



**"TOGETHER WE ACHIEVE"**

# MUKONO HAND IN HAND UGANDA

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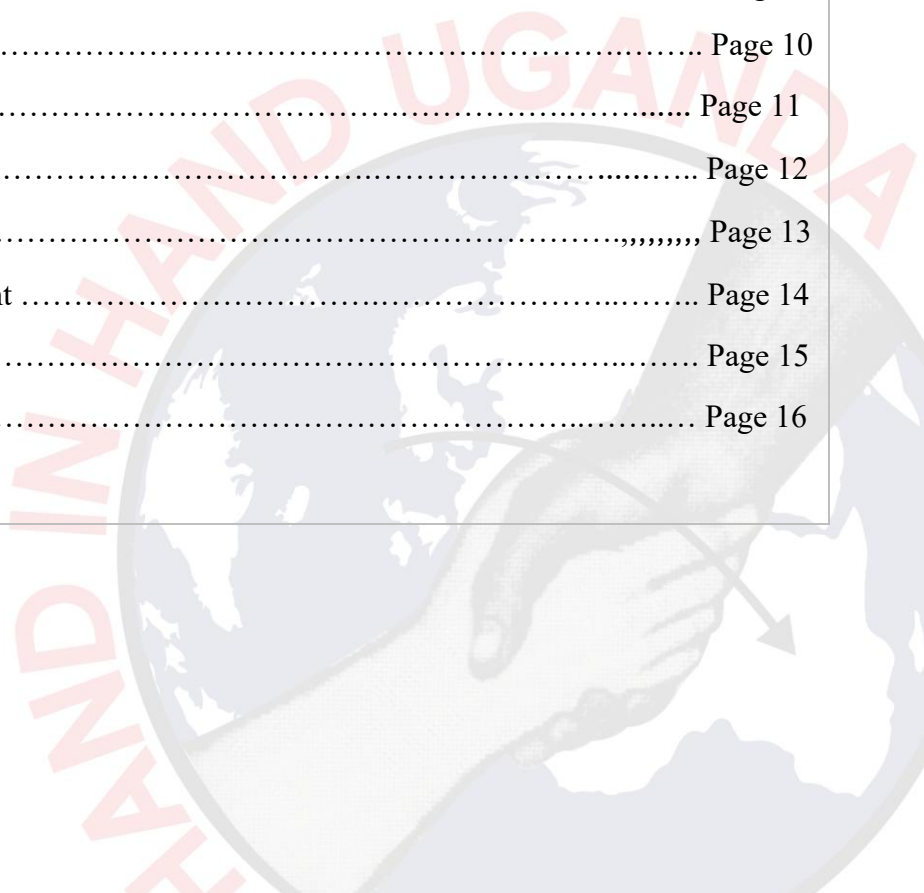
## MUKONO HAND IN HAND UGANDA (MHIHU)

### ALL SUPPORTED PROJECTS

#### STAFF AND VOLUNTEER HANDBOOK

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## 1. INTRODUCTION

### 1.1 Welcome Message

Welcome to Hand in Hand Uganda (MHIHU). We are committed to transforming lives through inclusive education, child protection, community empowerment, and sustainable development. As a staff member or volunteer, you are part of a mission to serve vulnerable children, especially those with special needs, and their families.

### 1.2 Purpose of the Handbook

This handbook provides guidance on:

- Organizational values and expectations
- Roles and responsibilities
- Code of conduct and safeguarding
- Workplace policies and procedures

It ensures consistency, accountability, and professionalism across all MHIHU operations.

## 2. ABOUT MHIHU

### 2.1 Vision

A society where all children, including those with disabilities, live with dignity, access quality education, and achieve their full potential.

### 2.2 Mission

To empower vulnerable children and communities through inclusive education, health support, child protection, and sustainable livelihood initiatives.

### 2.3 Core Values

- Integrity
- Compassion
- Accountability
- Inclusion
- Transparency
- Respect for human dignity





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## 3. EMPLOYMENT & ENGAGEMENT

### 3.1 Equal Opportunity

MHIHU is an equal opportunity organization. No discrimination based on gender, disability, religion, ethnicity, or background is tolerated.

### 3.2 Types of Engagement

- Full-time staff
- Part-time staff
- Volunteers
- Interns

### 3.3 Probation Period

All new staff undergo a probation period (typically 3–6 months) before confirmation.

