

Volunteer Handbook



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Welcome Letter

Dear Volunteer:

Thank you for deciding to volunteer at **SportsWorks** International NGO! We believe you have made an excellent choice.

In the eyes of the families who participate in the **SportsWorks** programs, you are a hero. You are also a hero to us!

The children will look up to you for direction, guidance, and comfort. They may be experiencing many challenges at home, at school, or in their neighborhood. Some of the challenges may be expressed to you. Some may not. During the break-out sessions with the children, you will have the opportunity to form deep relationships with the families. Perhaps you are one of the few people in the child's life to demonstrate love, care, and concern to the child.

Reflect upon the value that each of these children brings into this world. You are investing in the lives of these people and will impact them for the better- both now and throughout the course of their lives.

We ask that you invest the time to carefully read the contents of this Volunteer Handbook.

Should you ever have any questions, comments, or feedback about the programs offered by **SportsWorks** International NGO, please contact me directly at john@sportsworks.ngo or at 919.747.4015.

We realize that you have many choices in life, including **to** which organizations you choose to volunteer your time and talents.

Welcome to the **SportsWorks** International NGO team!

Many blessings,

John Klintworth

Executive Director

SportsWorks International NGO

Our History

SportsWorks International NGO was established in 2005 in Southeast Raleigh, North Carolina. Our purpose is guided by the desire to provide underprivileged children and youth the ability to engage in exercise, interact with other children, and strengthen their morality, all of which are key drivers in building self-esteem and confidence.

SportsWorks provides FREE basketball, soccer, flag football and tennis instruction in a Christian value-based setting for economically disadvantaged children and youth from ages 5 – 17. **SportsWorks** also provides sports equipment to children from impoverished communities around the world in an effort to provide physical well-being and joy to the children and their families. Currently, our clients are located in India, the Ivory Coast, Malawi, Pakistan, and Uganda. We offer nutritional counseling and educational services such as tutoring, mentoring, homework assistance, an annual reading contest, and a financial literacy curriculum.

SportsWorks has partnerships with First Book, the United States Tennis Association, the Jr. NBA and NFL Play60. We have an exciting partnership with the Cooper Institute in Dallas, Texas. They provide free FITNESSGRAM software to **SportsWorks** which allows us to track and monitor the health of the children and youth who attend our programs. For example, we can measure the Body Mass Indexes of the kids. As you and others know there is a huge obesity epidemic in the US and Canada. Obesity can lead to further health problems like Diabetes, High Blood Pressure, and Heart Disease.

SportsWorks enriches the lives of children in need by giving them the skills and values they need to break the cycle of poverty and realize their full potential for a productive future.

Our Vision

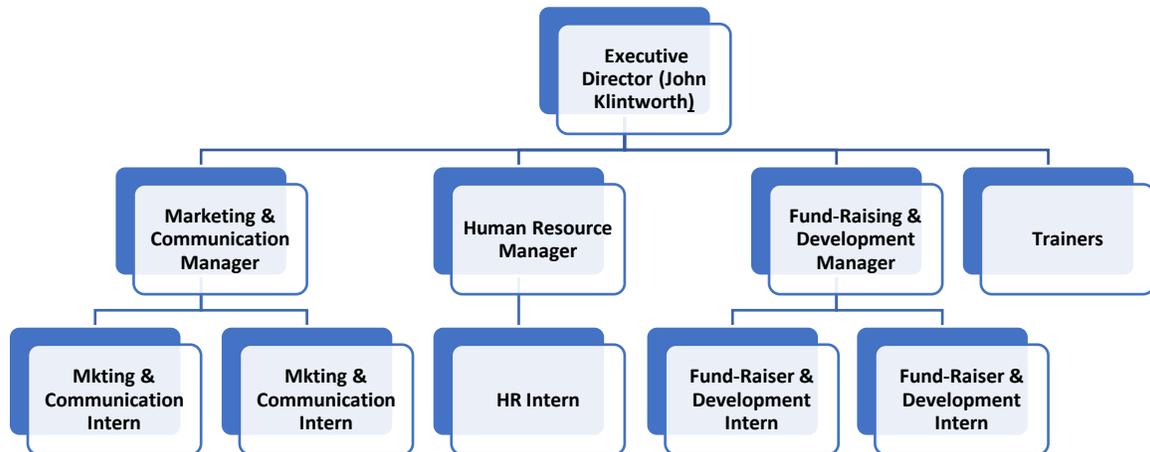
Our Vision is to reach and positively impact the lives of as many children in the United States as possible by helping them become better students in the classroom, and to equip them with life skills that will enable them to become healthy and productive citizens.

