



# **TEAM LEADER VOLUNTEER'S HANDBOOK**

**EVERYTHING YOU NEED TO KNOW  
ABOUT BEING A TEAM LEADER**

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# WELCOME TO THE TEAM!

At Human Appeal, we have 1204 active volunteers in the UK. They come from every corner of the country and are the backbone of our organisation. We simply could not save and change lives without them. That's why we rely on amazing team leaders like you – to guide, support, motivate, and help unlock the potential of others. Thank you for joining the team. Welcome aboard and get ready for a life-changing journey.

## Change lives and boost your employability

Being a team leader with Human Appeal gives you opportunities, experiences and adventures. It's a chance to meet like-minded people and make a difference to the lives of others, while developing first-rate leadership and interpersonal skills. These skills are transferable, which means you will be able to demonstrate it in the workplace and at job interviews. There's no better way to enhance your CV and boost your employability.



If your actions inspire others to dream more, learn more, do more and become more, you are a leader.

– John Quincy Adams





### As a Team Leader, you will:

- Support the management of volunteers at events
- Assist with the recruitment of volunteers in your area
- Report back relevant issues to the volunteering team
- Support volunteers with specific tasks
- Attend supervisions and monthly Team Leader meetings
- Lead fundraising initiatives
- Run your own fundraisers with our support



### What we ask of you:

- Perform your role to the best of your ability
- Respect our organisation's aims and values
- Be kind and considerate towards staff, volunteers and beneficiaries
- Adhere to our policies and procedures, including safeguarding, confidentiality and General Data Protection Regulations (GDPR)
- Undertake mandatory training at our Head Office
- Give as much notice as possible if you are unable to attend a meeting or event
- Tell us if you are experiencing difficulties or have any concerns with a team member



### In return, we will:

- Ensure that you have a clear understanding of your roles and responsibilities
- Schedule in regular supervisions to ensure your well-being and to see how we can best support you
- Be proactive and carefully consider your feedback and suggestions
- Provide information about training and support to help you carry out your role
- Lend an ear and offer advice you may need to help you manage your team
- Update you on how your work has made a difference.
- Support you on your journey into employment by offering mock interviews, interview skills and acting as a reference



## A DAY IN THE LIFE OF A TEAM LEADER

### ZAHRA KUNCHUN MOHAMED GIVES US A FLAVOUR OF HER ROLE

"Leading my team of volunteers in one of the biggest regions - London and the south - is a great responsibility, but a lot of pleasure too. This couldn't be achieved without the support of the rest of the team and borough leaders. We connect with new members weekly and build a stronger team by being consistent on our group chat and having meetings where we share our interests and boost each other's confidence. My role entails attending meetings with staff leads at least once a month where we give feedback on our fundraisers and discuss different strategies, which I then pass on to the East London group."

# HOW TO ENGAGE BETTER

Top tips from Team Leaders to help guide you through your leadership journey.

"My experience at Human Appeal has been full of positivity and great energy. Throughout my journey, which only started a year ago, I have had the privilege to meet some wonderful people and had some memorable experiences. I've now become a team-leader, Alhamdulillah (Praise be to God). Through working on projects and events with volunteers driven to help the less fortunate, I have truly learned the value of unity of our ummah (community). I have learned how much you can achieve when people work together and are driven to achieve something special."

**Mahid, Glasgow Team Leader**

"Volunteering with Human Appeal has been so much fun! The people are so friendly and welcoming. At first, I was scared and apprehensive as I know Human Appeal is an Islamic Charity and, being an English revert, I wasn't sure how I would be welcomed, but Alhamdulillah (Praise be to God) the team are truly such kind people. I never felt out of place or like I wasn't important. Every team member I've come across has made me feel welcome and maintained respectfulness. This is one of the reasons I enjoy it."

**Chelsea, Bradford Team Leader**



# HOW TO ENGAGE EFFECTIVELY WITH YOUR TEAMS:

Here are a few sure-fire ways to boost volunteer engagement:

## Check-in often with your volunteers

Strong, regular communication motivates volunteers, so keep those all-important lines of communication open. Group messages are great for encouraging team spirit, but reach out on an individual basis too.

Be humanistic. Ask about your team-member's well-being. Find out what their hobbies are. Get to know them on a personal level outside of the fundraising campaigns. Also ensure that they are receiving tailored information rather than regurgitating generic messages. This will help add a personal touch to their volunteering experience.

## Lend an ear and be accessible

If you or any of your volunteers are experiencing difficulties, listen to what they have to say. If you feel these issues need to be escalated, please raise this to your local Volunteers Officers.

## Boost Team Spirit

Schedule in regular meetings with your teams where volunteers can meet their fellow team members and be kept in the loop about any upcoming opportunities. Throw in a few team building activities to get them energised, connected, and working together. Games like Two Truths and One Lie, Show and Tell, Blind Drawing and Articulate can help break the ice. Or, for the Brainiacs out there, arrange a Kahoot Quiz.





### **Respect their time**

Respect should be at the foundation of every interaction you have with your volunteers. Please be considerate when you message them.

#### **Avoid:**

- Constantly bombarding them with messages if they are not receptive.
- Messaging during anti-social hours, especially during non-campaign periods, including late at night or early in the morning. Volunteers must not be directly contacted by any means between 9pm and 9am on any given day.

