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| **Title：** | **Volunteer Recruitment and Management Operations of the Hakka Affairs Commission, Taipei City Government** |
| **Date：** | - |
| **Amendment：** | - |
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| **VOLUNTEER RECRUITMENT AND MANAGEMENT OPERATIONS** |
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| Article 1 | Purpose of the Operation: To encourage people to participate in Hakka cultural affairs, to help promote Hakka cultural activities, to ensure that Voluntary Service work can be effective to make good use of the social resources and to enhance the quality of Hakka culture. |
| Article 2 | Basis of the Operation: In accordance with the "Voluntary Service Act Compilation" and the "Regulations for the Taipei City Government’s Promotion of Voluntary Service Implementation Guidelines". |
| Article 3 | Operating Unit: Group I. |
| Article 4 | Operating Time: Frequent handling. |
| Article 5 | 1. Public volunteer recruitment method, conditions of participation and person to contact for registration.
2. Formulation of volunteer training, service matters, rights and obligations plus incentives.
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| Article 6 | Recruitment Method1. Volunteer recruitment:
2. Method: The request is made by the Voluntary Service Team or Case Handling Officer, as follows:
3. Cooperate with the city government's centralized recruitment.
4. Introduction by volunteers or colleagues.
5. Fill in the “Volunteer Service Team Application Resume” as shown in Annexure 1 and submit it to the Team Leader and the Case Handling Officer for review. And also fill in the “New Volunteer Interview Records Form” in Annexure 2 to be employed in the event your application is approved.
6. New volunteers shall participate in the orientation training according to the “Personnel Training Management Procedures” and follow the Team Leader’s arrangement, undergo apprenticeship under each Cadre for two times, and then the “Volunteer Service Certificate” will be issued. Later on, after receiving basic and special training, the Volunteer Service Record Booklet (Certificate) will be issued.
7. Qualifications: Anyone with the ROC nationality, with sound physical and mental health, imbued with Hakka people's mentality, having feelings and wishing to volunteer to serve seniors (under 80 years old) of Hakka descent.
8. Registration: You can register with the Coordinator of The HAC's Group I (Tel: 27026141-213) or with the Volunteer Service Team.
9. The HAC recruits volunteers, who have completed the volunteer education training, have obtained the volunteer qualification and have been issued the Voluntary Service Certificate and Voluntary Service Record Booklet.
10. The Volunteer Service Team is divided into 3 groups, the Hakka Cultural Hall, the Hakka Art and Culture Center, and the North District Hakka Cultural Hall. It is organized as follows:
11. By assigning a Team Leader, who will be responsible for the coordination of the teamwork, acting as the Case Handling Officer, convening and presiding the meetings.
12. By assigning a Deputy Team Leader, who will assist the Team Leader in handling the work of the team and act as the Team Leader’s representative. And a Team Captain and an Administrative Assistant shall be appointed for each of the two Halls and one Center mentioned above.
13. The Team Leader, the Deputy Team Leader and the Team Captains are proposed and elected by the team members for a period of one year and are eligible for re-election. However, the Team Leader is limited to one re-election only. The Administrative Assistants are selected and appointed by the Team Leader.
14. Training of volunteers:Volunteers shall take part in the volunteer training courses offered once annually by this HAC and can also participate in the Volunteer Education Training Course sponsored by The City Government Department of Social Welfare or other voluntary service organizations and groups. The participating volunteers shall apply to the HAC to login the activity in their “Voluntary Service Record Booklet (Certificate)”.
15. Volunteer activities: The annual volunteer activity project shall include the following three items:
16. Volunteer Cadres Meeting.
17. Volunteer (Praise) Meeting.
18. Group activity. (According to the practical needs of each Hall and Center, events or meetings will be decided and held by each Team Captain)
19. Volunteer Service
20. Volunteers are engaged as guest tour guides, consultation, reception, etc. in the HAC’s Hall and Center and the volunteer team follows shift arrangement.
21. When the units of this HAC or other departments of the Taipei City Government organize their various activities and if, in need, they may give an Administrative Procedure Notification to Group I and request the Volunteer Team Leader to dispatch volunteer support.
22. There are volunteers with specific expertise or interest. The Volunteer Service Team shall classify the volunteers, compile the registration and create a file to facilitate the dispatch of support service in future.
23. Volunteer Meeting: The HAC’s Group I shall be responsible to convene the meetings-
24. The Volunteer Service Team will hold at least one team affairs meeting every year. At the beginning of or at the end of the year (December or January), a volunteer meeting will be held once and the outstanding volunteers in the previous year or the current year will be commended; if necessary, a special meeting will be held.
25. The HAC will hold, at least, one symposium for volunteer cadres every quarter. (In principle, the HAC will hold one in March, June, September, and November of each year)
26. Regulations of Rewards:
27. Those who have served the HAC for one year with more than 200 hours of service shall receive a "Blue-Shirt" Grade commemorative badge in addition to a certificate of appreciation.
28. Those who have served the HAC for two years with more than 400 hours of service shall receive a "Red-Shirt" Grade commemorative badge in addition to a certificate of appreciation.
29. Those who have served the HAC for three years with more than 600 hours of service shall receive a "Gold-Shirt" Grade III commemorative badge in addition to a certificate of appreciation.
30. Those who have served the HAC with more than 1,500 hours of service shall receive a "Gold-Shirt" Grade II commemorative badge in addition to a certificate of appreciation.
31. Those who have served the HAC with more than 3,000 hours of service shall receive a "Gold-Shirt" Grade I commemorative badge in addition to a certificate of appreciation.
32. A volunteer who has served for more than three years and accumulated more than 300 hours of service may submit documentary identification to the local competent authority to apply for the issue of a Voluntary Service Honor Card. Volunteers, who are holders of the Volunteer Service Honor Card, shall have free access to fee-collection public scenic spots, unreserved recreational venues, cultural and educational facilities in accordance with the Voluntary Service Act.
33. The volunteers who have won the Blue Shirts, Red Shirts, Gold Shirts Badge and Volunteer Service Honor Card awards shall be publicly commended by the Voluntary Service Team at the team meetings and will be given priority to participate in group research or learning at relevant organizations or for commendation.
34. Volunteer work engaged in administrative affairs: At the end of each year, the cadres of the Volunteer Service Team and the Case Handling Officer will jointly draft the annual activity plan of volunteer work and submit it for approval. After a review of its budget and its adoption by the Council, it is then implemented.
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| Article 7 | Operational considerations1. Since the qualities of volunteers are uneven, attention must be paid to the duty service desk for not wearing the volunteer waistcoat, or even for those who do not show a good attitude and lack enthusiasm, these may affect our reputation.
2. When the duty service desk is late for work without informing in advance and privately asking someone to replace without informing the superiors.
3. Volunteer review and assessment work are not easy to implement and impartial due to time and environmental factors.
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| Article 8 | 1. “Volunteer Service Team Application Resume” (Annexure 1).
2. “New Volunteer Interview Records Form" (Annexure 2).
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| Article 9 | Operation Flow Chart |

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