Our Core Values

"The Four Pillars" of SportsWorks

- 1. Explain and demonstrate God's love, plan, and purpose for each child.:** As a faith-based nonprofit, **SportsWorks** believes in the veracity and truth contained in the Bible, **and**, therefore, teaches principles, values, and morals from the Bible to the children, and also shares the gospel with the children who attend our programs. By doing so, we believe children will then be more likely to make good choices and decisions in life and be less likely to use drugs and alcohol, experience teen pregnancies, have abortions, drop out of school, join gangs, resort to violence, get into fights, go to jail or prison, be chronically unemployed, or live in poverty as adults.
- 2. Provide the educational support necessary to equip each child for academic success:** By partnering with First Book, **SportsWorks** has the ability to provide books and educational resources to the children who attend our programs. **SportsWorks** offers an annual reading contest, a summer reading program, and teaches financial literacy to its students. Each child who attends our programs will receive books that they personally own so that they have the opportunity to read when they are home with their families. **SportsWorks** will also provide tutors and mentors to the children who attend our programs so that they will have the support needed to be successful academically.
- 3. Offer nutritional advice to the children who attend our programs:** **SportsWorks** provides only healthy refreshments at its events and counsels the children who attend our programs on the importance of maintaining a healthy diet. Childhood obesity is a serious problem in North America. **SportsWorks** aims to curb this epidemic as obesity in adults can later lead to health problems such as diabetes, heart disease, and high blood pressure.
- 4. Provide athletic training to each child:** **SportsWorks** provides training to each child so **that** they will be healthy, both mentally and **physically** and perform at their highest level and reach their full potential in **life**: By participating in the sports offered through **SportsWorks**, children will be less likely to be obese, to be bullied, and have a greater likelihood of performing better in school. They will also have fun, make friends, and develop greater self-esteem.

Organizational Chart of **Sports**Works International NGO



Privacy Policy

1. **Privacy: SportsWorks** International uses google analytics and opentracker.net to collect visitor data and analyze traffic on our site. This information helps us understand customer interests and helps us improve our website. When you visit our site, the pages that you look at, and a short text file called a cookie are downloaded to your computer. A cookie is used to store small amounts of information. This information is collected for traffic analysis only. The cookie does not contain personal details. Depending on the browser that you use, you can set your preferences to block/refuse cookies, and/or notify you before they are placed. Google analytics does not sell, give, or trade the statistics they store to any 3rd parties for data-mining or marketing purposes.

2. **Membership:** We collect customer contact information from the registration form. We will never provide or sell any information to third parties.
This information can be used:
 - to send news, information about our activities and general promotional material which may be useful to you;
 - to monitor who is accessing the membership section of our site;
 - to improve our site and services;
 - and to monitor our site performances.

3. **Payment Security:** All online transactions through our website are handled with industry-standard SSL (Secure Sockets Layer) encryption through the Committedage. Secure SSL means that when you enter your credit card number into our secure order form and press the purchase button, your information goes through a secure encryption process. This prevents any person on the Internet from seeing any information you submit. Your payment is authorized without human intervention.

4. **Disclaimer:** Our site contains links to other sites. While we provide links to them, we are not responsible for their content or privacy policies. We strongly recommend that you read the Privacy Policy of the linked websites as they may contain further terms and conditions which apply to you.
We are not responsible for the content of any websites where our templates/designs used.

5. **Privacy and Confidentiality agreement:** A volunteer is expected to sign a Privacy and Confidentiality agreement which is a document to declare that they will follow the privacy policy and related procedures in an appropriate manner. This relates to the collection, storage, access and disposal of records. Personal information should not be shared to any third party.

