

Title:	Volunteer On-Post Guidelines	Rev. Status	Final
Category:	Policy – Guideline	Rev. No.	1.0
Purpose:	Provides an overview of pertinent information, protocols and sets expectations for posted volunteers during their time of service fulfillment with the partner organization, from arrival through departure.	Last Rev. Date:	07-06-2018



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1. Arrival and Set-up

All of HFI Opportunity Postings are shorter term assignments and therefore generally we expect our volunteers to be able to obtain access into the destination country under tourist visa provisions. Your Posting Budget will include all visa and other entrance fees required and your pre-departure briefing from the HFI Logistics Coordinator will have coached you on all immigration formalities and any steps to follow to successfully navigate the immigration proceedings at the destination airport.

Upon arrival in the hosting Partner’s country, you will be met by a representative of the hosting Partner organization who will accompany you to your accommodations and help you settle in. They will assist you in orienting you with locations of key landmarks, places to shop for groceries or meals out, where to access local transportation, and when and where to report for your volunteer assignment at the Partner’s offices.

Volunteers are reminded that living conditions are generally basic. In some situations shared facilities may be required, which can have an impact on privacy. Volunteers need to be tolerant and flexible and possess solid interpersonal skills. The ability and willingness to interact with people of all nationalities and cultures are critical for a successful posting experience. In all cases, the Volunteer will know well in advance of arrival of the specific accommodations that have been arranged for through the help of the Logistics Coordinator.

Your specific Opportunity Posting city/country may involve living and working in insecure environments. While it is impossible to exclude all risks, our security briefings, plans, guidelines and protocols have been designed to manage risks and are part of every pre-departure orientation and briefing. In addition, your Partner Representative will arrange for you to receive whatever specific local security direction you need to be briefed and guided on in order to keep your period of onsite

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service incident-free. All local security protocols must be strictly followed for the safety and security of the Volunteer and any accompanying family members at all times.

2. Fulfilling your Role at the Partner Organization

The focus of any HFI Volunteer Posting is being able to bring your skills and experience to help make a difference with the hosting Partner by helping them build the competencies and leadership capabilities that will allow them much greater success and sustainability in delivering services to the people in need that they are serving in their community.

Upon arrival at the hosting Partner’s offices on your first day of service, you will be met by the same representative who will introduce you to your leader. Your leader at the Partner will be whom your service opportunity role reports to for the duration of your Posting. They will introduce you to your team members and other colleagues you will be interacting and working with. They will also provide your office work station where you will get yourself set up and ready to be a productive member of the team.

Each Opportunity Service Role assignment is unique and therefore dictate the general expectations, deliverables, what and how the volunteer will bring value in their service to the Partner Organization. In general all HFI Postings include providing professional expertise applied to the elements of operational or service delivery to their community. In addition, your role will include specific expectations for knowledge and skills transfer, formal and informal training, leadership coaching and mentoring and overall being able to pass along as much of your seasoned experience as a technical or business professional as possible in order to build the competencies and capabilities of your team members at the Partner. This means that your focus will be on both delivering excellent service in the role through application of skills and knowhow, and teaching others how to do the same role while developing in their leadership capabilities and competencies.

The opportunity to work in a diverse and multicultural team may be intense and demanding at times, so the volunteer must be ready to respond and adapt to a dynamic working environment. Working in a developing nation brings with it significant differences in how the hosting Partner may be operating and interacting with local services, infrastructure, government offices, etc. These circumstances can be challenging and sometimes stressful to the Volunteer. Even though the work may not be heroic, it will certainly be rewarding and allow the volunteer to build enduring professional and personal relationships with their coworkers at the Partner as well as see the impact of delivering service to those in need in their community.

Throughout the Posting, whether on assignment or during personal time off, the Volunteer must maintain and adhere to the HFI Statement of Christian Conduct and Practice.

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Working hours vary considerably depending on the posted opportunity, role and partner; but generally average, two days off per week. Work can frequently be hectic and you may be required to put in longer hours. However, time is always set aside for rest and relaxation.

