



VOLUNTEER HANDBOOK

CHEF AND KING INTERNATIONAL, INC.

God is a chef who feeds, and a King who leads. He gives ample provision for all of our needs.

WELCOME

Welcome to Chef and King International. Over the last few years, volunteers have been a valuable resource for our clients and staff. By volunteering, you'll not only help your fellow Huntsville community, but also make a global impact on the lives of many people.

This guide will help you have the best possible experience as a volunteer. It answers frequently asked questions and gives information about Chef and King International, our clients, and your role. If you have additional questions please feel free to contact the Volunteer Services office by emailing volunteer@chefandking.org

Thank you for volunteering.

Sincerely,
Phillip R. Link, Founder and Executive Director



ABOUT THIS HANDBOOK

This handbook was prepared to give you some essential information about the policies and expectations of the Chef and King International Huntsville, Alabama Chapter.

The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your Volunteer Coordinator if you have any questions about the content of this handbook.

Chef and King International, Inc. reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks, or policy guidance provided. Thank you for giving your time and talents to help others. We hope that you find volunteering with Chef and King International a positive and rewarding experience.



A QUICK **OVERVIEW**

- Our Purpose
- Goals and Objectives
- Organizational Chart
- Policies and Procedures
- Additional Protocol
- Program Portfolio
- Roles and Responsibilities of Missions Coordination
- Volunteer Agreement

OUR PURPOSE

Chef and King International, Inc. is a US based non-profit organization focused on providing health services and humanitarian aid to individuals both locally and worldwide. Our locations of focus include service to individuals in Huntsville, AL, Washington, DC, Paris France, Monrovia Liberia, and the Philippines.

MISSION

Our mission is to feed, lead, and plant the seed of love throughout the world. "God is a Chef who feeds and a King who leads, giving ample provision for all of our needs."

VISION

Our vision is to endow unimpeded access to state of the art health services and community programs, providing resources that will sustain optimal health, family life, and overall health and wellness.



GOALS AND OBJECTIVES

In order for Chef and King International, Inc. to achieve its mission we have goals and objectives that we keep track of each year. Our board, staff, and volunteers play a crucial role in achieving these objectives annually. Below you will read a few of our organizational goals and objectives for this year.

Goals:

- Conduct seminars and workshops annually that promote health for all aspects of life; physical, emotional, mental, and spiritual.
- Work alongside similar non-profit organizations to bring greater impact to the lives of people that we serve in our community.

Objectives:

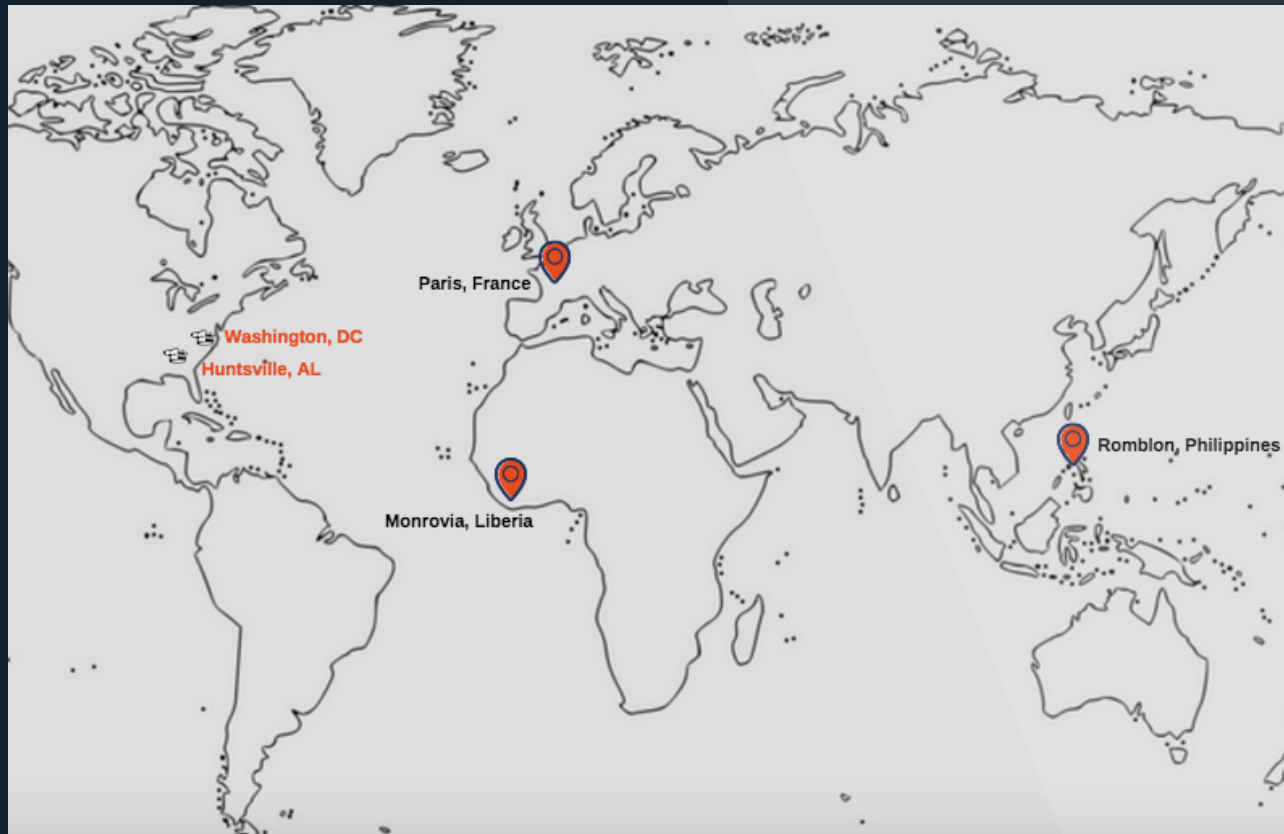
- Connect with local Christian churches to host seminars and events.
- Connect with local schools to host events for youth and young adults.
- Publish next two books of Chef and King: Fundamental Ingredients for Everyday Life Series.
- Increase brand awareness through print journalism, and media adverts.

