

VOLUNTEER BOOKLET



BE A PART OF
SOMETHING SPECIAL



Muslim Hands
muslimhands.org.uk
+44 115 911 7222

ASSALAMUALAIKUM & HELLO

*Thank you for
choosing to
volunteer with
Muslim Hands*



VOLUNTEERS ARE THE UMBRELLA OF OUR CHARITY, FROM FUNDRAISING TO SPREADING THE WORD OF WHAT WE DO – OUR 20 YEAR GLOBAL CONTRIBUTION WOULD NOT HAVE BEEN POSSIBLE WITHOUT YOU.

Ultimately our aim is to ensure that every volunteer feels appreciated and valued for the time they give – and are proud to be part of Muslim Hands. The 'Be A Part of Something Special' booklet is there so you get to know what volunteering with us is all about and how you can get involved. We hope that you find everything in your Welcome Pack helpful – and if you do have any questions or thoughts, please do not hesitate to contact your Muslim Hands Regional Events and Volunteer Co-ordinator.

We once again thank you for coming on board and helping us make a difference!

ABOUT US



EMERGENCY RESPONSE & BEYOND CRISIS HELP



WORLDWIDE EDUCATION PROJECTS



ORPHAN CARE



HEALTH CARE



WATER, SANITATION AND HYGIENE



LIVELIHOOD

'MUSLIM HANDS WAS FORMED IN 1993 AFTER A COMMUNITY'S EFFORT TO SEND AID TO BOSNIA, SINCE THEN IT HAS DEVELOPED INTO AN INTERNATIONAL NGO, WORKING IN OVER FIFTY COUNTRIES WORLDWIDE, TO HELP THOSE AFFECTED BY NATURAL DISASTERS, CONFLICT AND POVERTY'.

WHY VOLUNTEER WITH US?



AT MUSLIM HANDS OUR DEDICATED VOLUNTEER BASE IS AT THE HEART OF EVERYTHING WE DO. WITH AN INCREDIBLE 3,000 VOLUNTEERS ACROSS THE UK, WE HAVE BEEN ABLE TO MAKE A POSITIVE IMPACT TO MILLIONS OF LIVES ACROSS THE GLOBE.

And as an organisation that champions its volunteers, we promise to focus our 'Be A Part of Something Special Volunteering Scheme' to help volunteers reach their potential, receive the necessary training and get involved in new opportunities, where and when we can.



WHAT WE CAN OFFER YOU



LEARN NEW THINGS

From first aid to administration or getting into the crux of organising events, our volunteering opportunities give you the chance to develop new skills and gain confidence. You'll also experience what it's like to work in a charity - and you never know this may be the start of a career in the charity sector.



MAKE YOUR CV STAND-OUT

We try our best to make volunteering with us a fun and exciting experience. Not only will you learn new skills and get into the heart of the action, employers are always impressed to see prospective employees, actively getting involved to make a difference. And if this can't get any better - we as an organisation are more than happy to provide a reference to your future employers.



FIRST AID

There's nothing more valuable than saving a life. At Muslim Hands we believe it is vital that our volunteers know what to do in an emergency situation and are fully equipped at challenges and fundraising events. You can also go further and teach your first aid skills to others so there's more of you to cope in an emergency.



VOLUNTEER ABROAD

Witnessing first-hand what we do on the ground is a breath-taking experience. As part of Lend a Hand Make a Difference, exceptional volunteers will be given the opportunity to travel across the globe, to a relief project, and find out where the money you raise goes.



NO CONTRIBUTION IS EVER TOO SMALL

From studying to hanging out with friends we know that life's priorities do take over - so you might be asking why should I volunteer and how much time do I need to give? Well volunteering with Muslim Hands is a great way to give back to global communities that are less fortunate - helping them to receive the resources they desperately need. But it's also a great way for you to get actively involved in the world around you no matter how much free time you've got to spare.



YOU DECIDE HOW MUCH TIME

We have volunteering opportunities that suit all volunteers - from first aid which is a day training to organising events that take months - you decide how much free time you're willing to part with.



AWARDS - OUR WAY TO SAY THANK YOU

The Muslim Hands Volunteer Awards is our way to say thank you and celebrate the hard work, you as volunteers have achieved.

WAYS TO GET INVOLVED



There are heaps of ways our volunteers can get involved – from raising funds to getting out the latest news via social media – browse our volunteering roles and find an opportunity that suits you.

WORK EXPERIENCE

(for young people 16-18 year olds)

Want to know what it's like to work? We offer two week work experience placements where you'll find out what it's like to work in a charitable environment and learn all about Muslim Hands and the work that it does globally.

INTERNSHIP

Want to gain the necessary skills and experience to equip you for the working

world? We offer 3 month internships in an area of your interest so you receive the necessary skills to find employment and get your career underway.

