



HANDS OF GOLD
FOUNDATION
STRENGTH OF GOD

Policy Manual

Volunteer Support Policy

2021

Company Values & Culture

Established in September 2020 in Accra, Ghana, the Hands of Gold Foundation is dedicated to supporting women and children facing hardship. Through our programs in education, hunger relief, medical support, and business empowerment, we strive to create lasting positive change in the lives of our beneficiaries.

Our Mission

Providing the necessary material and financial assistance while relaying hope, inspiration, and a renewed sense of purpose to women and children in need.

Our Vision

A leading provider of support that guarantees a positive impact on the quality of lives of our beneficiaries.

Core Values

Mutual Support

Respect for All

Compassion

Ethical Orientation

Efficiency

Commitment to Growth

Leading by Example

Embracing Diversity

Welcome to our Policy Manual

Please take the time to familiarize yourself with these policies. Hopefully you will find them fair, easy to read, and understandable. Should you have any questions please ask.

You will always find the most recent version of this Policy Manual on the website.

Please complete the acknowledgement and return to me.

Many thanks.



Receipt and Acknowledgment of Policy Manual

I confirm that I have received and read a copy of our Policy Manual.

I understand that the policies described in it are subject to change from time to time.

I also understand that I will be consulted before significant changes are made and that I will have an opportunity to review and comment on these changes.

Name

Signature

Date:

Volunteer Support Policy

Instructions for supporting volunteers within our operations.

01. DEFINITION OF VOLUNTEER

In determining the definition of volunteer the Executive Officer will take into account the Definitions and Principles of Volunteering by Volunteering Ghana.

02. TYPES OF VOLUNTEERS

In general, the organization may engage in a volunteer role:

- Members of reference groups who provide advice to the organization;
- Students who seek to complete some aspect of their study through their volunteer role;
- Persons who support people in palliative care, or their loved ones, including psychosocial support, bereavement, home visiting and other roles; and
- Persons who freely chose or elect to volunteer within the organization by way of support for our mission and objects through administration, fundraising, education, training, awareness raising, marketing or promotion.

03. EXCLUSION

This policy does not relate to a volunteer who acts as a member of our governance committees in accordance with the organization's constitution and governance policies.

04. EXECUTIVE OFFICER TO DETERMINE WHO IS A VOLUNTEER

A person is designated a volunteer only at the discretion of the Executive Officer or their nominee.

05. MEMBERS AND VOLUNTEERS

A member might be authorized to volunteer at the discretion of the Executive Officer, but membership does not automatically convey the authority to volunteer for the organization.

06. EXECUTIVE OFFICER TO DETERMINE WHEN VOLUNTEERING OCCURS

Executive Officer or their nominee will determine when volunteering occurs. This will ensure that the organization's volunteering activities are properly managed and protected by insurance cover.

07. INSURANCE

The Executive Officer will ensure that adequate insurance is held to protect volunteers engaged by the organization, and to protect against the acts of volunteers authorized by the organization.

08. OTHER POLICIES WHICH APPLY TO VOLUNTEERS

The Executive Officer will ensure that volunteers are inducted into relevant organizational policies including:

- Workplace Health and Safety Policy
- Personal Conduct Policy
- Grievances and Complaints Policy
- Financial and Asset Management Policy
- Vehicle Use Policy

09. STATEMENT OF PRINCIPLES FOR THE RECOGNITION OF VOLUNTEERS

As a demonstration of our support for the value of our volunteers is a signatory to Statement of Principles for the Recognition of Volunteers:

- This organization demonstrates a commitment to best practice in volunteer management and all our people respect and support this commitment.
- Our volunteers are involved in the life of the organization and are included in decisions that affect them.
- This organization provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.
- Our volunteers respect the roles of everyone in the organization.
- This organization recognizes and celebrates the contribution of volunteers.
- Our volunteers are provided with training and professional development for their roles.
- This organization provides all our people with the opportunity to resolve disputes with respect and dignity.

10. ENGAGEMENT OF VOLUNTEERS

In determining whether to engage a volunteer the Executive Officer will:

- Ensure that a vacancy for a volunteer is genuine and does not displace a position identified as a paid position;
- Ensure that the work of a volunteer complements but does not undermine the work of a paid employee;
- Ensure that a volunteer is not required to take up additional work during industrial disputes or paid employees shortages;
- In developing the role description for a volunteer, differentiate between paid and unpaid roles;
- Provide for appropriate arrangement for the support, supervision and management of volunteers.

11. RECRUITMENT AND SELECTION

The Executive Officer will ensure that each volunteer position is supported by a role description which explains the scope of responsibilities, reporting arrangements, performance measurement and selection criteria for the position.