SportsWorks Sexual Abuse Prevention Policy

SportsWorks strongly opposes the sexual abuse and molestation of children around the world. As an athletic coach, volunteer, employee, contractor, pastor, or parent, I understand that I am never to be alone with another person's child or youth that is participating in any of the programs offered by **SportsWorks**. Furthermore, if I witness a child being sexually abused or molested by a tennis coach, volunteer, employee, contractor, pastor, or parent; I promise to report the incident immediately to law enforcement and to the president of **SportsWorks**. I also acknowledge that I have successfully passed the police background check provided by **SportsWorks**.

Signature _____ Name _____ Date _____

Confidentiality and Privacy Agreement

Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director, John Klintworth. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information; and that documents containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers and board members of **SportsWorks International NGO** may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of **SportsWorks International NGO** that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

I have read **SportsWorks International NGOs'** policy on confidentiality and the Statement of Confidentiality presented above. I agree to abide by the requirements and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including termination of my service with **SportsWorks International NGO**.

Signature _____ Name _____ Date _____

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Volunteer Involvement

Volunteer Commitment

SportsWorks encourages the involvement of volunteers at all levels of the organization; and its goals are best served by the active participation of members of the community. Volunteers are indispensable which helps **SportsWorks** accomplish its mission. Volunteers **be** extended the right to be given meaningful assignment, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the organization.

Definition of **SportsWorks** International NGO Volunteer

A **SportsWorks** volunteer is an individual who freely assists the organization in the accomplishment of its mission without expectation or receipt of compensation.

Role of the Board of Directors

The Board of Directors and Advisory Board members serve as volunteer leaders for **SportsWorks** International NGO. The objective of the Board of Directors and Advisory Board is to partner with and provide guidance to the Executive Officer in developing and monitoring strategies. The board is legally, financially, and morally responsible for the organization. Each individual member of a board is significant and holds many responsibilities that help contribute to the working of the organization.

SportsWorks International NGO's expectations from Volunteers

1. A volunteer should be responsible to his/ her actions and committed to the tasks given to them.
2. A volunteer should manage his/her own time, priorities, and resources to achieve goals, and resolves issues and challenges as per the deadline.
3. A volunteer should demonstrate transparency in his / her work for better relationships, better alignment of the organizations visions and goals, better solutions to the organization's problems and better engagement with the management and the co-workers.
4. A volunteer is expected not to disclosure any sensitive employee, management and business information A volunteer is expected to sign a Privacy and Confidentiality agreement. This is basically a document that a volunteer signs to declare that they will follow the privacy policy and related procedures in an appropriate manner. This relates to the collection, storage, access and disposal of records.
5. A volunteer should adapt the right approach and methods to achieve solutions in changing situations. He / She is also expected to cope well and work together as a team in keeping the interest of the organization in mind.
6. A volunteer should be easily accessible via phone and/or email in order to respond to organizational queries within 48 hours.

Volunteers Expectations from **SportsWorks** International NGO

- 1) A volunteer will get recommendations from the Executive Director for his / her satisfied services offered to the organization. If required, the Executive Director will also give a Letter of Experience which will be beneficial for the volunteers who are seeking employment in future.
- 2) Volunteers can expand their horizons by exploring new interests, by building experience, or by expanding their network. **SportsWorks** can serve as a platform to gain the right experience and there is ample scope for growth. New ideas and suggestions are always welcomed and appreciated. This will help to enhance the resume of the volunteers and career opportunities.
- 3) Volunteers will feel a natural sense of satisfaction and accomplishment that their skills and resources are benefiting the community which in turn can also increase self-confidence, self-esteem and life satisfaction. The role as a volunteer can also give a sense of pride and identity.
- 4) Any personal information held by the organization about a volunteer that could reasonably be used to identify them will be kept confidential. There are only certain circumstances where disclosure without consent is appropriate and legal; for example, if a volunteer poses a danger to themselves or others and sharing their information may prevent harm.
- 5) Mutual Respect and communication is a key principle for volunteers and organizations. Volunteerism is a mutual endeavor. In **SportsWorks**, volunteers are respected and honored for their services and time given to the organization.

