VOLUNTEER ORIENTATION AND TRAINING   MATERIALS

1. **Welcome Message and Introduction**

Objective: Set the tone for a meaningful and impactful volunteer experience.

Content Enhancements:-

- Warm Welcome: To make volunteers feel valued, include a recorded or live greeting from the Project Coordinator and key staff members.
- Our Story: Present a professional video or slideshow highlighting Hekima's founding, mission, key achievements, and the communities it serves.
- Impact Stories: Feature two to three compelling testimonials from past volunteers and beneficiaries to inspire and motivate recruits.
- Icebreaker Activity: Facilitate connections among volunteers by having them share their motivations for joining Hekima and their personal goals.

2. **Volunteer Roles and Expectations**

Objective: -Ensure clarity and alignment with organizational goals.

Content Enhancements:-

- Role Overviews:
    a. Documentation and Sustainability Volunteer: Conduct a hands-on demonstration of documentation tools, emphasizing the importance of organized data.
    b. Child Protection Advocate: Use case studies to practice appropriate and empathetic responses to needy children.
    c. Programs Officer: Organize a brainstorming session for creative fundraising ideas and review successful campaign examples.
- Clear Expectations: Provide guidelines on commitment, communication, and reporting protocols.
- FAQs: Address common concerns such as workload, time commitments, and accessing support.

3. **Training Sessions**

Objective: Build confidence and competence in performing tasks.

Content Enhancements by Role:-
- Documentation and Sustainability:
  a. Interactive tutorials on documentation software or templates.
  b. Practical exercises in writing reports with constructive feedback.
  c. Strategies for project monitoring and evaluation.
- Child Protection Advocate:
  a. Comprehensive training on child protection laws and ethical considerations.
  b. Workshops on active listening and trauma-informed care.
  c. Collaboration guidelines for multidisciplinary teams (e.g., social workers, psychologists).
- Youth Development Facilitator:
  a. Role-playing scenarios such as teaching life skills and managing disruptive behaviour.
  b. Planning and executing a mock youth event or workshop.
- Fundraising Coordinator:
  a. Step-by-step guidance on drafting funding proposals and donor reports.
  b. Simulations of organizing small-scale fundraising events.
- Partnership and Collaboration Liaison:
  a. Role-playing to pitch Hekima's mission to potential partners.
  b. Case studies of successful partnerships to identify best practices.
- Cultural Expectations:
  a. Respect Tanzania's traditions, elders, and societal norms. Avoid public displays of affection, maintain personal space, and remain courteous in all interactions.

4. Essential Policies and Guidelines

Objective: Ensure adherence to ethical and legal standards.

Content Enhancements:-
- Dress Code; Volunteers must adhere to culturally appropriate attire. Clothing should be modest, covering shoulders, chest, and knees, particularly for women.
- Cultural Sensitivity; Provide discretion when encountering societal norms that differ from personal expectations.
- Safety Overview;

    a.   Highlight Bukoba as a generally safe and welcoming area while encouraging appropriate precautions.

    b.   - Discuss social dynamics, including how to respond firmly and respectfully to unwanted attention.

    c.   - Emphasize general security measures, such as avoiding high-risk situations and moving safely during the day and evening hours.

- Safety and Risk Management;
  a. Familiarize volunteers with emergency protocols and local laws.
  b. Offer safeguarding practices for addressing potential risks effectively.
- Interactive Policy Review; Use quizzes or group discussions to reinforce understanding of key policies.
- Child Protection Protocol; Present a flowchart for reporting child protection concerns and explain each step in detail.
- Conflict Resolution; Train volunteers in mediation techniques to address interpersonal challenges professionally.

5. Tools and Resources

Objective: Simplify tasks and improve efficiency.

Content Enhancements: -

- Volunteer Handbook; Provide a comprehensive guide covering all roles, policies, and frequently used templates.
- Access to Digital Platforms; Train volunteers on Hekima's online tools, such as project management or collaboration software.
- Resource Packs; Distribute role-specific kits with relevant guides, checklists, and examples.
- Language Considerations; Encourage learning basic Swahili phrases to enhance communication and build rapport. Common phrases include:
  a. "Habari" (hello),
  b. "Nzuri" (I'm fine),
  c. "Tafadhali" (please)
  d. "Hapana" (no).

e. "Asante" (thank you)
f. "Karibu" (welcome)
g. "Pole" (sorry)

6. Community Building and Support

Objective: - Foster a strong sense of belonging.

Content Enhancements:-

- Networking Opportunities; Create WhatsApp groups or similar platforms for volunteers to share ideas and updates.
- Peer Mentorship; Pair new volunteers with experienced ones for guidance and support during their first weeks.
- Wellness Check-Ins; Schedule regular wellness sessions to discuss challenges, celebrate achievements, and ensure volunteers feel valued.

7. Feedback and Reflection

Objective: Promote growth and improve processes.

Content Enhancements:-

- Daily or Weekly Reflections; Provide a structured journal template for volunteers to document their learning and experiences.
- End-of-Session Surveys; Collect detailed feedback on the orientation and training to identify areas for improvement.
- Celebration Event; Organize a small gathering or issue personalized certificates of appreciation to recognize volunteer contributions.