3. Progress Reporting

A key element of an HFI Posting is keeping track of the value delivered to the Partner through the services performed by the Volunteer. Regular monitoring and evaluation of the Posting keeps all stakeholders aligned and ensures a deeply satisfying and enriching experience for the Volunteer, the Partner, and a successful conclusion to and fulfillment of the Posting. Capturing progress serves multiple purposes:

- Captures the accomplishments and value brought by the HFI Volunteer in terms of both professional/technical services, knowledge transferred, leadership competencies built and any other qualitative impacts to the organization’s service delivery success to the community.
- Brings alignment between the Volunteer and the Posting’s Leader to ensure volunteer services are delivering the value and meeting or exceeding expectations of the hosting Partner
- Ensures that delivery milestones listed on the Service Opportunity Posting Detail are met
- Captures formal reporting that can be referenced for future needs by HFI, the Volunteer, the Partner, or the CRA
- Provides a documented closed loop for the Volunteer Posting MOU
- Feeds the Story of the Volunteer that will be written following the Posted Assignment and published to the HFI Story Wall

A written Progress Report is required every 4 weeks during the course of an on-site Posting. The Volunteer utilizes the “On-post Progress Update Report” template and basically fills in the blanks on the form. The form is then submitted to their HFI Logistics Coordinator.

The HFI Logistics Coordinator will action any follow-up communications necessary between the Volunteer and the hosting Partner, based on information provided by the Volunteer.

HFI also requires the hosting Partner to submit written Feedback of the Volunteer’s service at the same 4-week frequency. Should there be any differences (positive or negative) in how the Volunteer’s service posing value is captured on the On-post Progress Update Report vs. the Partner Feedback provided, the HFI Logistics Coordinator will discuss these differences with the Volunteer and help to drive towards alignment between the Volunteer and hosting Partner, facilitating any necessary issue resolution between the parties.

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4. Paying for and Claiming Expenses

The Volunteer is expected to maintain their living expenses in line with the Posting Budget that has been approved by their Logistics Coordinator. No expenses, even if eligible per the HFO guidelines can be claimed for reimbursement unless they are funded within the Posting Account that has been established prior to the commencement of the Posting.

The posted Volunteer will continue to incur expenses while living and serving on-site in the hosting Partner’s city of operations. Per the “Volunteer Posting Expenses & Reimbursement Guidelines” document, HFI encourages Volunteers to regularly submit expenses for reimbursement. Some posting locations will afford the use of credit card or mobile phone-based transactions which are becoming more commonplace in developing nations. These provide for a credit balance to be carried or access to your Canadian bank account via direct debit. The Volunteer should be prepared to negotiate at least some transactions in cash using the local currency. HFI allows for electronic expense claims submission therefore keeping the Volunteer reimbursed while on the field should be a worry-free experience. The Logistics Coordinator will advise the Volunteer prior to departure from Canada what they should plan for by way of a personal cash and bank account “float” based on their Posting Budget and the economic dynamics of the Posting location’s city and country.

The Volunteer should reference the HFI Volunteer Posting Expenses & Reimbursement Guidelines for clarity on all matters of Posting Expenses which are eligible and ineligible, and also HFI policy pertaining to Gifts to Nationals.

5. Role Wrap-up & Field Departure

One week prior to your planned departure, you will meet with your local Partner representative and review the Posting Departure Checklist that was generated by the Partner and your HFI Logistics Coordinator. This checklist review will ensure that all necessary wrap-up activities related to the volunteer role are completed, a formal farewell event can be organized and put on by the Partner team for the Volunteer, as well as prepare for checkout formalities with accommodation oversight and any other living and transport arrangements for the posting. Return flights will be reconfirmed and final airport transfer arrangements confirmed.

At the conclusion of the Posting, a final progress update is amended by the Volunteer to the last submitted On-post Progress Update Report and this is then submitted to the HFI Logistics Coordinator as the final progress report for the Posting. This final report feeds into the Posting debrief process undertaken by the HFI Logistics and Opportunity Coordinators as the Posting is formally closed out.

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The HFI Logistics Coordinator will also request a Partner's Posting Service Summary report be submitted to HFI by the Leader giving oversight to the Volunteer.

6. Dealing with Changes, Issues and Conflict

Situations can change quickly in the field, and role descriptions may need to change accordingly. Team composition and working environments may also change during postings. Flexibility and adaptability are critical to one's success on an HFI volunteer posting. The Volunteer will only agree to a material change in the Posting Role Detail Description once the change has been reviewed by the role's Leader and the HFI Logistics Coordinator.

