

Title:	<a href="#">Hosting Partner Guidelines</a>	Rev. Status	Final
Category:	<a href="#">Policy – Guideline</a>	Rev. No.	1.0
Purpose:	<a href="#">Provides an overview of all factors delivery organizations wishing to partner with HFI should understand before considering to apply to become a Hosting Partner sponsoring Opportunities for volunteer service.</a>	Last Rev. Date:	07-06-2018



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**1. Our Value Proposition:**

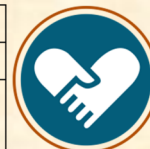
Matching volunteer Canadian business/technical professionals to meet short-to-medium-term skills needs with developing world delivery partners is the heartbeat of our mission at Hands and Feet International.

If you are interested in becoming a service delivery hosting Partner with Hands and Feet International and are prepared to receive short-to-medium-term volunteers with professional business/technical skills that you are challenged to source locally, then we may be able to help by matching your needs with one of our fully-screened and ready to serve volunteers!

**To the Partner delivery organization we bring:**

- Short-to-medium-term **Staffing** needs for locally-hard-to-find skillsets:
  - Properly-vetted, competent, seasoned and passionate volunteers that address specific short-to-medium-term, hard-to-source-locally skills and know-how vacancies;
  - High-quality services delivered without cost to the organization;
  - Access to Canadian business/technical professionals that would not normally be aware of the delivery organization’s needs; and
  - Assurance of alignment of Christian values and conduct of the volunteer.
- **Capacity Building & Training** of leadership competencies:
  - Growth and mentoring of their leaders and building their organization’s longer-term capacity.
- **Systems Strengthening** in process optimization and operational effectiveness:
  - Helping ensure the delivery organization’s processes and systems are well designed, integrated and operating in an optimized and robust manner and have the capacity to scale to meet the organizations future growth plans.
- **Canadian Channel for Local Projects:**
  - A Canadian channel to make application for local projects that are connected with our volunteer service postings. Once project applications are sanctioned by Hands

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and Feet International, fund raising programs can be initiated and local projects implemented through agency agreements.

**2. Partner “pre-screening” Checklist:**

Do these boxes describe your current mission, delivery focus, professional skills needs and willingness to accept international volunteers to become part of your team:

- Operating in a developing country
- Non-profit status registered in operating country receiving volunteers
- Christian values in vision/mission
- Service delivery programs focused on building resiliency and improving the lives of vulnerable children, women and men suffering under poverty and marginalization or otherwise at-risk
- Capacity to receive and integrate international volunteers
- English/French business communications proficiency
- Short-to-medium term need for skills/experience not locally available
- Willing to work with HFI as a facilitator to source capacity-building, Canadian volunteers

If you can check all the above boxes, then why not consider applying to become a delivery partner with Hands and Feet International? You can use our help to frame and qualify specific opportunities for a seasoned volunteer professional to come and fill your business/technical skills and leadership gap needs that you are challenged to source with local talent?

**3. Frequently Asked Questions (FAQ) of applicants for HFI Opportunities**

- a. Timing of Volunteer placement and arrival on post
  - i. Once HFI receives the Service Opportunity and publishes it on their website and social media channels, every effort will be made to identify, vet and approve a suitable Volunteer business/technical professional. Once confirmation of a Volunteer is made, it may take an additional 4-6 weeks to finalize all travel and living arrangements. Partners can therefore reasonably expect a minimum of 2-3 months from time of first publishing of the Service Opportunity to when the Volunteer arrives on-site and begins to engage in fulfilling the posting.
- b. Working hours:
  - i. It is expected that the working hours delivered by the Volunteer in their roles will generally average eight hours per day with two days off per week. The Partner and the Volunteer can come to mutually acceptable modified working hour and day arrangements.
- c. How long does the Partnership agreement with HFI remain effective?

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- i. The Partnership MOU with HFI is structured to remain in effect for an initial period of one year and then to automatically renew annually thereafter. During a period when an active volunteer posting is not in progress, either party can terminate the MOU for convenience by giving the other party 30 days written notice.

**4. Partner Application Process:**

Steps:

- a. Delivery Organization sees HFI mandate on Soc. Media or hf-i.ca
  - i. Or HFI Opportunity Coordinator solicits Delivery Organization to partner with HFI
- b. The organization makes application to be HFI Partner (using online partner application form)
- c. The organization is reviewed and approved as HFI Partner.
- d. An HFI Partner MOU is signed by both parties.
- e. The Partner is added to published list of HFI Partners
- f. The Partner brings forward new Service Opportunities to be sourced by HFI.

Note: HFI reserves the right to accept or decline any application for Partnership according to its specific needs and mandates. All decisions of HFI are final. You will be kept informed appropriately and in a timely manner throughout the Partner application process.