Administration Intern

Want to know what it's like to work in a busy office environment? As an Administration Volunteer you will undertake a 6 week internship during the busy periods of Ramadan and Qurbani. You'll be involved with mail room responsibilities, ensuring that certificates and letters are processed and sent out to donors, take calls during appeal nights and trained on the latest in-house software

Social Media Intern

An expert on the latest social media tools such as Facebook, Twitter and Instagram? As a Social Media Intern you will undertake a 6 week internship and help with the research process of developing content, finding networking opportunities and have a real grasp of the digital world to help Muslim Hands push forward campaigns.

Special Programmes Intern

Love to find out the latest developments and work Muslim Hands does globally? We have a permanent volunteer position who would need to have good written skills and the ability to process complex documents into simple jargon. You will have access to reports and convert these into a newsletter format so that Muslim Hands staff and supporters are always in the know with what is happening in the field.

HEAD EVENTS & FUNDRAISING VOLUNTEER

Do you like being a leader and using your initiative? As Head Events and Fundraising Volunteer you'll be responsible for inspiring volunteers in your local area to get involved in your event, arrange meetings, keeping regular contact with your Regional Events and Volunteer Co-ordinator and ensure that tasks are being delegated and with plenty of time so that everything runs smoothly on the big day!



EVENTS & FUNDRAISING VOLUNTEER

Do you like a fast paced busy environment and love meeting new people? As an Events and Fundraising Volunteer you'll be supporting the Head Events and Fundraising Volunteer and events across the Muslim Hands calendar. You'll be liaising with people of influence in your local area such as MP's, religious leaders and celebrities. Engaging with local retailers to donate goods in order to help raise as much money for emergency appeals and our on-going projects.

EVENTS ADMINISTRATOR

Are you highly organised with attention to detail? As an Events Administrator you'll be making sure volunteer databases are up-to-date, regular communication is being sent to volunteers about event activity, how they can get involved and fundraising packs are being posted once they've signed up!

STEWARD

Are you able to delegate and give out orders? Stewarding is a great way to get into the action of our events such as our annual Winter Walk or fundraising dinners and help supporters with a range of activities from registering to an event, providing food to answering any questions or queries.

STREET COLLECTIONS VOLUNTEER

Do you have a few hours available during the week? Why not visit your local supermarket or place of worship with one of our collection buckets and collect as much as you can for Muslim Hands.

CALL CENTRE STAFF

Love talking? Well our call centre may be the perfect role for you. During peak times such as Ramadan and our Emergency Appeals our

call centre is at its busiest period – you'll be speaking with our supporters, making sure that their donations are processed and that any questions and queries are answered.

LEAFLET VOLUNTEER

Enjoy being out and about and meeting new people? As a Leaflet Volunteer you will either be outside, at our major events or finding opportunities in your local area to spread the word about the work that we do at Muslim Hands. You will represent Muslim Hands to the general public and push forward our major campaigns and work in the sphere of the community hub in your local area.

HOW CAN I REGISTER?



IT ONLY TAKES 4 SIMPLE STEPS:

1. Visit the Muslim Hands website at www.muslimhands.org.uk
2. Click on **'Get Involved'** and register as a Muslim Hands volunteer.
3. Once registered a welcome pack will be sent your way full of all the information you need to know and a Muslim Hands t-shirt to get you started.
4. The choice is yours – be part of any of our volunteering opportunities including communications, fundraising or administration – either way your contribution will make a huge difference.

PLEASE DON'T FORGET...

Join us on Facebook and Twitter.



/MuslimHands



@muslimhandsuk



MEET OUR REGIONAL VOLUNTEER CO-ORDINATORS

All volunteers in each region will be supported by their Regional Volunteer Co-ordinator.

Fundraising Volunteers will be supported by both their Regional Volunteer Co-ordinator and Head Events and Fundraising Volunteer, in their city, so they are always in the know of the latest events and news.



IMRAN AHMED

'South'

"In my first month alone not only did I get to help people in need, I met the most wonderful and diverse volunteers from all over the UK. I am extremely proud to have worked alongside so many humble volunteers, some of which I can now call friends"

Email: imran.ahmed@muslimhands.org.uk



ROZEENA ALI & IMRAN AHMED

'Midlands'

"Having worked with volunteers in the midlands the enthusiasm, eagerness and passion to help those in need is very inspiring "

Email: rozeena.ali@muslimhands.org.uk
Imran.ahmed@muslimhands.org.uk



SAHIRAH JAVAID

'North'

"Having been a volunteer myself I want volunteers in the North to always feel inspired and creative in helping to make a difference at both a local and national level – so that together we can make a difference."

Email: sahirah.javaid@muslimhands.org.uk

USEFUL INFORMATION

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Gift Aid allows UK charities to reclaim tax from UK taxpayers to increase the value of donations made. In short this means for every £1 donated, we can claim an extra 25 pence! Spread the word and try and get our supporters to Gift Aid donations – that way our money can go a little further in making a difference.



