

VOLUNTEER WELCOME PACK



through shelter, we empower

Haere mai, Welcome to the Habitat for Humanity volunteer whānau!

We want to make volunteering with us a rewarding and enjoyable experience, and to help you get started we have put together this handbook that will give you more information about who we are and how your role as a volunteer positively impacts on the services we provide.

It is important that you take the time to read this handbook, which forms part of your induction. If you have any queries or concerns your Programme Manager or the HR Manager are here to help.

Follow us on social media :



Habitat for Humanity Auckland / Northland



@habitatnorthern



Habitat for Humanity Northern Region



Habitat For Humanity Northern Region

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Welcome Message from Conrad LaPointe CEO, Habitat for Humanity Northern Region



Kia Ora awesome volunteer,

It is my pleasure to welcome you to Habitat for Humanity. It's no exaggeration to say that volunteers are the lifeblood of our organisation. Without support from people like you we simply would not be able to do the work that we do. It's true. You rock!

We are genuinely humbled every day by the efforts and commitment of so many who support our work. We hope that upon joining us you quickly feel valued, supported and safe. This is our responsibility to you, as part of our team.

Over time I trust you will feel more and more connected to our work and our vision, and that through your efforts you feel you are contributing to our mission of supporting those in housing need, both in New Zealand and around the world. To this end, we will endeavour to keep you consistently connected with, and informed of the work we are doing both locally and internationally.

Habitat aims to positively impact people's lives by building strength, stability and independence through shelter. We achieve this through a range of building, renovation, advocacy and educational programmes, towards our vision of 'a world where everyone has a decent place to live.' This is a big ask, so thanks for helping out. We definitely need you.

My wish is ultimately that you enjoy coming to work, feel part of a team, and you can be proud to say you volunteer for Habitat for Humanity. Please do get in touch with me directly if there is anything about our work and your role in it you may wish to discuss.

Thank you again for joining us.

**Nga mihi,
Conrad LaPointe
CEO Habitat Northern**

Who are Habitat for Humanity?

Habitat for Humanity is a Christian non-profit organisation that partners with people in your community and globally to help them build or improve a place they can call home. With your support, Habitat families achieve the strength, stability and independence they need to build a better life for themselves and their families.

Vision

A world where everyone has a decent place to live.

Mission

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

Values

Inspiring Action Whakahirahira

- We seek to inspire others to engage with our mission
- We speak up on behalf of those we seek to serve
- We walk alongside our families to improve their wellbeing

“Poipoia te kakano kia puāwai.”

Working Together Whanaungatanga

- We are passionate and connected to the mission
- We support, care for and trust in each other
- We form lasting relationships to address inequality

“Hutia te rito o te harakeke, Kei hea te kōmako e kō,
Kī mai koe ki ahau, He aha te mea nui o te ao,
Māku e kī atu,
He tangata! He tangata! He tangata!”

Doing the Right Thing Tikanga

- We act with integrity, honesty and are accountable for our actions
- We seek to put God's love into action
- We are committed to our responsibilities to the land and wider environment