### **There are exceptions to the anti-social hours rule. These include:**

- Ramadan, as communication levels will increase.
- If there is a Human Appeal campaign event that the volunteer is involved in the next day or on the day itself and communication is necessary to relay important information.
- If a volunteer attended an event that finished late, the staff member wants to ensure that they are safely home.



# THE EXCITEMENT OF CAMPAIGNS

During campaign periods, high energy is required! Your day could be super-busy or super-laid back – there's no in-between.

As a Team Leader, you will keep your team motivated and excited about the campaign, so it's important to find a balance. You'll get an instinct about how and when to motivate your team – there will be times when high motivation is required and times for grabbing a cuppa and enjoying a period of calm and relaxation.

Campaign periods can help you to grow immensely, building your team management skillset and testing your aptitude for leadership. The key is to keep pushing yourself to see how much you can accomplish during a campaign and trust that you will come out feeling proud.

## STEPS TO FOLLOW DURING CAMPAIGNS:

### Step 1

Message your team to ask how everyone is doing, then proceed to drop the social blast reminder message.

### Step 2

If your team are not responding, message them individually. It may be that they don't pay attention to group chats but will be receptive if they receive a personal message.

### Step 3

You will find that your team will ask you a lot of questions during a campaign period. The easiest way to address this is to send the information that's being asked into the main group or try and answer as many questions as possible as you could be stopping donations from coming in because of a delayed response to a donor.

**Tip: If you are being asked many of the same questions, have standard answers ready so that you can quickly copy/paste them or address it in your Team Chat.**



## A DAY IN THE LIFE OF A TEAM LEADER

**ANEESHA NADEEM - DURING A CAMPAIGN PERIOD**

"The life of a Team Leader during a campaign may sound daunting but it is so much fun. Having regular meetings with other Team Leaders doesn't feel like work. It feels like a little family coming together, having fun, and raising money at the same time. Managing your own team seems like a scary task but it's as simple as posting messages, prepping volunteers to start their fundraising pages while raising energy levels! Each team is so amazing. They make the task look effortless with their energy and hard work. It's as simple as that!"

# YOUR SUPPORT NETWORK

Worried? Don't be! You won't be left to "get on with it" as a Team Leader. You will have a strong support network around you who will help you as much or as little as you like.

At Human Appeal, we have an open-door policy where our Volunteering Team are always able to offer support and guidance. Additionally, the Fundraising Team are there to offer Team Leaders all the support they need during campaigns and events.



# TEAM LEADER FAQ'S

Confused or bewildered? Our frequently asked question section is here to help guide you with any enquiries you may have.

## **1 What experiences and skills do I need to be a Team Leader?**

To be a Team Leader, you need to demonstrate strong leadership and interpersonal skills. You will need to be able to communicate with, motivate and inspire people from a variety of different backgrounds, nationalities, and ages. You should also be energetic and passionate about improving the lives of others. All Team Leaders are required to attend and successfully pass an interview before they are offered their position.

## **2 If I am experiencing difficulties with a volunteer in my team, what should I do?**

Your feedback helps us to review what is working well and any areas that we can improve on. If you are experiencing issues or concerns with a volunteer, flag it up to your Volunteers Officer who will provide you with advice and guidance. Our one-on-one monthly supervisions also give you an opportunity to discuss any concerns and we send out regular feedback surveys.

## **3 If I no longer wish to be a Team Leader who should I speak to?**

If you wish to step down from your responsibilities as a Team Leader, notify your Volunteers Officers as soon as possible so we can find a replacement. You can, of course, continue to support Human Appeal's work by becoming a campaign volunteer.

## **4 What support and training will I be given as a Team Leader?**

We want to make sure that you feel confident and happy enough to undertake your role with Human Appeal. Therefore, we will ensure that you are fully equipped with the tools to lead and support a team by providing training, supervision, and ongoing support. All Team Leaders will receive training relevant to their role, such as managing volunteers and safeguarding.

Throughout the year, you will be invited to Team Leader conferences where you will have the opportunity to hone your leadership skills and foster working relationships with other Team Leaders in and outside of your region.

## **5 If I want to organise my own event with my team how does this work?**

At Human Appeal, we embrace creativity and love to hear any ideas you may have. So, if you wish to organise your own fundraising initiative, let us know. Our Fundraising Team will give you all the support and resources you need to get the ball rolling.

## **6 If my friend wants to volunteer with Human Appeal and join my team, what should I do?**

We are all about spreading the Human Appeal love, so we are always delighted when your friends wish to get involved too. Before commencing their volunteering journey with us, they must complete our online registration form: [humanappeal.org.uk/volunteer-with-us](https://www.humanappeal.org.uk/volunteer-with-us). Please then notify your Volunteers Officer of the person's name. Once our Volunteering Team have received their form and processed it, you will then be allowed to add them and introduce them to your Volunteering Team's WhatsApp Group.

## **7 What is the difference between the Volunteers Officer and the Fundraising Officer?**

At Human Appeal, we want to ensure that you are supported in all avenues during your time with us. Therefore, we have both roles to ensure you and your volunteers have a support network with experts from their fields. Need to organise an event? Your Fundraising Officer will get you there. Need help to support a member of your team? Your Volunteers Officer be with you every step of the way.

**Good luck on your new journey with Human Appeal and enjoy your leadership experience!**



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