



# Volunteers Welcome Handbook

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## Letter from the CEO

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Welcome and **THANK YOU** for choosing to volunteer with Giving Hope Foundation!

GHF offers several types of opportunities for volunteers. In this packet you will find all the information you need to learn about what it means to volunteer with us, available opportunities and the resources you will need to get started.

We hope your volunteer experience provides an opportunity to develop leadership skills, network with colleagues and promote personal and professional growth. This volunteer manual has been prepared as a resource for you. It is intended to be a convenient summary of information about GHF and an overview of policies and procedures.

We hope your association with GHF is a valuable experience. Your role is important and provides the potential to be as significant as you choose to make it. We look forward to your contributions.

In Service,  
Nolbert Muhumuza, Founder/CEO

## Section 1 | Introduction

### GHF Overview

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**History:** Giving Hope Foundation (GHF) is an organization that is registered in Uganda that aims at ensuring sustainable development for unprivileged rural communities by building a strong socioeconomic and healthy environment for their well-being.

Our work started as a community restoration project that was working with vulnerable boys in Makerere West (Kikoni area) in 2009. We have since evolved to

focus our work in Hoima, where we work very closely with unprivileged smallholder farmers. These form the basis of all our programming.

GHF is a member of Latek Stay Alliance Uganda (LATSAU), MenEngage Network, a founding member of the African Liver Patients Association (ALPA), World Hepatitis Alliance (WHA), and the African Alliance for Maternal Mental Health (AAMMH). We have working relationships with the Rotary Club of Kampala Wandegaya, and the 2-4 Life Project.

**Mission:** our mission is to build thriving grassroots communities where economic prosperity, environmental sustainability and emotional well-being are balanced to the long term benefit of all.

**Vision:** Empowered unprivileged communities with supportive environments.

### **Goals & Values**

Our goal is to provide a holistic transformation of unprivileged communities. We achieve this through building capacity, bridging information and technology gaps and developing partnerships in order to empower unprivileged smallholder farmers in rural communities to take action into moving themselves out of poverty.

Our values are represented in the word [CHIFE](#):

- **Creativity:** we encourage a safe and supportive space for experimentation and innovation to solve problems
- **Humility:** we show compassion and endeavor to understand, respect and value every individual
- **Integrity:** we do what we say
- **Fairness:** we promote equality and mutual respect; working towards relationships that are inclusive, trusting and participatory
- **Fun:** we value the enjoyment in creating friendly and productive working environments

### **As a volunteer you can expect GHF staff members to:**

- Actively seek and encourage participation of volunteers in all areas of the organization.
- Share strategic and business plans and on-going schedules to inform volunteers and staff and focus their efforts.
- Respond to all inquiries from prospective volunteers in a timely manner to facilitate their orientation and scheduling.
- Match volunteers with tasks that meet their interests and skills.
- Foster personal growth among volunteers by providing appropriate supervision, training, and opportunities to participate in programs.

- Give volunteers meaningful work and abundant thanks, directly and frequently.
- Consider all volunteer requests, suggestions, and concerns in a respectful and timely manner.
- Work together to continually renew and reinforce our mutual commitment to the mission of GHF.
- Not tolerate discrimination of any kind.
- Encourage all supervisors, and volunteers to exercise creative problem solving.
- Communicate effective and efficient corrective action to resolve service issues and ensure beneficial results.
- Provide consistent leadership and competent on-the-job training.
- Maintain an open-door policy that encourages interaction and discussion.
- Support positive team attitude to ensure continued growth and prosperity.
- Offer exceptional customer service with compassion.

## Section 2 |

### Volunteer Overview

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GHF operates with more volunteers than staff members. Therefore, volunteers are held to a high standard and utmost importance. Volunteers carry out many tasks for the organization to make our mission possible.

GHF's team of volunteers do anything from behind the scenes work, helping staff members with administrative tasks, supporting our agricultural supplies store, meeting with and supporting farmer groups, serving on the board of the board of directors and more.

Because volunteers represent such a large portion of our services to our community, it is important that volunteers know the expectations. To assure the positive reputation of these programs and the safety of the vulnerable population, volunteers are expected to adhere to professional standards and organizational policy and procedures.

### Volunteer rights

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As a volunteer you have the right to:

- Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
- Receive training and supervision for the tasks accepted.