Serving as a posted volunteer can often subject the volunteer to chaotic and volatile situations and where needs of the people you are trying to help seem to be endless and overwhelming. Assignments may carry heavy workloads from time to time with high pressure to respond, leading to increased stress for the volunteer. Volunteers undertaking longer postings must be able to cope with being away from home and family for an extended period in a difficult and unpredictable environment. Even with the best intentions of a seasoned and mature Volunteer, situations can arise that require outside intervention.

Should issues or conflicts arise that the Volunteer does not believe they can address and resolve on their own by first working with their Leader giving oversight to their Posting with the Partner, the HFI Logistics Coordinator can assist to bring about resolution and escalate the matter further within HFI and the Partner leadership structure until the matter is resolved to all parties satisfaction.

In the event that the Volunteer becomes sick or injured that would require emergency medical attention, the Volunteer will follow the contact protocol of the 24-hour worldwide emergency medical service that supports the Expatriate Medical Insurance Program that HFI utilizes for all its Volunteer Postings. The Partner Representative will also be made aware of this protocol to take action on the Volunteer's behalf should they be unable to do so.

7. Personal Time Off

HFI encourages the Volunteer to take full advantage of scheduled time off from their assignments in order to rest and keep themselves refreshed and able to focus their efforts on delivering the best and highest quality service to the Partner organization. Weekends often afford the Volunteer to explore their posting city and surrounds in order to enrich their experience and better understand the history and culture of their Partner coworkers and challenges facing the constituents that the Partner organization is striving to deliver services to alleviate or sustainably improve the lives of local women, men, and children.

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As will all personal tours and excursions, the Volunteer and any family members accompanying them should be very familiar with the Code of Conduct, Release and Indemnity and Volunteer Posting Expenses & Reimbursement Guidelines that must be adhered to as a representative of HFI in their country of posting.

8. Communications with HFI

Your HFI Logistics and Opportunity Coordinators will be in regular contact with you via messaging and email. Voice and video calls over data networks will also be utilized where local internet services support these and are cost appropriate.

Volunteers are encouraged to also maintain regular communications with HFI Opportunity and Logistics Coordinators as well as post regularly updates to the HFI Facebook, Instagram and LinkedIn social media sites.

Regular and frequent field to home base communications are essential to ensure a Volunteer Posting assignment remains healthy, on-track and fulfilling.

9. Posting Follow-up upon return from Field

Upon the Volunteer’s return from the field to their home city, the HF Logistics Coordinator will book a formal debriefing session by video call within two weeks of the Volunteer’s arrival home.

During the debriefing video call, the HFI Logistics Coordinator and the Volunteer will discuss:

- a) The final progress reports submitted by the Volunteer and Sponsoring Partner and agree on a list that summarizes the Volunteer’s service contribution
- b) Capture the Lessons Learned (what went well and why, what could have gone better and why)
- c) The writing of the Volunteer’s Story that captures the overall experience of the Volunteer’s Posting. The Volunteer will be expected to provide a written Story to their Logistics Coordinator within two weeks of the debriefing meeting which will be published on the HFI Story Wall of the HFI website.
- d) The volunteer will be reminded to make one final expense reimbursement claim for all unclaimed and eligible expenses related to the posting.
- e) A timeline date for officially closing out the Posting will be agreed and communicated to the Volunteer.

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Once the Volunteer has written and published their Story on the HFI Story Wall and submitted their final expense reimbursement claim and received payment, a notification email will be sent out confirming the close of the Posting.

The HFI Opportunity Review Committee (ORC) will review and consider all Lessons Learned that recommend a policy, process or other change in order to improve the impact and experience of all future HFI volunteer postings. When the ORC approves and confirms such changes to HFI's operational guidelines, the initiating Volunteer will be notified in writing.

10. Reference documents (links):

- [On-post Progress Update Report template](#)
- [Volunteer Posting Expenses & Reimbursement Guidelines](#)
- [Posting Departure Checklist template](#)
- [Statement of Christian Conduct and Practice](#)
- [Volunteer Expense Reimbursement Claim Form](#)
- [Travel Medical Insurance Policy](#)

In addition, please see:

- *Your signed Volunteer Posting MOU*
- *Your signed Release and Indemnity*
- *Your approved Posting Budget*