Recruitment and Selection

Recruitment

The productive involvement of volunteers requires a planned and organized effort. It is the intent of **SportsWorks** International NGO to place the volunteer in areas that align with their interest wherever possible. Written volunteer position description for volunteers will be developed and forwarded to that volunteer. The volunteers will perform the tasks on behalf **SportsWorks** to the best of their knowledge on a timely basis.

Equal Opportunity Employer

SportsWorks International NGO is an equal opportunity employer. We are committed to equal treatment of all volunteers or job applicants with regard to race, color, religion, national origin, sex, veteran status, physical or mental disability, age or other basis protected by law.

Position Description

Each volunteer position at **SportsWorks** International NGO has a specific position description before any installment of a volunteer assignment or recruitment effort. The Volunteer staff will be given a clear, complete, and current description of the duties and responsibilities of the position, which they are expected to fill. All position descriptions include the purpose and duties of the position, a designated worksite, and a timeframe for the performance of the job.

Interviewing

Before appointed to a position, all volunteers at **SportsWorks** International NGO go through an interviewing process to ascertain their suitability and interest in the desired position. The interview will determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and will answer any questions that the volunteer might have about the position.

Placement

SportsWorks International NGO will match volunteers to opportunities that recognized their talents, interests, and availability for serving. If at any time a volunteer wishes to take up any other position or take on any additional project or role, they can discuss their interest to the Executive Director or the HR.

Acceptance and Appointment of Volunteers

Service as an active volunteer with **SportsWorks** International NGO begins with an official welcome notification of acceptance and completion of all the necessary steps to a volunteer position.

Volunteer Supervision, Training and Miscellaneous

Role of Supervisors

Each volunteer in **SportsWorks** International NGO has a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

Training and Orientation for Volunteers

Volunteers in **SportsWorks** International NGO will have access to program materials and trainings required to fulfill their duties. Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training will be based on the complexity and demand of the position.

Performance Feedback

Volunteer Development is essential, and in **SportsWorks** International NGO this is done by having informal, open and honest discussions on an ongoing basis about work performance and goals. The supervisor of the volunteer is primarily responsible for developing suitable assignments for the volunteer and for providing feedback to the volunteer regarding their work.

Separation

Voluntary separation occurs when a volunteer resigns or retires from in **SportsWorks** International NGO. Volunteers are encouraged to give at least two weeks' notice of intent to resign stating the reason for leaving and the intended last day of work. Involuntary separation occurs when a volunteer is discharged or when the position comes to an end. On or before the volunteer's last day of work, an exit interview will be scheduled which will ascertain why the volunteer is leaving, suggestion for improving the position and the possibility of future volunteer involvement.

Awards and Recognition

Volunteers in **SportsWorks** International NGO are recognized for their contributions to the organization. Volunteers will be given recommendations and/or references if they have performed their duties in the best interest keeping in mind the benefit of the organization.

Volunteer Hours and Attendance

In **SportsWorks** International NGO volunteer hours of service will be tracked through a timesheet. All volunteers are responsible to honestly and diligently track their attendance and promptness on the timesheet and send it to their supervisor every fortnight. Volunteers who are unable to work on a particular day should notify their supervisor. If the volunteer has a planned leave, a written notification to the supervisor is expected for approval of the leave. Frequent absenteeism may result in disciplinary action, up to and including separation.

Donations

100% of the donations in **SportsWorks** International NGO goes directly to funding athletic, nutritional, spiritual and educational programs which helps put a child on the path of hope and opportunity. Whenever possible, two or more volunteers should be involved when handling donations to ensure that funds are adequately accounted for.

Contact Information

John Klintworth, MBA

Executive Director, SportsWorks

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Canadian Office: 64-23 Observatory Lane, Richmond Hill, ON L4C 0M7

Tel: (416) 770-5379

Acknowledgement and Receipt

Signature on this receipt acknowledges that you have reviewed **SportsWorks** International NGO's volunteer handbook. Please sign and date the receipt.

I, _____, certify that I have received and reviewed **SportsWorks** International NGO's Volunteer Handbook. I further understand that, by signing this statement as required I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with my supervisor. I also realize that this statement will become a permanent part of my volunteer personnel file.

Signature _____ Name _____ Date _____