## 4. ROLES AND RESPONSIBILITIES

### 4.1 Staff Responsibilities

- Deliver assigned duties professionally
- Uphold MHIHU values and policies
- Protect beneficiaries, especially children
- Report concerns or misconduct

### 4.2 Volunteer Responsibilities

- Support program activities as assigned
- Respect community norms and beneficiaries
- Follow safeguarding and code of conduct policies

## 5. CODE OF CONDUCT

All staff and volunteers must:

### 5.1 Professional Behavior

- Act with honesty and integrity
- Maintain high ethical standards
- Avoid conflicts of interest





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## 5.2 Respect and Inclusion

- Treat all individuals with dignity
- Promote inclusion of persons with disabilities
- Avoid any form of discrimination

## 5.3 Child Protection

- Never engage in any form of abuse or exploitation
- Maintain appropriate boundaries with children
- Report any safeguarding concerns immediately

## 5.4 Confidentiality

- Protect sensitive information about beneficiaries and the organization

## 5.5 Anti-Corruption

- Do not engage in fraud, bribery, or misuse of resources

## 6. SAFEGUARDING POLICY SUMMARY

MHIHU is committed to safeguarding children and vulnerable adults.

### 6.1 Zero Tolerance

- Sexual exploitation and abuse
- Harassment
- Neglect

### 6.2 Reporting

All concerns must be reported to:

- Safeguarding Officer
- Program Manager
- Anonymous reporting channels

### 6.3 Mandatory Reporting

Failure to report safeguarding concerns is considered misconduct.





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## 7. WORKPLACE POLICIES

### 7.1 Working Hours

- Standard working hours: 8:00 AM – 5:00 PM
- Flexibility may apply depending on program needs

### 7.2 Attendance

- Staff must report on time
- Absences must be communicated in advance

### 7.3 Leave Entitlements

- Annual leave
- Sick leave
- Compassionate leave

(As per contract terms)

## 8. HEALTH, SAFETY, AND WELLBEING

- Maintain a safe working environment
- Report hazards immediately
- Follow health and safety guidelines
- Prioritize mental and emotional wellbeing

## 9. USE OF ORGANIZATIONAL RESOURCES

- Use MHIHU property responsibly
- Avoid misuse of funds, equipment, or materials
- Follow financial accountability procedures

## 10. COMMUNICATION AND REPRESENTATION

- Represent MHIHU professionally at all times
- Do not speak on behalf of the organization without authorization
- Use social media responsibly



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## 11. DISCIPLINARY PROCEDURES

Misconduct may result in:

- Verbal warning
- Written warning
- Suspension
- Termination

Serious offenses (e.g., abuse, fraud) may lead to immediate dismissal and legal action.

## 12. GRIEVANCE PROCEDURES

Staff and volunteers may raise concerns through:

- Immediate supervisor
- HR or management
- Confidential reporting channels

All grievances will be handled fairly and confidentially.

## 13. EXIT AND TERMINATION

- Notice period as per contract
- Return of organizational property
- Exit briefing

## 14. ACKNOWLEDGEMENT AND COMMITMENT

All staff and volunteers must sign to confirm:

- Understanding of this handbook
- Commitment to MHIHU policies
- Agreement to uphold safeguarding and ethical standards

## DECLARATION FORM

I, \_\_\_\_\_, confirm that I have read, understood, and agree to abide by the MHIHU Staff and Volunteer Handbook.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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## ANNEXES (Recommended for Final Version)

- Safeguarding Policy (full)
- Code of Conduct (signed version)
- Anti-Fraud & Corruption Policy
- Whistleblowing Policy

## SECTION 15: SIGNATURE & COMPLIANCE PAGES

### 15.1 Staff/Volunteer Declaration Form

I, \_\_\_\_\_, confirm that:

- I have received, read, and understood the MHIHU Staff and Volunteer Handbook.
- I agree to comply with all policies, including Safeguarding, Code of Conduct, and Anti-Corruption policies.
- I understand that failure to comply may result in disciplinary action.
- I commit to promoting the safety, dignity, and rights of all beneficiaries, especially children and persons with disabilities.

**Full Name:** \_\_\_\_\_

**Position/Role:** \_\_\_\_\_

**Department/Program:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_





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## 15.2 Code of Conduct Agreement

I, \_\_\_\_\_, agree to:

- Uphold professional and ethical standards at all times
- Protect children and vulnerable persons from harm
- Avoid any form of exploitation, abuse, or harassment
- Report any misconduct or safeguarding concern

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 15.3 Safeguarding Commitment Form

I understand MHIHU's zero-tolerance policy on:

- Sexual exploitation and abuse
- Child abuse or neglect
- Harassment and discrimination

I commit to:

- Reporting concerns immediately
- Respecting boundaries with beneficiaries
- Acting in the best interest of children at all times

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





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## SECTION 16: HR FORMS

### 16.1 Employee/Volunteer Personal Information Form

#### PERSONAL DETAILS

- Full Name: \_\_\_\_\_
- Gender: \_\_\_\_\_
- Date of Birth: \_\_\_\_\_
- National ID Number: \_\_\_\_\_
- Phone Number: \_\_\_\_\_
- Email Address: \_\_\_\_\_

#### NEXT OF KIN

- Name: \_\_\_\_\_
- Relationship: \_\_\_\_\_
- Phone Number: \_\_\_\_\_

#### ADDRESS

- District: \_\_\_\_\_
- Village/Zone: \_\_\_\_\_

### 16.2 Emergency Contact Form

- Contact Name: \_\_\_\_\_
- Relationship: \_\_\_\_\_
- Phone Number: \_\_\_\_\_
- Alternative Contact: \_\_\_\_\_





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## 16.3 Confidentiality Agreement Form

I, \_\_\_\_\_, agree that:

- I will not disclose confidential information about beneficiaries, staff, or the organization
- I will use information only for authorized purposes
- I understand that breach of confidentiality may lead to disciplinary action

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 16.4 Conflict of Interest Disclosure Form

Do you have any personal, financial, or professional interest that may conflict with MHIHU work?