“Mahia te mahi hei painga mō te iwi.”
Princess Te Paea Herangi

Caring for Others Manaakitanga

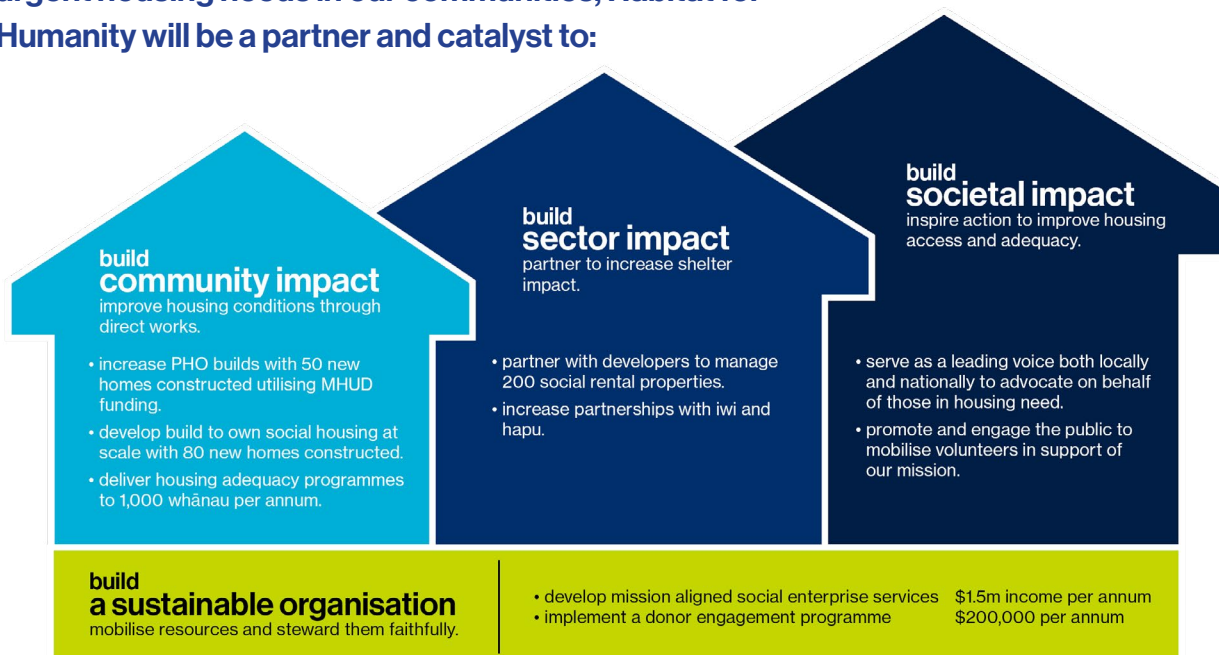
- We actively listen and make a difference in our community
- We embrace diversity and individuality
- We communicate respectfully and with empathy

“E tipu e rea mō ngā rā o tō ao. Ko tō ringa ki ngā rākau a te
Pākeha, Hei ora mō te tinana. Ko tō ngākau ki
ngā taonga a ō tipuna Māori, Hei tikitiki mō tō māhunga.
Ko tō wairua ki tō Atua, nānā nei ngā mea katoa.”
Tā Apirana Ngata

Principles

1. Demonstrate the love of Jesus Christ
2. Focus on shelter
3. Advocate for affordable housing
4. Promote dignity and hope
5. Support sustainable and transformational development

Seeking to put God's love into action by addressing urgent housing needs in our communities; Habitat for Humanity will be a partner and catalyst to:



Since 2014, Habitat for Humanity globally has:



Improved the housing conditions directly of more than 1.5 million people.



Partnered to support market approaches that served more than 3.5 million people.



Partnered to promote policies and systems that advanced access to adequate, affordable housing for more than 9.5 million people.



Inspired and mobilized volunteers to contribute more than 7 million days of service for the cause of adequate, affordable Housing.

(Habitat for Humanity International, data true as at 30 November 2021)

What We Can Offer When You Volunteer?

You can make a real difference to your community when you volunteer, and it is one of the most rewarding things you can do. We offer that:

- You will work with and meet a diverse group of interesting people.
- You can learn new skills and gain experience.
- You can challenge yourself to try something different, achieve personal goals, practice using your skills and discover hidden talents.
- You can gain confidence by giving you the chance to try something new and build a real sense of achievement.
- You will be part of a community by being part of something outside your friends and family.
- You can impress if you need to create a CV or resume.
- AND you will have fun!

How much time does it take?

We know from experience that our volunteers get more out of the experience if they can commit to regular weekly shifts. Are you able to commit to regular shifts? Shifts are usually Monday to Friday, between 9am and 5pm.

Health and Safety: General Safety while Onsite

We recommend use of the Saferme app for all volunteers. To download a copy on your phone, go to the App Store and download the specific version for Apple or Android.

To sign in:

1. Enter the email Habitatforhumanityhs2@gmail
2. Password, Wearesafe
3. Select HFH and allow bluetooth function.

This has many features including incident reporting, induction forms and near by hazards. Due to the nature of Habitat's business there are many potential hazards e.g. nails, sharp edges, heavy objects.

- Check your environment each shift for potential hazards and ensure they are dealt with immediately e.g. curling rugs.
- Keep exits and aisles clear at all times.
- Wear protective gloves when handling sharp objects eg. glass or "dirty goods"
- Wear closed toed shoes at all times.
- Clean up any spills immediately. (use the Caution, Wet floor, No Admittance signs).
- Remove broken items.
- Store heavy objects safely between chest and knee high.
- Stack items to a safe height in the workshop or storerooms
- Lifting. Use common sense. Bend knees. Use trolleys. Ask for help.
- Power tools only to be used by experienced staff. Wear protective gear for ears and eyes and handling items.

- Ensure ladders are in good condition. Secure top and bottom or have someone hold the ladder. Don't use the top two steps. Don't over reach. Don't carry loads up ladders.
- Ensure you are aware of where the emergency evacuation assembly points are located.

