engagement for volunteers who are able to support their participation independently and in alignment with organizational priorities.

25.4 Cultural respect and integration:

Volunteers must demonstrate respect for local customs, values, and social norms, and engage with communities in a culturally sensitive and inclusive manner.

25.5 Coordination and accountability:

All volunteer activities must be undertaken through TUFA's established structures, including supervision, reporting, and alignment with program objectives to ensure quality, safeguarding, and impact.

25.6 Health, safety, and preparedness:

Volunteers are responsible for ensuring appropriate health insurance, medical preparedness, and adherence to safety guidance relevant to their engagement context.

25.7 Contribution and collaboration:

TUFA values volunteers who bring a "working heart"—those who are proactive, collaborative, and committed to adding value through knowledge sharing, capacity strengthening, and responsible engagement with local teams.

26. MONITORING AND EVALUATION

This section outlines TUFA's approach to assessing the effectiveness and value of volunteer engagement, ensuring continuous improvement and accountability:

26.1 Volunteer contributions:

TUFA systematically tracks the inputs and outputs of volunteers, including tasks completed, deliverables achieved, and overall engagement, to ensure alignment with assigned roles and organizational objectives.

26.2 Program impact:

The organization evaluates how volunteer efforts contribute to broader program outcomes, including benefits to communities, project performance, and achievement of strategic goals.

26.3 Learning and improvement:

TUFA uses insights gained from volunteer experiences, feedback, and performance data to strengthen future programming, enhance volunteer management practices, and promote continuous organizational learning.

27. POLICY REVIEW

This policy shall be reviewed every **three (3) years** or as necessary.

ANNEXES

The following annexes provide standardized tools and templates to support the effective implementation of this policy. Their application may be adapted based on TUFA's operational capacity, program needs, and stage of organizational development, and may be shared or utilized accordingly:

- Annex 1: Volunteer Application Form
- Annex 2: Volunteer Agreement
- Annex 3: Code of Conduct Declaration
- Annex 4: Confidentiality Agreement
- Annex 5: Role Description Template
- Annex 6: Onboarding Checklist
- Annex 7: Work Plan Template
- Annex 8: Timesheet
- Annex 9: Performance Review Form
- Annex 10: Feedback Form
- Annex 11: Safeguarding Declaration
- Annex 12: Incident Reporting Form
- Annex 13: Risk Assessment Template
- Annex 14: Expense Claim Form
- Annex 15: Allowance Approval Form
- Annex 16: Grievance Form
- Annex 17: Disciplinary Record
- Annex 18: Exit Form
- Annex 19: Exit Interview Form
- Annex 20: Certificate Template
- Annex 21: Recommendation Letter Template
- Annex 22: International Volunteer Form
- Annex 23: Financial Responsibility Declaration

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