- Yes  
 No

If yes, please explain:

\_\_\_\_\_  
\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 16.5 Attendance Register Template

Date	Name	Role	Time In	Time Out	Signature



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## 16.6 Leave Request Form

- Name: \_\_\_\_\_
- Position: \_\_\_\_\_
- Type of Leave: \_\_\_\_\_
- Start Date: \_\_\_\_\_
- End Date: \_\_\_\_\_
- Reason: \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Supervisor Approval:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 16.7 Incident Report Form (Safeguarding/General)

- Date of Incident: \_\_\_\_\_
- Location: \_\_\_\_\_
- Person(s) Involved: \_\_\_\_\_
- Description of Incident:

.....

.....

.....

- Action Taken:

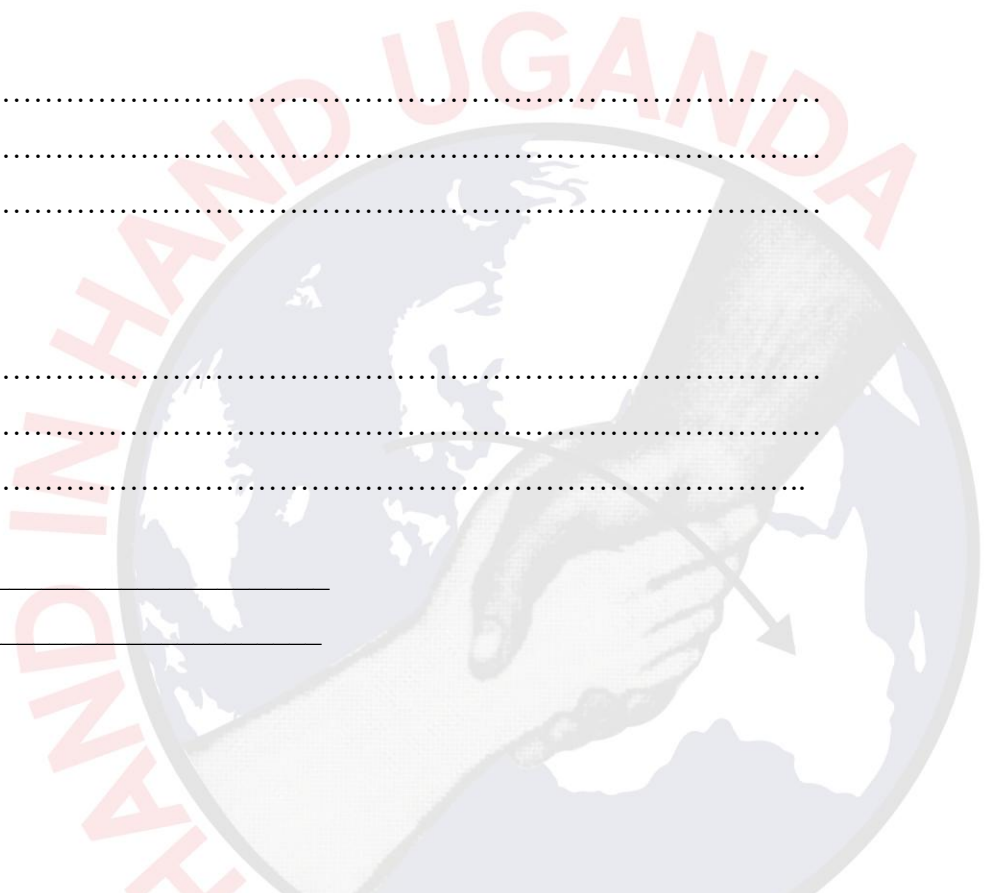
.....

.....

.....

- Reported By: \_\_\_\_\_

- Signature: \_\_\_\_\_





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## 16.8 Asset Issuance Form

- Item Issued: \_\_\_\_\_
- Serial Number: \_\_\_\_\_
- Date Issued: \_\_\_\_\_
- Condition: \_\_\_\_\_

I agree to take responsibility for this item.

**Recipient Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

## 16.9 Exit Clearance Form

Before leaving MHIHU, the following must be cleared:

Item	Status	Signature
ID Card Returned		
Equipment Returned		
Documents Submitted		
Finance Clearance		

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