RESOURCES

- 1. Welcome Volunteer Pack**
Once registered, you'll receive a Welcome Pack which includes; a welcome letter, Be A Part of Something Special booklet, Sponsorship Form, Donation Return Form, Event Form and a volunteer t-shirt to get you started.
- 2. Receive Induction & Training**
All volunteers will receive an induction providing the necessary information on their chosen role, meet the Muslim Hands team and other volunteers and will be trained every step of the way so you feel confident.
- 3. Emergency Appeal Events**
We will support you with banners, flyers and posters so our supporters know what's happening - penny boxes and buckets so they know where the cash is going and t-shirts and sashes so they know who is behind this appeal.
- 4. Fundraising Events**
We can provide you with all of the above resources and even cater to your event by specifically designed materials. So what you waiting for – jot down those ideas!

USEFUL FORMS

Sponsorship Form

Whenever you do a sponsored challenge this form can be used to collect donations and Gift Aid declarations – remember to send a copy to us with the Donation Return Form.

Donation Return Form

This provides a summary of the amount you have raised and you must remember to include your payment details. Don't forget to include a copy of your Sponsorship Form if you have used one.

Event Form

Use this form to pitch any fundraising event ideas. Always try and provide as much information as possible about your event idea so that we can guide you in the best way we can.

HANDLING DONATIONS

- Keep donations safe and secure.
- Jot down what the donation is for - a particular area, an emergency appeal or on-going project?
- Make it clear to donors where their money is going.
- Send the funds over to Muslim Hands – and don't forget to tell us what the money is for.

HOW CAN I DONATE?

1. Cash

Cash donations can simply be dropped off to our Nottingham or London office – you can find the relevant address at the back of this booklet.

2. Credit or Debit Card

Funds raised can be deposited to your bank account and then transferred to us over the phone or online using your credit or debit card. Let us know if it's either a fundraising donation or a personal contribution. Our donation hotline is **0115 911 7222** or visit **muslimhands.org/volunteering/pay-in** and fill in the online form.

3. Cheque and Postal Order

Please make cheques or postal orders payable to 'Muslim Hands' - include your name, address and the project this donation is for on the back, and send via post to our Nottingham office. Remember to also send the Donation Return Form along with your donation, there's one included in this pack.

VOLUNTEERING POLICY



WHAT YOU CAN EXPECT FROM US

We want to make sure you gain the most from your volunteering experience. Our commitment to our volunteers, we will:

VALUES

Ensure that you always feel valued for the work that you do and therefore respect and appreciation is important to us.

INDUCTION & TRAINING

Once you've registered, all volunteers will receive an induction outlining the responsibilities of their role and what training they will receive.

SUPPORT

All volunteers will have a main point of contact and will be provided with regular meetings to discuss progress and given the opportunity to provide feedback.

HEALTH & SAFETY

We ensure that all our volunteers are safe, no matter what they're doing, so it's important you are aware of our health and safety regulations. A copy of the Health and Safety Policy is available in our local UK offices.

CONFIDENTIALITY

We appreciate that the information you provide to us is sensitive and therefore our policy is to protect and store information provided to us in a confidential and professional manner.

EXPENSES

Though we don't offer monetary packages to volunteers, we are willing to discuss how Muslim Hands can support volunteers on a case by case basis.

WHAT WE EXPECT FROM YOU

Our volunteers are our ambassadors and we expect high standards when you are representing us in the public eye. To get the most out of your role we suggest:

VALUES

To always treat staff members, fellow volunteers and our supporters with respect, consideration and appreciation.

WHEN SPEAKING TO THE PUBLIC

When representing Muslim Hands you are likely to engage with people from all walks of life so it's important to always act in a professional manner and to act in a way that doesn't discriminate.

DATA PROTECTION

In some roles you will be required to have access to important information such as personal home addresses, emails and in some cases will be trained to have full access to our donor databases. We expect that you should always treat such information in a confidential manner and store safely and securely when not in use.

TIME

The beauty of volunteering is that it works around your schedule. We would really appreciate that if you have committed yourself to something and can't make it, or no longer want to volunteer, to let us know with plenty of notice.

WHAT YOU MEAN TO US

SHOWING OUR APPRECIATION

At Muslim Hands we believe that it is important that our gratitude towards our volunteers is communicated regularly and that volunteers feel rewarded every step of the way in their chosen challenge events. And annually our Muslim Hands Volunteer Awards will honour exceptional volunteers for the time they have dedicated to make a difference.

KEEPING YOU IN THE LOOP

We like to keep our volunteers in the loop of what's happening at Muslim Hands so starting from this year you'll be sent a newsletter telling you about the work that volunteers are doing regionally and nationally. You can also keep up to date by visiting our website, twitter and Facebook.



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