



OUR VOLUNTEERING POLICY

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WELCOME

Welcome to volunteering for The Umbrella of Hope Foundation.

As a volunteer, you contribute your time, energy and skills in support of our cause. We appreciate everything you do to raise funds for our projects and programmes and to be part of a team that finds solutions to global challenges like health, education and livelihoods. Thank you for your commitment to The Umbrella of Hope Foundation and our remarkable work.

Michael Dhatemwa Mawambi
Founder

1. Introduction

The Umbrella of Hope Foundation's mission is to provide access to education for children in rural areas in Uganda, help young people develop the right skills to find jobs and empower women to help transform their local communities.

It does this by:

- providing access education for underprivileged children;
- offering women and young people training to enable them to achieve economic empowerment.

1.1. Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at The Umbrella of Hope Foundation. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

VOLUNTEERING WITH US!

1.2. Our Vision and Mission for Volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for The Umbrella of Hope Foundation you will be making a positive contribution to community development. Volunteers are vital to our work.

1.3. Who is this Policy for?

Volunteers support The Umbrella of Hope Foundation by giving their time to carry out roles which have been initiated by, or agreed with, the Foundation. The volunteering relationship is based on trust and does not involve the obligations associated with employment.

No payment, other than the reimbursement of agreed expenses, is made by The Umbrella of Hope Foundation to people who give their time as volunteers.

The Umbrella of Hope Foundation is committed to involving volunteers directly within the organization to:

- Contribute to the delivery of our services
- Form our board of management
- Make sure we are responsive to the needs of our users.
- Provide different skills and perspectives.

2. Principles

2.1. The Umbrella of Hope Foundation responsibilities:

We recognise volunteers require satisfying work and personal development and will seek to help volunteers meet these needs:

- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations. **(Go to section Volunteer Recruitment)**
- To offer equal opportunities to everyone who volunteers, we endeavor to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible. **(Go to section Equal Opportunities)**
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff to support, guide and advise you. The Umbrella of Hope Foundation expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- To offer appropriate training and support for your role
- To provide information about the Foundation's research work, policies and procedures **(Go to section Induction, Training and Support)**
- To celebrate success and recognize loyalty and dedication **(Go to section Recognition and Rewards)**
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication **(Go to section The Volunteer's Voice)**
- To reimburse **agreed** out- of-pocket expenses **(Go to section Expenses)**
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer **(Go to section Health and Safety)**

2.2. Our expectations of you as a volunteer:

- To aim for high standards of efficiency, reliability and quality in your volunteering
- To work in partnership with other volunteers, staff and the general public
- To support, respect and adhere to our organizational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand
- To always consider and protect The Umbrella of Hope Foundation's good reputation in your actions and conduct
- To act responsibly and within the law
- To let your staff contact know first if you have any problems so that we can and find a solution together
- To let your staff contact know if there are changes in your personal circumstances that may affect your volunteering
- To have the best possible experience by getting involved and enjoying your volunteering

3. Volunteer Recruitment

We recruit volunteers from all sections of the community, and this will be in line with The Umbrella of Hope Foundation's Equal Opportunities Policy.

How you apply for a volunteer role

We have a range of opportunities for volunteers to get involved in (see our website <http://umbrellaofhopeuganda.org/en/get-involved/volunteering/>).

On our website you can find links to the latest volunteer roles – these are posted on volunteering online platforms including but not limited to: Volunteer The Hague, UN Online Volunteering, Sparked Micro-Volunteering. All you need to do is complete the volunteer application via the online site.

Once we receive a copy of your completed application, a member of our team will get in touch by email and/or Skype call with more information on the specific opportunity.

When we discuss the role, we can decide together which opportunity best matches your interests and time availability and also our needs. Your help will be greatly appreciated in our discussions and really will make a difference.

Volunteers in the field with The Umbrella of Hope Foundation are likely to come into contact with vulnerable people and/or be in a position of trust. They will therefore be asked to provide information about any criminal convictions via a self-disclosure form that is completed prior to starting your volunteering. Every volunteer role will undergo a risk assessment by the Executive Director and Volunteer Coordinator. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

3.1. Volunteer Agreements

Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

3.2. Induction and Training

You will be given induction and training appropriate to the specific tasks to be undertaken. You will be offered an appropriate induction including information about the volunteering environment.

There will be an induction prepared and delivered by one of our staff. This will include:

- Some information about The Umbrella of Hope Foundation our vision, mission and our future plans;
- the role of the volunteer;
- introduction to other volunteers you may be working with (if applicable)
- Copy of all the relevant policies and procedures including this volunteer policy and also our policies on Health and Safety, Equal Opportunities, Disciplinary.
- Information about training and ongoing learning opportunities

We will make volunteers aware of relevant training they can undertake and volunteers can also access free training from the Volunteers Academy <https://denhaagdoetvrijwilligersacademie.nl/> and Alison Courses <https://alison.com/>

3.2.1 Training for Volunteers (Abroad Placements - Uganda)

Volunteers that have placements abroad (in Uganda) will be given pre-departure information from the staff contact which will prepare the volunteer with information about travel checklist and visa requirements, culture, placement expectations and safety information.

3.3 Support

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the organization.

A review checking progress in line with the volunteer agreement will be made midway through the volunteering period and also at the end. This is not an assessment, it is just so that we can be sure that you benefit the most from the volunteering experience and maximize the time you are giving freely.

