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**TWEMERE -ACCEPT -US**

*Promoting Equality & Combating Discrimination in Rwanda*

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**Twemere Remote Volunteer Handbook**

**Welcome to Twemere Family**

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**1. Welcome Letter**

Dear Twemere Volunteer,

Welcome to Twemere! As a grassroots organization, we are honored to have you as part of our mission to promote acceptance and equality for Rwanda’s LGBTI community. Volunteers like you play a crucial role in advancing our efforts, from project writing to donor outreach, family reconciliation, mental health support, and branding Twemere’s initiatives. Your contributions make a real difference, and we are excited to have you on board!

Since we do not have a website or digital platforms, our communication will primarily take place via WhatsApp, phone calls, SMS, and emails. We encourage direct communication and flexible engagement based on availability.

Thank you for joining us on this journey. Together, we can create lasting change.

Warm regards,  
**Ssemujju Robien Mugabo**  
Founder & Executive Director, Twemere

**Introduction to Twemere's Work in Rwanda**

Thank you for choosing to volunteer with Twemere, Twemere means accept us in kinyarwada .a nonprofit organization dedicated to fostering **acceptance and equality for LGBTI individuals**, particularly focusing on **gay individuals** in Rwanda. Although you will be volunteering from Canada, your role is essential in creating positive change for the LGBTI community in Rwanda.

**Our Mission**

Twemere is dedicated to improving the lives of LGBTI individuals in Rwanda by providing safe spaces, advocacy, counseling, and support. We believe that **hope will never be silent**, and you are an essential part of this mission.

**Volunteer Roles for Remote Participation**

Given that you are based in Canada, many of your tasks will be designed to be completed **virtually**. Below are some of the roles you can take on:

**1. Virtual Outreach Coordinator**

* **Responsibilities:**
  + Assist in organizing online campaigns and outreach programs targeting global audiences.
  + Manage **social media platforms** (e.g., Facebook, Instagram, Twitter) to raise awareness for Twemere.
  + Coordinate with local teams in Rwanda to ensure that messages are consistent and impactful.
* **Impact:** Your online efforts will amplify Twemere’s message, bringing attention and support to the cause from international audiences.

**2. Fundraising Strategist**

* **Responsibilities:**
  + Assist in developing and executing **online fundraising campaigns** (e.g., crowdfunding, social media donations).
  + Research potential international donors, foundations, and grant opportunities that align with Twemere’s mission.
  + Support event planning for virtual fundraising events such as webinars, auctions, and live streaming.
* **Impact:** By generating funds and resources, you will directly contribute to Twemere’s core programs in Rwanda.

**3. Research & Advocacy Support**

* **Responsibilities:**
  + Research trends, reports, and best practices related to **LGBTI rights** and **advocacy** worldwide.
  + Assist with writing reports, proposals, and other publications that advocate for the LGBTI community in Rwanda.
  + Help track **international policies** and **social movements** that may inform Twemere's work.
* **Impact:** Your research will help shape Twemere’s advocacy strategies and contribute to **data-driven decision-making**.

**4. Virtual Event Planning & Coordination**

* **Responsibilities:**
  + Assist in planning and coordinating **virtual events** such as workshops, webinars, or online panel discussions.
  + Help with outreach for guest speakers, event promotion, and logistics for remote gatherings.
* **Impact:** By bringing people together online, you will help Twemere build global solidarity and raise awareness of issues faced by Rwanda’s LGBTI community.

**5. Communications & Media Support**

* **Responsibilities:**
  + Assist in creating and distributing **online newsletters** or press releases to the global community.
  + Design and implement **social media strategies** to share Twemere’s milestones and news.
  + Assist in crafting stories for Twemere’s **website** and **blog** to highlight successes, challenges, and urgent needs.
* **Impact:** Your work will help build Twemere's online presence, fostering connections and support from people around the world.

**Communication & Collaboration**

**Tools for Collaboration**

We understand that you're volunteering remotely, so we've set up tools to ensure that communication with the team in Rwanda is seamless and efficient:

* **Slack:** For real-time communication and team collaboration.
* **Zoom/Google Meet:** For video calls and meetings to discuss strategy, updates, and progress.
* **Google Drive/Dropbox:** For file sharing, documents, and project management.
* **Trello/Asana:** For task management, ensuring that projects are tracked and deadlines are met.

**Communication Expectations**

* **Weekly Check-ins:** We expect a **brief weekly meeting** (via Zoom or Slack) to discuss updates, challenges, and plans for the week ahead.
* **Time Zone Coordination:** Volunteers in Canada will need to coordinate with Rwanda’s time zone (East Africa Time) for meeting schedules. We will be mindful of your availability.
* **Availability:** While we understand that you're balancing other commitments, we ask for a minimum of **10 hours per week** of dedicated volunteer work.

**Training & Onboarding**

We’ll provide you with all the training you need to succeed in your volunteer role:

* **Volunteer Orientation:** A **virtual orientation session** will introduce you to Twemere’s mission, your specific role, and the tools we use for communication and collaboration.
* **Ongoing Training:** Depending on your role, you will receive **online workshops** or access to **self-paced resources** on topics like **LGBTI advocacy**, **fundraising**, and **remote work best practices**.

**Impact Measurement & Recognition**

* **Impact Metrics:** As a remote volunteer, you’ll be helping to increase **global awareness**, raise funds, and contribute to key reports and events. These actions will be measured through:
  + Funds raised (through online campaigns).
  + Number of individuals reached (through social media and advocacy).
  + Reports and publications produced.
* **Volunteer Recognition:** Your contributions will be **recognized** through:
  + **Certificates of Achievement** for reaching milestones.
  + A **Volunteer Appreciation Day** (held virtually) to celebrate the work of all volunteers.
  + Potential media recognition in Twemere's **annual report**.

**Volunteer Code of Conduct**

Even as a remote volunteer, your conduct must reflect the values of Twemere. Here are the key principles we expect from you:

* **Respect:** Treat everyone with kindness and respect, valuing diversity and inclusion.
* **Confidentiality:** Maintain the confidentiality of all sensitive information related to Twemere’s work, especially concerning our beneficiaries.
* **Professionalism:** Maintain a high standard of professionalism in your interactions with the team and external stakeholders.

**Next Steps**

1. **Sign Up:** Complete the volunteer application on our website.
2. **Onboarding:** Participate in the **virtual orientation** to get familiar with your role and responsibilities.
3. **Start Volunteering:** Once you’ve received training, you can begin working on your assigned projects.

**8. Contacts & Communication**

For any inquiries or support, please reach out to our leadership team:

* **Founder & Executive Director:**  
  Mugabo Robien  
  Email: [twemererwanda01@gmail.com](mailto:twemererwanda01@gmail.com)  
  Phone: +250 787-375-244

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* **Volunteer Coordinator Jackson:**  
  Phone: +250 725077231​
* **Volunteer Coordinator Elisa:**  
  Phone: +250 0784412194​

**Communication Channels:**

We encourage direct communication via WhatsApp, SMS, and phone calls to ensure swift and effective coordination for all volunteer activities. Email correspondence can be directed to the addresses provided above.

**Closing Note**

We’re thrilled to have you on board as a remote volunteer. Together, even from afar, we can create meaningful change and ensure that **hope never goes silent**.