- Be treated as a fellow team member who contributes to GHF goals through your volunteer work.
- Make suggestions about your assignment and be acknowledged by staff.
- Expect that GHF will be a good steward of your time.
- Be given appropriate expressions of appreciation and recognition.
- Be trusted with confidential information if needed to help carry our assignments.
- Receive a reimbursement for your personal expenses
- Be treated with a spirit of friendliness and cooperation so that GHF will continue to be known as a “great place to volunteer.”
- A safe and inviting environment to work in that is free of harassment and discrimination.

## Volunteer Requirements

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- Be aware that we might require you to check your Criminal Background
- Wear a GHF Volunteer T-shirt. New volunteers will receive one free shirt at the time of boarding. Any additional shirts may be ordered.
- Commitment to volunteer at least once a week for no less than 2 hours. If you are on a committee, special event planning group, or a substitute volunteer hours and commitment requirements will vary.
- Keep organizational change or decisions confidential and not discuss GHF related business negatively. Any concerns about organizational decisions or change may be brought to the attention of your Supervisor.
- Attend all required meetings and trainings.
- Give at least one week’s notice of planned absence.
- You must be willing to give GHF permission to use your image, likeness, voice and/or words in any form to promote activities of GHF.

## Volunteer Responsibilities

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As a volunteer, you will have some very important responsibilities that you must understand. These responsibilities include:

- Abstaining from the use of alcohol and/or illegal drugs and to NOT be under the influence of either throughout the course of any event or activity.
- abstaining from all tobacco use during GHF events in all sites related to your participation.
- Dressing and behaving at all times in a manner that will be a credit to GHF!
- Reporting all emergencies to the appropriate authorities after immediate action is taken to ensure the health and safety of participants.

## Volunteer Safety

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You may find yourself working in an environment of contagious disease and you must be willing to protect yourself and others with appropriate precautions and procedures. You are asked to report any unsafe conditions to your supervisor. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your supervisor.

## Volunteer Attendance

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GHF relies on scheduled volunteers to carry out vital services. It is pertinent that we receive adequate notice of an absence. Attendance issues may be cause for dismissal. If a volunteer misses 3 scheduled days without explanation or prior contact, a meeting will be conducted with the supervisor to discuss. Continued absences will be cause for reassignment to a different role or dismissal.

## Volunteer Dismissal

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If it is necessary to dismiss a volunteer the following procedure will be followed, unless there is cause for immediate dismissal due to gross misconduct.

- **Informal Meeting:** Breach of policy or procedure will constitute the need for an informal meeting. Most problems can be resolved by informal discussions or counselling, which often prevents the need for any further action. This may include mediation or additional training or support for the volunteer. An informal meeting would not be recorded. If the problem cannot be resolved informally with a volunteer, it might then be appropriate to invoke a disciplinary policy and procedure. Informal meetings are documented for reference purposes.
- **Formal Verbal Warning:** A formal verbal warning may be given to the volunteer if, despite informal discussions or training, the conductor performance still does not meet acceptable standards. The supervisor or Executive Director and/or Volunteer Coordinator will coordinate and appropriate action. A brief note of the warning will be documented in our database.
- **Written Warning.** If there is no improvement in standards within a predetermined time frame or if a further incident occurs, the volunteer should receive a letter from the supervisor requesting another meeting. A written warning will be issued to the volunteer describing the circumstances and disciplinary actions imposed. All documentation will be signed by the volunteer and the Supervisor. A copy of the written warning will be forwarded to the Volunteer Coordinator, who should be advised and kept up to date with any progress or changes.

- Final Written Warning: If the conduct or performance remains unsatisfactory by the specified date of correction, or if behavior is extreme, further disciplinary action will be administered. The supervisor and Volunteer Coordinator will meet with the volunteer to discuss additional measures. The volunteer will always have an opportunity to express concerns. Failure to improve or change behavior will result in a final written warning.
- Dismissal: If the volunteer's conduct or performance fails to improve or if issues cannot be resolved, the final action is dismissal.

## Discrimination/Harassment

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GHF is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. GHF prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate dismissal from volunteer duties.

GHF prohibits any harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females and includes harassment between individuals of both sexes and the same sex.

## Confidentiality

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GHF has an obligation to participants, volunteers, and donors to maintain their confidentiality and to respect their privacy. Every person served by GHF has the right to confidentiality. GHF volunteers should not discuss any client's personal information in any context where the person's identity may become known.

## Volunteer Restrictions

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Volunteers under the age of 18 are permitted only when accompanied by an adult and after presenting a waiver of liability form signed by a parent or legal guardian. Anyone 18 and older can volunteer to work with GHF programs. There is no maximum age for BSRI volunteers.