12. EQUAL EMPLOYMENT OPPORTUNITY

The Executive Officer will ensure that a person's race, colour, religion, gender, age, disability or nationality will not unfairly influence recruitment, promotion or reimbursement of a volunteer. Additionally, reasonable accommodations for suitable applicants with disabilities will be considered so long as the accommodation does not cause undue financial hardship or pose safety issues.

13. CONDITIONS OF ENGAGEMENT

Unless otherwise specified your employment conditions are defined by these policies to the extent that they apply to unpaid staff.

Specific conditions may apply at or about the time of commencement including but not limited to health fitness for the role, security and identity checks. Unless otherwise stated an offer of volunteer position will be conditional on the fulfilment of these requirements, and may be withdrawn even after commencement if one or more of the conditions fail.

14. STAFF INDUCTION

The Executive Officer will ensure that each person is inducted into the workplace and role prior to commencing their first shift.

The induction may take many forms but must include a briefing on matters of importance to the employee and the organization's operation including:

- Relevant policies
- Use of equipment
- Toilets, breaks and housekeeping

15. ABSENCE OR LATENESS

If you are unable to work a shift, or if you think you will arrive more than 10 minutes late, please contact the Administrator as soon as possible. Likewise, if you know in advance that you will be unable to work a shift then please notify the Administrator as soon as possible and request the appropriate time-off.

16. PERSONNEL RECORDS AND ADMINISTRATION

Please notify your Executive Officer of any changes to your personal details. You may see information that is kept in your own personnel file upon request, and you may request to receive a copy of each document you have signed.

17. FATIGUE

Please take proper rest breaks to ensure you are alert at work. The Executive Officer may remove or reassign a volunteer who is too excessively fatigued to safely and properly perform their duties.

17. EXPENSE REIMBURSEMENT

To be reimbursed for an authorized expense you must submit an expense report (with receipts) within 7 days of incurring the expenses, for approval by the Executive Officer.

18. PERFORMANCE MANAGEMENT

The Executive Officer will ensure that arrangements are in-place to provide structured advice to volunteers about their performance, and to collect feedback from volunteers about the organization's performance.

19. ENDING YOUR VOLUNTEER POSITION

Unless otherwise specified in your role description you are requested to give a minimum of 2 weeks' notice of your intention to leave. In any case the Executive Officer will consider that you have voluntarily ended your employment if you fail to attend 2 or more consecutive work periods / shifts without good reason.

Upon leaving you must return any property issued to you, such as ID, merchandise, IT equipment, key/s or credit card/s must be returned.

20. POST-EMPLOYMENT INQUIRIES

We do not provide references or statements about work performance in writing.

If you are leaving your position - you may ask the Executive Officer to act as a Referee in order to respond verbally to enquiries about your work performance from future employers.

As a volunteer you may be contacted to provide information about a former volunteer with whom you have worked. Please note that all enquiries about former volunteers should be directed to the Executive Officer. Please do not give information about a former volunteer unless you have been specifically asked to do so by the Executive Officer, do not offer to be a referee for a former volunteer unless you have been approved to do so by the Executive Officer.

21. STAFF DISCIPLINARY POLICY

A staff member who breaches this policy may be disciplined under the Staff Disciplinary Policy.

Conclusion & Contact

HOGF recognizes and deeply values the vital contribution of volunteers in advancing the mission, vision, and objectives of the organization. Volunteers play an essential role in supporting the organization's programs, services, outreach activities, and operational effectiveness, and their commitment, compassion, and service are greatly appreciated.

This Volunteer Support Policy is intended to ensure that all volunteers are engaged, managed, supported, supervised, and recognized in a fair, safe, respectful, and professional manner. HOGF is committed to providing volunteers with clear role expectations, appropriate training, guidance, protection, and opportunities for meaningful participation within the organization.

The organization further affirms its commitment to equal opportunity, non-discrimination, workplace safety, accountability, and mutual respect in all volunteer engagements. Volunteers are expected to uphold the values, standards, policies, and reputation of HOGF while carrying out their assigned responsibilities with integrity, diligence, and professionalism. HOGF also recognizes the importance of maintaining appropriate structures for volunteer recruitment, induction, performance support, communication, recognition, and dispute resolution in order to foster a positive and productive volunteer experience.

Any volunteer who fails to comply with this policy or related organizational policies may be subject to disciplinary measures, reassignment, suspension, or termination of their volunteer engagement in accordance with the Staff Disciplinary Policy and organizational procedures. This policy shall be reviewed periodically to ensure its continued relevance, effectiveness, and alignment with best practices in volunteer management and the operational needs of HOGF.

Our Contact



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