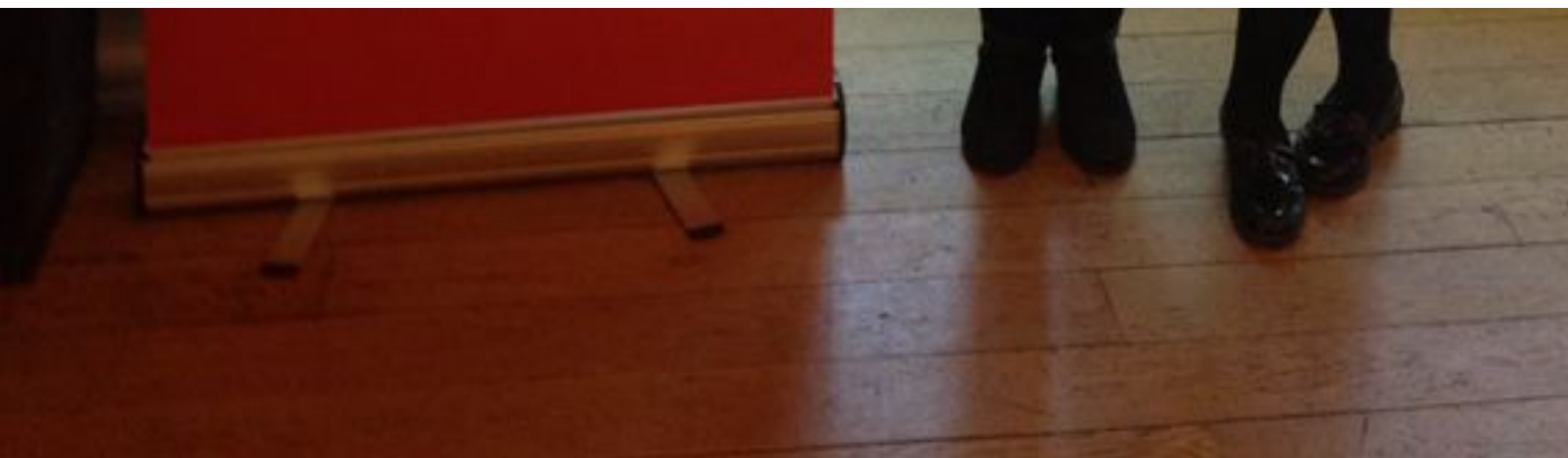




Ace Africa

Developing Communities

Ace Africa UK Volunteer Policy



Message from the Chairman

This document provides an overview of Ace Africa and how you can help us help many thousands of children and communities living in poverty in rural Kenya and Tanzania.

As a volunteer, you contribute your time, energy and skills in support of our cause. Volunteers are essential in every aspect of the work of Ace, from the fundraising, awareness-raising and leadership in the UK to the 4,500 community volunteers we work with in rural East Africa. All volunteers are essential to the continued and successful operation of Ace Africa.

Thank you for your commitment to Ace Africa and for supporting our work.

John Collenette

Chairman & Volunteer

About Ace Africa

Ace Africa was established in rural Bungoma, Western Kenya in September 2003 in response to communities at crisis point. Based on robust baseline research - at the time 1 in 3 households were infected with HIV/AIDS, community structures collapsing and resources strained beyond compare - Ace Africa's holistic programmes focus on all aspects of a child's and communities development enabling them to lead healthier, happier and self-sufficient lives through improved food and economic security, health, wellbeing and rights awareness.

Our programmes are split into 3 key areas; Child Development, Community Health & Wellbeing and Community Livelihoods.

Ace Africa achievements to date: Ace has supported over 765,000 children and their communities and works with over 4,500 community volunteers across 5 project sites; Bungoma, Western Region, Kenya, Siaya, Nyanza Province, Kenya, Arumeru District, Arusha Region, Tanzania, Moshi Rural District, Kilimanjaro Region, Tanzania and Kome Island, Mwanza Region, Tanzania.

Ace Africa's work is endorsed and supported by Institutions and Governments, Trusts and Foundations, Corporations and Individuals. Ace Africa was highly commended in The Charity Awards 2013 in the category of International Aid and Development and in 2010 was the recipient of the STARS Foundation Award in the category of Health.

Ace Africa (Tanzania) is a registered non-profit company in Tanzania, **Ace Africa (Kenya)** is a registered International NGO in Kenya and **Ace Africa (UK)** is a registered charity in the UK. Ace Africa UK provides fundraising, advocacy and technical support to the programmes in East Africa which are run by Ace Africa Kenya and Ace Africa Tanzania.

As a volunteer with Ace Africa UK you will be carrying out activities which support the work of Ace in Kenya and Tanzania.

