

Hong Kong Red Cross Volunteering Policy

Introduction

The purpose of this policy is to guide volunteering in the Hong Kong Red Cross (the “HKRC”). “Voluntary Service” is one of the seven Fundamental Principles of the International Red Cross and Red Crescent Movement (the “Movement”) which is a voluntary humanitarian movement not prompted in any manner by desire for gain.

Volunteering is at the heart of community building and it also contributes to sustainable human resources development of the Movement. The HKRC is trusted to serve the community and volunteering is the essential foundation.

The HKRC welcomes people who are motivated by free will, and not by a desire for material or financial gain, or by external social, economic or political pressure, to serve voluntarily for protecting human life, caring for the vulnerable and respecting human dignity.

香港紅十字會 義工參與政策

引言

本政策的目的是為香港紅十字會（下稱「本會」）義工參與志願服務提供指引。「志願服務」是國際紅十字與紅新月運動（下稱「本運動」）的七項基本原則之一，表明本運動是志願人道運動，絕不期望以任何方式得到好處。

志願服務是建設社區的核心，並為本運動帶來可持續的人力資源發展。本會深受社會各界信任及支持，志願服務正是其中重要的基石。

本會歡迎任何人士按自己的意願參與志願服務，不求物質或金錢回報，不受壓於外在社會、經濟或政治因素，本著人道理念精神，竭力保護生命、關懷傷困、維護尊嚴。

Definition of Volunteers

A HKRC volunteer is a person who carries out volunteering activities on behalf of the HKRC or for the HKRC, occasionally or regularly, for a more humane and peaceful local community and the world by delivering services to vulnerable people or contributing to organizational development of the HKRC through governing and leading the organization.

Promotion of the Culture of Volunteering

The HKRC recognizes the value of a diverse volunteer workforce, actively recruits volunteers, irrespective of race, ethnicity, gender, sexual orientation, religious belief, disability or age. We remove physical, economic, social and cultural barriers to participation, and recruit volunteers based on their potential.

HKRC explores existing and new forms of volunteering by developing modalities of work adapted to the changing environments, technology and socio cultural expressions of volunteering in Hong Kong. Volunteers are encouraged to provide and explore voluntary services in response to community needs in accordance with HKRC's strategic plans and Service Development Policy, to participate in decision-making, in designing and improving the work in which they are involved in order to prevent and reduce human sufferings and to promote humanity.

義工的定義

香港紅十字會義工指任何偶爾或恆常代表本會或為本會提供志願服務的人士，他們會透過向弱勢社群提供服務，參與機構管治或帶領機構發展，共建人道及和平的社會。

推動義工參與文化

本會重視多元背景的義工團隊，不分種族、族群、性別、性取向、宗教信仰、身體殘障或年齡，積極招募義工參與。我們致力消除可能因身體、經濟、社會及文化等阻礙義工參與的因素，鼓勵義工發揮潛能。

因應瞬息萬變的環境、科技發展，以及社會文化對參與志願服務的影響，本會不斷檢視現行及探索創新的志願服務模式。我們鼓勵義工按本會「策略發展計劃」與「服務發展政策」框架，一起參與和探索回應社會需要的志願服務，透過參與決策、設計和改善服務，防止及減輕人類疾苦，並宣揚人道精神。

Volunteer Rights and Responsibilities

HKRC provides volunteers with written guidance and rules that set out the rights and responsibilities of both the HKRC and its volunteers and ensures that our volunteers are properly prepared to carry out their work, by providing them with relevant and timely information, training and equipment, feedback on their performance, as well as appropriately assessed safety and security measures. HKRC insures our volunteers against accidents, and provide them with appropriate psychosocial support when required.

HKRC provides volunteers with access to accredited learning and personal development opportunities so as to help them to better undertake their agreed tasks or roles, as well as to motivate them to grow their skills and capacity and undertake future roles within the HKRC and the Movement.

HKRC volunteers are expected to act, at all times in accordance with the Fundamental Principles of the Movement, to support and act in accordance with the policies, practices, procedures and management decisions of the HKRC, and to respect the regulations on the use of the emblem, and prevent its misuse. They are expected to strive for the highest standards of quality in the services that they deliver, fulfil their duties without discrimination, responding to the needs of vulnerable people in a compassionate and respectful manner, and respect the confidentiality of those whom they assist.

義工的權利與責任

本會為義工提供書面指引和規則，闡明本會及義工之權利和責任。我們為義工提供相關和適時的資訊、培訓和設備，對服務表現提供回饋，進行安全評估並採取適當的保障措施，確保義工有充足準備提供服務。本會亦為義工購買意外保險，並於有需要時提供適切的心理支援。

為了幫助義工能更好地履行指派的工作或角色，本會為義工提供認可培訓及個人發展機會，並會推動義工提升個人技能及能力，長遠於本會及本運動擔當不同崗位。

我們期望義工在任何時候皆按照本運動的七項基本原則行事，支持並按本會的政策、常規、程序及行政決策行事，尊重有關使用紅十字標誌的規定及防止其被誤用。我們期望義工竭力提供最優質的服務，履行職責時不作任何歧視，富有同情心及以尊重的態度去回應弱勢社群的需要，並尊重受助者的私隱。

Recognition to Volunteers and their Achievements

HKRC recognizes that volunteers have a significant stake in the HKRC and will take formal and informal opportunities to appreciate, individually or collectively, the work of volunteers and its impacts.

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嘉許義工貢獻

香港紅十字會肯定義工是本會的重要支柱，會透過各種正式及非正式的途徑嘉許和表揚個人或團隊的志願服務及其成果。

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