ORGANIZATIONAL CHART

In this chart you will see an overall structure of Chef and King International. The administration of our organization is made up of the staff that oversees all programs. Nonprofit administration usually includes an executive director, or president, and office personnel. Additionally, staff and volunteers are the heartbeat that makes non-profit programs come to life within our areas of service.



A VIEW OF OUR AREAS OF SERVICE AROUND THE GLOBE



POLICIES AND PROCEDURES

Personal safety and ID cards

On your application form you will have provided us with an emergency contact, who we will contact in the unlikely event of an emergency. If it's required for your role, you'll be issued with a Chef and King International volunteer ID card which you should always have with you when carrying out your activities.

Confidentiality

Volunteers must maintain confidentiality during their time with Chef and King International. For this reason, when you complete an application form you are also signing a confidentiality declaration. This means that personal information about people we support, volunteers, employees and our work is kept private unless sharing this information is required by law.

Diversity

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We accept volunteers based on their suitability for the role. We won't discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, religion, sexual orientation or socio-economic background.

Expenses

Chef and King International will reimburse volunteers for any reasonable out-of-pocket expenses. We'll only reimburse the amount that you have spent as a result of your volunteering, and/or training up to agreed maximum levels. Tickets and receipts must be provided in order to reclaim this money. It remains the decision of the volunteer as to whether they want to claim expenses or not.

POLICIES AND PROCEDURES

Criminal Records Bureau Checks

Chef and King International is involved in working with or supporting children, young people and vulnerable adults in a wide variety of ways. If your role involves working with these people you will be required to undergo a Criminal Records Bureau check as part of our policy on safeguarding. Your Chef and King International contact will be able to provide you with more information if it's required for your role.

Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made by contacting the Volunteer Coordinator or Director

Grievances

An employee or volunteer who considers that they have a dispute or grievance that they have not been able to resolve directly with any other involved party should raise the matter with their immediate supervisor as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

If there is the possibility that a person's employment will be terminated if the allegations are proven as part of an investigation, then you should seriously consider the use of a law enforcement agency to ensure that your investigation and the process followed will stand up in any potential court proceeding.

ADDITIONAL PROTOCOL

Volunteer Time

As a volunteer you donate something far more valuable than money ... you donate your time ... so it's important that we track and recognize the amount of time our volunteers donate. This includes meetings, training, presentations, and office and field work.

Clients and Relatives as Volunteers

Clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

Service at the Discretion of the Organization

The Huntsville, AL Chapter accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Chef and King International. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Chef and King International or to make changes in the nature of their volunteer assignment.

Training

We want to ensure that you feel fulfilled and confident to carry out your role. As a volunteer, you'll have access to our online training modules. This will give you free and easy access to a wide variety of online resources, professional development tools and information about our latest learning opportunities. Additionally, you will be required to obtain CPR/AED certification if you consider transitioning into organizational staff in the future.

Exit Protocol

An exit interview/questionnaire will be given to those who wish to resign from their duties at Chef and King International. It will allow the volunteer to state reasons for leaving and allow them to reflect upon their experience during their commitment.