Staff and Volunteer Approach

- Ace is run by Africans for Africans, with a staff team in Kenya and Tanzania of 56 and 2 ex-pats.
- Ace Africa aims where possible to employ and engage local staff and volunteers to undertake the roles needed to deliver its programme.
- Ace Africa UK is a very small team, comprising 3 full time fundraisers.
- Our aim is to keep staff costs down to a minimum to enable the majority of funds to go directly to the programmes. For any paid job vacancies please consult our website or Charity Jobs.

Why We Recruit Volunteers

- Ace recruits volunteers because we recognise that there is a great opportunity for both parties to learn and benefit from the skills and experiences of each other.
- To offer our volunteers new skills and experience.
- We understand the nature of the job market and the importance of hands on experience.
- **Ace Africa's volunteers are not intended to replace paid staff.**

Recruitment Process

- We have a maximum capacity for 2 interns in the Ace UK at any one time, and like our interns to commit to a minimum of 3-month period.
- We are very keen to hear from people who have expertise in a specific area such as IT technical support, Database CRM experience, Accounting Experience, Legal Knowledge, Marketing, Event Management Experience or other Fundraising Experience.
- If you would like to apply for a position as a volunteer or intern, please send us a short cover note attaching your CV and let us know how much time you have available, whether you are able to come in to the office (or work from home) and what your areas of interest/ expertise are.
- If we find the above satisfactory, we will ask you for an interview.
- Ace Africa abides by diversity and equality policy (please see below).

Diversity and Equal Opportunities

- Ace Africa operates an equal and diverse opportunities policy in respect of both paid staff and volunteers.
- Ace Africa is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Ace aims to create a culture that respects and values each other's differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential. We are committed wherever practicable to achieving and maintaining a workforce that broadly reflects the local community in which we operate. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. We will regularly evaluate and monitor our progress towards diversity.

Volunteer Roles

Volunteer roles can differ widely, whether you are helping out through a one-off fundraising event or committing yourself to a period in the UK office all are highly valuable for the continued operation of Ace Africa.

As a volunteer with us you will:

- Experience the diverse and fast pace of the international development sector.
- Have the chance to develop skills in a range of fundraising and marketing related activities assist with day to day office tasks.

The exact role of your period in the office will be discussed at the interview stage, but is likely to include assistance with upcoming fundraising events, fundraising related research projects, database input and support to the Head of Fundraising and Fundraising & Communications Manager as required (an example of a typical role can be seen in the appendix).

Expenses

All Ace Africa volunteers will be paid £ 10 a day (or an agreed fixed amount to cover out of pocket expenses) to cover both travel and lunch expenses.

Induction and Training

All volunteers will receive an induction into Ace Africa and their own area of work. Training will be provided as appropriate.

Support

- All volunteers will report to the Fundraising and Communications Manager as their main point of contact.
- They will be provided with regular supervision to feedback on progress, discuss future development and discuss any concerns.

Complaint Procedure

- Volunteers/ interns are encouraged to talk to members of the Ace team if they have a complaint. If a complaint cannot be resolved, it should be referred to the Chairman of Ace Africa UK.

Insurance

All volunteers are covered by Ace Africa's insurance policy whilst they are on the premises or engaged in any work on Ace Africa behalf.

Health and Safety

Volunteers are covered by Ace Africa's Health and Safety Policy, a copy of which will be provided.

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff and details will be provided to volunteers.

Last updated: August 2014

APPENDIX

Examples of Overview of Responsibilities:

Research

- Trusts and Foundations – develop and cross-check trust database.
- Corporate Social Responsibility – research & develop applications with assistance of Fundraising Officer.
- Ad-hoc projects as provided by the Fundraising & Communications Manager.

Assistance with Event Organisation

- Venue & supplier searches and follow-up correspondence.
- Assist with event budget preparation.
- Spreadsheet management (eg current information on Guests, Sponsors, Raffle and Auction Donors).
- Management of invitations, online ticketing and mailing out of any hard-copy tickets.
- Volunteer management for events.
- Attendance at the event with particular responsibility for guest registration.

Marketing & Communication

- As supervised by the Fundraising Assistant, writing to thank supporters for donations.
- Assistance with other communications to supporters (annual review, newsletters, event fliers etc).
- Assistance with other aspects of Ace's marketing programme – production of branded materials, event advertisements, Facebook and Twitter updates.
- Making regular website updates.

Database Management

- Enter new contacts as and when to the Ace contact management database on salesforce.
- Enter additional details to existing contacts in order to make the Ace database work more effectively.

Volunteer Management

- Assist Fundraising & Communications Manager with volunteer enquiries and maintain volunteer database.

Other Office Duties

- Handle phone-call and email enquiries.
- Assist with other office admin duties as and when.

Asante Sana!

Thank you!



By donating your time your helping Ace Africa empower children and their communities to improve and sustain their own health, wellbeing and development.