**5. Service Opportunity Application Process:**

Opportunities to have HFI volunteers be posted to serve with the Partner can originate from two primary sources:

**a. Partner-driven role need:**

- i. Partner identifies new resource need/gap locally
- ii. Partner reviews new opportunity with HFI to confirm details. alignment and ability to host volunteer
- iii. HFI accepts opportunity request from Partner
- iv. Partner formalizes opportunity using the Service Opportunity Detail template.
- v. Service Opportunity Detail is added to Available Opportunity Listing on hf-i.ca & Soc. Media
- vi. HFI brings forward qualified/screened volunteers to fulfill the Service Opportunity
- vii. HFI and Partner approve Volunteer to be posted to the Service Opportunity

**b. HFI-solicited custom volunteer service proposal:**

- i. HFI solicits Partner if new Service Opportunity is a fit with their local needs and priorities
  - 1. Or HFI solicits new Delivery Organization with possible alignment with new Service Opportunity
- ii. Existing Partner: If fit:
  - 1. Partner reviews new opportunity with HFI to confirm details. alignment and ability to host volunteer

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2. HFI accepts opportunity request from Partner
  3. Partner formalizes opportunity using the Service Opportunity Detail template.
  4. Volunteer requesting customized Service Opportunity is posted to fulfil the Service Opportunity.
- iii. New Partner: If fit:
1. All the process steps of section 4 and section 5 (b) (ii)

**6. Inclusions and Exclusions:**

a. HFI:

i. What we do:

1. Manage communications between HFI and the Partner delivery organization will normally through the Opportunity Coordinator and a designated individual with the Partner.
2. Vet each volunteer application to ensure a match (qualifications, experience, travel readiness, etc.) with the role-sponsoring Partner
3. Arrange for health and emergency evacuation insurance for the Volunteer through our provider.
4. Assist with and approve the design of a Opportunity posting expense budget
5. Assist with travel arrangements to/from the posted opportunity location
6. Assist with finding and confirming housing, transportation and other related living arrangements for the Volunteer in the posting city.
7. Stewarding all opportunity posting funds raised and forwarding those funds through reimbursement requests from the volunteer using the HFI posting expense reimburse procedures.
8. Brief the volunteer on all pertinent matters before departure
9. Provide ongoing and regular support for the Volunteer while on post to ensure a successful experience for the Volunteer and the sponsoring Partner.

ii. What we don't do:

1. Everything else that is not explicitly stated in the terms and conditions of the Partner MOU.

b. Partner Organization:

i. What they do:

1. Operate in a developing nation according to their vision and mission mandate
2. Identifies and brings forward new resource needs/gaps that they cannot fill locally but could be filled by an HFI business/technical professional Volunteer.
3. Provides the detailed description of the role to be filled by a volunteer

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business/technical professional and defines the dimensions of successful delivery of Service Opportunity

4. Gives consideration of customized Service Opportunities offered by a Volunteer and brought forward by HFI.
5. Assists the HFI Logistics Coordinator in sourcing suitable local accommodations, transportation and other living solutions for the duration of the Volunteer’s on-site posting
6. Provides a suitable office environment, access to office equipment, supplies and services for the Volunteer to serve in the capacity of the posted role.
7. Works to integrate the posted Volunteer into the day-to-day operations of the organization, teams, and provides regular feedback to the Volunteer regarding their performance of the role as defined in the Service Opportunity Description.
8. Provides regular, formal feedback (minimum monthly) to the HFI Opportunity Coordinator and Logistics Coordinator as to how the Volunteer engagement is progressing, including whether deliverables are on-track and if necessary raising any issues for resolution.
9. Provides the HFI Opportunity Coordinator a Posting Service Summary report at the conclusion of the Volunteer posting. The Report assists the Volunteer in writing and publishing their personal story on the HFI Story Wall and also feeds into lessons learned discussions with HFI Opportunity Review Council.

ii. What they don’t do:

1. Everything else that is not explicitly stated in the terms and conditions of the Partner MOU.

c. Volunteer:

i. What they do:

1. Bring deep and seasoned professional or technical skills and experience in their application that matches the role opportunity with the posting sponsoring partner
2. Are available to serve overseas from 6 weeks up to 6 months.
3. Experience leading and coaching people, supervising and managing teams and a track record of training people in the skillsets they have mastered.
4. Flexibility and adaptability
5. Ability to work and live in a developing country setting
6. Excellent verbal and written communication skills in English or French
7. As an agent of HFI, raise 100% of the funds necessary to cover all legitimate expenses related to their posting (no costs incurred by the Partner for receiving the volunteer service).

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8. Comply with the policies and guidelines of HFI and the Partner organization sponsoring the opportunity posting.
  - ii. What they will not do:
    1. Contravene any element of the Statement of Christian Conduct and Practice.
    2. Anything else that is not explicitly stated in the terms and conditions of the Volunteer MOU.

**7. Reference documents (links):**

- [Statement of Faith](#)
- [Statement of Christian Conduct and Practice](#)
- [Partner MOU](#)
- [Partner Summary](#)
- [Service Opportunity Detail](#)
- [Partner Feedback: Volunteer's service to-date](#)
- [Partner's Posting Service Summary](#)