Liability Insurance

Our Employer's Liability Insurance provides insurance against liability for injury and disease experienced by volunteers or staff as a direct result of their involvement with Chef and King International activities. As a registered volunteer, you are also covered by our public liability insurance when carrying out your volunteer duties on our behalf. This covers our legal liability to pay compensation for injuries or illness to a third party or damage to the property of third parties, which are due to Chef and King International's negligence at fundraising or other events. It does not cover pure accidents (e.g. if a spectator at an event trips over their own feet, or malicious damage e.g. deliberate damage to equipment).

PROGRAMS PORTFOLIO

HOW WE SERVE OUR COMMUNITY



SEMINARS AND WORKSHOPS

Through our seminars and workshops, we host a variety of programs for schools, churches, and communities relating to health and wellness, personal development, and family life.



HEALTH AND WELLNESS

Our current projects include the Chef and King Fitness Group, and the Chef and King International Health Initiative.



PUBLISHING AND MEDIA RESOURCES

Through the Chef and King International Publishing Association, we produce a variety of health, youth leadership development, and inspirational books and media resources.

To fulfill our mission we conduct various programs to feed, lead, and plant the seed of love in our community.

MISSIONS COORDINATOR

ROLES AND RESPONSIBILITIES

Mission Coordinators are responsible for the organization of designated teams to provide the leadership needed to schedule and organize missions locally and abroad. They ensure that the necessary community contacts are established, the group is successfully processed upon arrival, and group relations with the target community is strong.

QUALIFICATIONS

Qualifications of an ideal candidate include:

- Passion for and personal experience in mission engagement: local, and international.**
- Proven interpersonal and team management skills. Ability to develop and sustain one-on-one relationships within the church and with our local mission agencies. Ability to work in a multi-generational, diverse setting, using advanced listening, collaborative, and facilitation skills.**
- Ability to communicate effectively using diverse communication tools and platforms, training events, and recruitment campaigns.**

Chef and King International, Inc. is a non-denominational Christian organization. Our work revolves around the Gospel of Salvation and acknowledging that Jesus Christ is the Son of God who came in the flesh to save humanity. Through our work, for both Christians and non-Christians, we will feed, lead, and plant the seed of God's love for the benefit of all people, regardless of religion, or socio-economic background.

STEP 1

ASSESS NEEDS

A community needs assessment identifies the strengths and resources available in the community to meet the needs of children, youth, and families. The assessment focuses on the capabilities of the community, including its citizens, agencies, and organizations. It starts with research to see what challenges exist and if they can be solved using available resources. The assessment ends with design of a program to solve those challenges and measure results.

STEP 2

PLAN AHEAD

Planning is important for your role because it provides a sense of direction and outlines measurable goals. Planning is a tool that is useful for guiding day-to-day decisions and also for evaluating progress and changing approaches when moving forward. Likewise, because planning helps you decide short term and long term goals, it helps you make decisions faster.

STEP 3

CONDUCT PRE-WORK

Pre-work is work that is assigned before a mission or humanitarian operation begins. It is work done to provide the foundation for the mission's long-term success. It is a way for volunteers and staff to self-assess their knowledge of a particular topic, along with providing educational training before the mission begins. It is simply a way to lay out some of the basics of what to expect on the mission. Regardless of what kind of pre-work takes place, it is an effective way to drum up enthusiasm for the mission itself.

STEP 4

LAUNCH PROGRAM

Serving relates to the execution of the goals that have been established in Steps 1 to 3. Being able to serve your neighbors effectively through a program launch is a direct result of planning. Once you have a strategy the big challenge is execution, and if you cannot execute on your strategy then you might as well not have a strategy.

STEP 5

MEASURE RESULTS

Performance measurement is the process of collecting, analyzing and reporting information regarding the performance our organization. One of the most important aspects to be considered in relation to the performance measurement process is that the success measures work qualitatively to provide the useful information about the work we do during our missions.

CHEF AND KING INTERNATIONAL, INC. **VOLUNTEER AGREEMENT**

To be read signed and returned to the volunteer coordinator before beginning any volunteer activities

I _____ have received a copy of the Chef and King International, Inc. volunteer handbook and agree to follow the policies and procedures as listed in the handbook.

Signature

Date

Please return this form with your volunteer registration packet to:
Phillip Link, Director

THANK YOU FOR YOUR COMMITMENT

THANK YOU

FOR YOUR COMMITMENT TO
CHEF AND KING INTERNATIONAL

"In all your ways acknowledge Him, and He shall direct your paths."

Proverbs 3:6