Accidents

All accidents must be reported immediately to your supervisor and recorded in the accident register which are kept in the office or in the Build Team vans.

Media Contact

Any media contact must have the specific approval and consent of the CEO of Habitat Northern Region. Volunteers are not to initiate any contact and must refer any media enquiries to the Programmes Manager.

Prevention of Fraud

Fraud is dishonest activity causing actual or potential financial loss to the organisation. Fraud includes theft of monies or other property by employees or persons external to the organisation and where deception is used at the time, immediately before or immediately following the activity. All volunteers have a responsibility to report suspected fraud or related misconduct to their Supervisor.

Alcohol and Non-Prescription Drugs

There is to be no consumption of alcohol and/or non-prescription drugs on the premises at any time.

Dress and Appearance

Consistent with the culture of the Employer, you will be expected to present a professional image with regard to your appearance and standards of dress and maintain excellent standards of personal hygiene at all times.

You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis.

Personal protective equipment (PPE) and clothing may be issued for your protection because of the nature of your job and if issued must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility. If you finish volunteering with Habitat, you must return any uniform and PPE issued to you.

Volunteer Purchasing Policy

Habitat Northern recognises the contribution volunteers make to the organisation and as such all volunteers are entitled to a 20% discount on goods purchased at our ReStore charity shops. Purchases with the discount can only be made on the day you would normally work

This discount applies to:

- Any goods currently for sale in the ReStore, already priced by management (not those goods recently come in which have yet to be priced).
- Only those goods being purchased for the personal use of the volunteer or their immediate family (not for goods to be passed on to others or resold – this includes Trade Me).

Other Conditions:

- Reasonable dollar value per year. If too many goods are bought at discount by any individual volunteer, management reserve the right to say “enough” and cease offering the discount.
- Goods may not be “stock piled” until the next work day.
- No goods are to leave the ReStore until they have been fully paid for and a receipt issued.
- Volunteers cannot process their own sales; it must be done by the Manager on duty that day.
- No employee will price goods they intend to purchase.

All goods must be paid in full and the transaction processed on Vend before the goods leave the shop. No laybys or part payments at any time. No “goods on loan” or “goods on approval” by employees, volunteers or customers.

Personal Gifts from Donors or Customers

Do not accept personal gifts from a donor or customer.

Volunteer Code of Conduct

Habitat for Humanity encourages and expects all volunteers to conduct themselves at work in accordance with the mission. For everyone’s benefit and to encourage workplace safety, stability and harmony amongst all staff, contractors and volunteers, it is important to clarify the conduct which the company deems unacceptable in our workplace.

As a member of the Habitat team you will be expected to set an example with a high standard of conduct and performance relative to the company’s requirements and reputation in the community. The company wishes to ensure the integrity of services and results, quality and performance. In meeting these standards, you will be expected to fully co-operate with colleagues and management observing and enacting the company’s rules and regulations for safety, conduct and performance and at all times act in the best interest of the company.

Misconduct Clarified

- Acting in a negligent, careless, indolent manner in the discharge of duties, or being constantly inefficient or incompetent in performance of duties.
- Using abusive, obscene or threatening language to another person while in the workplace.
- Disrupting the workplace by acts of undesirable behavior and/or intentionally misusing time or resources; preventing or disrupting another employee/volunteer from carrying out their duties.
- Inadvertently failing to declare to the manager a conflict of interest which may affect performance of judgement.
- Failing to observe safety rule/regulations, failing to make proper use of safety equipment provided; or failing to report a work-related accident.
- Posting unauthorized or offensive notices within the workplace or on social media.
- Any act of omission which, not being serious misconduct, impacts of the employee/volunteers ability to carry out the functions and duties of the employee's/volunteers position or is likely to tarnish the reputation of Habitat for Humanity.
- Any act that is carried out by a volunteer which is not specifically covered by the misconduct listed, but is of similar nature.

Serious Misconduct Clarified

- Refusing or failing to undertake any reasonable and lawful instructions of company management.
- Reporting for work or being at work in such a condition of intoxication (alcohol or drugs) that prevents the proper and/or safe performance of duties, or being in possession of non-prescription drugs or other such illegal substances.
- Acting in a manner that threatens safety, health or hygiene in the work place, or in a manner that prevents the safe and proper performance of the duties of other company personnel, other volunteers or customers.
- Possessing without authorisation any property, money, information or intellectual property belonging to, or under the control of the company;
- Or the using or manipulating of such property, money, information, intellectual property or privileges for personal benefit or in a manner not authorised by the company.
- Possessing without authorisation, stealing, or using the property of the company, other company personnel, other volunteers or customers without the owner's permission.
- Discriminating against or harassing (sexually, racially, or otherwise) others.
- Resorting to violence (either physical or verbal) against others.
- Any act that is carried out by a volunteer that is not specifically covered by the serious misconduct listed above but is of similar nature.