3.4. The Volunteer's Voice

We encourage volunteers to advise and make suggestions about our work and policies during their volunteering time. We are open to the ideas, feedback and suggestions from our Volunteers and where possible include this in our work and policies. You will also be consulted about decisions which affect you.

3.5. Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done.

- We will take opportunities in our website and Facebook page and social media, annual board meetings, and local and national press to praise the achievements of our volunteers.
- We will issue a certificate of appreciation or letter of appreciation to those who have satisfactorily fulfilled a volunteering role
- Provide on-the-job training and help you in improving skills (through online courses and access to The Volunteers Academy <https://denhaagdoetvrijwilligersacademie.nl/>).

4. Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with The Umbrella of Hope Foundation confidentiality policy.

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

5. Expenses

Volunteers may request **in advance** reimbursement of reasonable out- of-pocket expenses, such as travel costs and, if devoting a full day to the Foundation (pre-agreed event or meetings), a sandwich lunch or equivalent. Payment of reasonable expenses must be authorised by your staff contact **in advance** and receipts or tickets will be required.

6. Insurance

'De Haagse Polis' is a free insurance policy for all volunteers in the municipality of The Hague. Every citizen of The Hague doing organized voluntary work on a single or regular basis has a right to this policy. For more information the volunteer can contact Bureau Gemeentelijke Risicomanagement van de Gemeente Den Haag, email: rm@denhaag.nl or call (070) 353 51 75.

7. Health and Safety

The Umbrella of Hope Foundation are committed to ensuring your well-being and safety whilst you are volunteering. We will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work.

We expect our volunteers to contribute to maintaining a safe working environment and take reasonable care of the health and safety of yourself and other persons who may be affected by your actions or omissions. Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured.

8. Equal Opportunities

The Umbrella of Hope Foundation is an Equal Opportunity Employer. All persons regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation shall have equal access to volunteer positions, limited only by their ability to do the job.

9. Copyright, Intellectual Property and Photography

The rights to any original works that you may produce in the course of volunteering will belong to the charity, unless otherwise agreed. Examples include photography, artwork, graphic design and written work, including the results of research/ proposals.

We may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. You may, of course, request that an image is withdrawn.

10. Media Relations

No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media. Generally, our media relations are handled by management and so any requests from the press, etc. should be referred to your staff contact.

11. Problems

We hope that you will have a very enjoyable experience volunteering with us. The Umbrella of Hope Foundation takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties. If you have any problems or complaints about your volunteering, please talk to your staff contact immediately. Volunteers have the right to discuss any concerns they may have with their named contact at any time.

If the contact person is unable to resolve the problem they will refer the matter to the Executive Director and ultimately the Board of Management, with the permission of the volunteer.

12. Endings

When volunteers move on from their role at The Umbrella of Hope Foundation they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with their Volunteer Coordinator or a member of the management team.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.

13. Monitoring and Evaluation

The Umbrella of Hope Foundation will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy. This policy will be reviewed annually.

This is the Volunteer Policy of The Umbrella of Hope Foundation

It will be reviewed every 12 months

Date of next review _____

Signed _____

Position _____

Signed _____

Position _____

THANK YOU

We appreciate everything you do. By donating your time you're helping to bring forward the day when vulnerable people in the poorest communities will be empowered.

Ref: TUH3/12. The Umbrella of Hope Foundation is a registered foundation in The Hague, Netherlands (KvK 63567563) and Uganda (5562036664).

Appendix I: Volunteer Agreement



Volunteer Agreement

The Umbrella of Hope Nederland, residing at Esdoornstraat 52, 2565HS The Hague, hereafter named "The Umbrella of Hope Foundation"

And Volunteer Name _____, Date of birth, address, and ID no here after named "the volunteer" Have agreed on Date _____, 2016 the following:

Volunteers Agreement

- 1) The volunteer joins, based on personal motivation and without obligation or demand of monetary compensation, in order to support and realize the goal of The Umbrella of Hope Foundation. The two parties have no intention to engage in an employment contract.
- 2) The volunteer will hold the position of/fulfil the role of _____ on behalf of above The Umbrella of Hope Foundation.
- 3) The tasks consist of: _____

4) The volunteer is prepared to work for (minimum) ____ Hours per week to work for and in consultation with The Umbrella of Hope Foundation on specific days and times.

5) The volunteer is available on _____ days and shall inform The Umbrella of Hope Foundation well in advance when unable to attend.

6) _____ person is the first point of contact for the volunteer

7) The volunteer will receive agreed expenses for _____

8) The Umbrella of Hope Foundation must inform and guide the volunteer about the particularities of their tasks.

9) Both the volunteer and The Umbrella of Hope Foundation can terminate the agreement subject to a notice period of one month. The Umbrella of Hope Foundation will always consent to a shorter notice period at the request of the volunteer.

10) In case of disputes between the volunteer and staff, the matter will be submitted to the Board

11) The Umbrella of Hope Foundation and volunteer agree upon a trial period of _____ (Number) weeks/months/etc. After this time, both parties will mutually discuss to determine if the tasks of the volunteer will be extended. The evaluation of the trial period is a mutual responsibility.

12) The volunteer is aware that he/she will come across information of a confidential nature while performing the volunteer work and will therefore commit to keep this information confidential at all times.

The Umbrella of Hope Foundation dated:

On behalf of the organisation
signature:

the volunteer:

Signature

Volunteer: Email, phone number in case of emergency: