

# SOP Template: Staff and Volunteer Assignment and Briefing Procedures

This SOP details **staff and volunteer assignment and briefing procedures**, covering the systematic allocation of roles, clear communication of responsibilities, orientation processes, pre-shift briefings, safety instructions, and performance expectations. The procedure ensures that every team member is well-informed, prepared, and aligned with organizational goals to maintain smooth operations and a safe work environment.

## 1. Purpose

To establish a standardized process for assigning roles to staff and volunteers and ensuring that each individual receives proper briefing and instructions for their tasks.

## 2. Scope

This procedure applies to all staff and volunteers scheduled to work for the organization, including full-time, part-time, event-based, or ad hoc roles.

## 3. Responsibilities

- **Supervisors/Managers:** Oversee role assignment, briefing, and ensure compliance.
- **HR/Volunteer Coordinator:** Facilitate orientation and maintain records.
- **All Staff and Volunteers:** Participate actively in briefings and clarify any doubts before the shift begins.

## 4. Procedure

1. **Preparation and Scheduling**
  - Identify staffing needs based on operational requirements.
  - Create schedules and assign shifts/roles using the organization's agreed system (e.g., roster software, spreadsheets).
2. **Notification of Assignment**
  - Inform staff and volunteers of their assignments at least 24 hours before the shift.
  - Include details such as role description, reporting time, location, uniform or dress code, and supervisor contact.
3. **Pre-Shift Orientation/Briefing**
  - Conduct a pre-shift briefing session at the start of each shift or event.
  - Review objectives, expectations, key tasks, and specific roles.
  - Highlight performance standards and criteria for evaluating success.
4. **Communication of Safety Instructions**
  - Remind all team members of relevant safety protocols, emergency exits, and available first aid resources.
  - Confirm understanding through a verbal check or acknowledgment.
5. **Clarification and Q&A**
  - Allow staff/volunteers to ask questions or seek clarifications about assignments and procedures.
6. **Documentation**
  - Record attendance, role assignments, and briefing notes for compliance and future reference.
7. **Monitoring and Feedback**
  - Supervisors to monitor performance throughout the shift and provide real-time feedback where necessary.

## 5. Performance Expectations

- Punctuality and readiness at the assigned place and time.
- Professional behavior and cooperation.
- Compliance with safety and operational guidelines.
- Completion of assigned tasks to standard.
- Open communication with supervisors and team members.

## 6. Safety and Emergency Protocols

- Follow all organizational health and safety guidelines.
- Report hazards or incidents immediately to supervisors.
- Participate in safety briefings and emergency drills, where applicable.

## **7. Review and Revision**

- The SOP will be reviewed annually or as required following incidents, feedback, or operational changes.
- Updates are to be approved by the designated authority and communicated to all relevant personnel.

## **8. References**

- Organization Employee/Volunteer Handbook
- Health & Safety Policy
- Relevant labor and volunteer regulations