Child and Young Person Protection Policy

As an Habitat for Humanity NZ representative, I WILL:

- Treat all children and young people with respect at all times, regardless of culture, creed, nationality or any other difference.
- Ensure that I am fully aware of Habitat for Humanity NZ's child protection policy and any associated procedures.
- Promote a safe environment where children (and young people, parents and families) feel safe, empowered and able to communicate openly.
- Act professionally and maintain appropriate boundaries at all times.
- Always ensure that a minimum of two adults are present when with a child. If it is not possible to have another adult present, I will ensure that I am at least visible to others.
- Act swiftly to ensure that any perceived risk to a child is immediately reported in consultation with the CPO and via the correct procedures.
- Keep all reported cases and allegations (proven or otherwise) confidential, in accordance with the confidentiality principles outlined in the Habitat for Humanity NZ Child Protection Policy.
- Avoid circumstances where my behaviours may be misinterpreted as hostile, suggestive, inappropriate or neglectful.
- Inform the relevant leader/manager and CPO if points of the Code of Conduct have been breached, regardless of whether this has resulted in the harm of a child.
- Avoid initiating touch in interactions with children; if such touch is initiated by a child, I will only engage in touch if it can be done in a safe manner, i.e. 'side on,' brief, and while visible to other adults.
- Promote alternatives to physical forms of discipline and punishment.

As an Habitat for Humanity NZ representative, I WILL NOT:

- Engage in any behaviour (including verbal or physical) with a child, which is, or could be interpreted, as inappropriate, offensive, discriminatory or suggestive.
- Engage in any unwarranted or inappropriate touching of a child.
- Engage in any form of sexual activity with a child.
- Spend time alone with a child – including inviting a child into my home or office alone, or take children alone in my car (except in emergencies).
- Undertake or participate in any behaviour of activities with children present, which is illegal.
- Hire children as domestic, or any other form of labour.
- Engage in any sexualized or threatening behaviour with a child using technology such as a phone or over internet.
- Access or distribute child pornography or sexualized imagery.

Habitat Talent Release Policy

Habitat for Humanity has found that the most effective way to promote what we do and gain support from people who might become donors or volunteers is to tell real-life stories about the individuals and families that are affected.

These stories also help to encourage the many volunteers and organisations who work hard to assist Habitat in its work.

New Zealand has some laws that require Habitat to obtain permission from the people we work for/with to use these stories.

Habitat for Humanity would therefore like to ask your permission to use your stories, photos (of you and/or family members) or video footage to help promote the work that we do.

The most convincing stories are those where we can use the names of the family members/volunteers/staff involved with their photos or video footage describing the difference the experience has meant to them.

By signing the talent release form as part of the volunteer agreement you are agreeing to the use of your image on our social media, website, printed release. Habitat will always ask before they take your image.

Volunteer Agreement

As a volunteer assisting Habitat for Humanity Northern Region,
I agree to the following: **Please ✓**

- ☐ I have read and understand the Health and Safety policy.
- ☐ I agree to take all necessary steps to ensure my own safety and of others at all times.
- ☐ I agree that in my volunteer work for Habitat ReStore that should I sustain any injury, I will inform Habitat immediately and inform them of any potential hazards.
- ☐ I understand that it is my responsibility to read this handbook, and acknowledge that I have been given a copy of such.
- ☐ I agree to abide by the standards of behavior as outlined in the Habitat ReStore Volunteer Code of Conduct, and acknowledge I have read and understood it.
- ☐ I understand that if I am under the age of 18 a parent or guardian will sign this agreement on my behalf.

I wish to receive email newsletters
from Habitat for Humanity:

YES / NO

Who would you like to hear from? **Please ✓**

☐ National ☐ Northern Region ☐ Both

Habitat Talent Release (Please Circle) :

I AGREE / I DISAGREE

to have my image or story shared.

VOLUNTEER NAME:

DATE:

SIGNATURE:

(IF UNDER 18)
**PARENT/GUARDIAN
NAME:**

PROGRAMME:

**PARENT / GUARDIAN
SIGNATURE:**

MOBILE:

EMAIL ADDRESS:

