

# SOP: Staff and Volunteer Assignment and Supervision

This SOP details the **staff and volunteer assignment and supervision** process, covering the selection, role assignment, training, monitoring, and evaluation of personnel. It aims to ensure effective task distribution, clear communication, ongoing support, and accountability to maintain productivity, safety, and a positive working environment within the organization.

## 1. Purpose

To define standardized procedures for the assignment and supervision of staff and volunteers, ensuring efficiency, safety, accountability, and a supportive work environment.

## 2. Scope

This SOP applies to all employees, managers, supervisors, and volunteers within the organization.

## 3. Responsibilities

Role	Responsibilities
Human Resources / Volunteer Coordinator	<ul style="list-style-type: none"><li>Oversee recruitment and selection</li><li>Assign roles based on skills and organizational needs</li><li>Organize onboarding and training</li></ul>
Supervisors/Managers	<ul style="list-style-type: none"><li>Monitor staff and volunteer performance</li><li>Provide guidance, support, and feedback</li><li>Conduct evaluations</li></ul>
Staff and Volunteers	<ul style="list-style-type: none"><li>Carry out assigned duties</li><li>Participate in training and feedback sessions</li><li>Comply with organizational policies</li></ul>

## 4. Procedure

### 1. Selection and Recruitment

- Announce open positions (internal/external channels)
- Screen applications and conduct interviews
- Select candidates based on qualifications and organizational needs

### 2. Assignment of Roles

- Match roles/tasks to skills, interests, and experiences
- Communicate assignments clearly in writing
- Provide detailed job/role descriptions

### 3. Onboarding and Training

- Provide comprehensive orientation covering organizational policies, procedures, and expectations
- Train staff/volunteers on specific duties and relevant safety practices

### 4. Supervision and Monitoring

- Assign supervisors or points of contact
- Maintain regular check-ins (meetings, reports, feedback sessions)
- Offer ongoing guidance and address issues promptly

### 5. Evaluation

- Conduct periodic performance evaluations
- Provide constructive feedback and recognize achievements
- Document strengths, opportunities for improvement, and action plans

## 5. Documentation

- Maintain personnel files containing application materials, role descriptions, training records, and evaluation forms
- Keep records of supervision and feedback sessions

## 6. Review and Continuous Improvement

- Review this SOP annually or as organizational needs evolve
- Incorporate feedback from staff and volunteers into future procedures

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