

Volunteer Regulations

AlHilal Charity Foundation (1077)



Introduction

Volunteering is a humanitarian necessity, a national requirement, and a fundamental pillar in building and strengthening social solidarity within communities. It is also one of the most effective means of utilizing available human and material resources, strengthening individuals' sense of belonging to their society and nation, encouraging service to others, and promoting generosity and charitable work in accordance with Islamic principles. In addition, volunteering enables individuals to acquire valuable skills through practical experience.

Volunteering is defined as: "Any effort or work provided by a natural or legal person voluntarily and by choice with the aim of serving and developing society."

A volunteer is defined as: "Any person who performs voluntary work without requiring any financial or moral compensation."

In line with the Kingdom of Saudi Arabia's Vision 2030, which aims to activate and expand the role of volunteer work within Saudi society and increase the number of volunteers from 11,000 at the launch of the Vision to one million volunteers by 2030, this regulation seeks to promote and organize the values of social responsibility, community participation, responsible citizenship, and other positive principles.

1- Purpose of These Regulations

These regulations aim to:

1. Establish the practical concept of volunteering within Al Hilal Charity Foundation and regulate its fields and pathways.
2. Clarify the rights and obligations of volunteers within Al Hilal Charity Foundation.
3. Establish procedural steps and controls for activating and implementing volunteer work within the Foundation.

2- Objectives of Volunteering at Al Hilal Charity Foundation

The objectives and principles of volunteer work at Al Hilal Charity Foundation include:



1. Supporting the goals of Saudi Vision 2030 in promoting and spreading the culture of volunteerism.
2. Enhancing the Foundation's role in adopting volunteer initiatives that serve community development.
3. Utilizing volunteers' skills, expertise, and capabilities to support and implement the Foundation's charitable programs, projects, and initiatives.
4. Contributing to the development of an active generation of volunteers capable of serving and assisting others.
5. Promoting the value of work without financial compensation while providing volunteers with practical experience and strengthening their social responsibility and national belonging.

3- Fields and Areas of Volunteering

1. Charitable Programs and Projects

Volunteers may participate in charitable programs and projects implemented by the Foundation, including:

- Participating in the planning and preparation of charitable programs and projects.
- Proposing charitable initiatives for adoption by the Foundation in accordance with its policies and procedures.
- Participating in field implementation activities, including:
 - Visiting partner organizations and monitoring project implementation.
 - Measuring the impact of programs and projects.
 - Collecting and documenting beneficiary feedback.
 - Distributing charity baskets and Ramadan iftar meals.
 - Other related volunteer activities.

2. Administrative Support

Volunteers may contribute to administrative activities within the Foundation, including:



- Attending orientation meetings, awareness events, and training workshops organized by the Foundation.
- Providing administrative, legal, or technical consultation and support according to their expertise and specialization and based on the Foundation's needs.
- Assisting Foundation staff in developing volunteer opportunities and attracting qualified volunteers.

4- Volunteer Responsibilities

Volunteers must comply with the following obligations:

1. Perform assigned volunteer work professionally and efficiently without negligence.
2. Adhere to the Foundation's regulations, approved policies, and operational procedures.
3. Comply with the hours and requirements specified for the volunteer opportunity.
4. Maintain the confidentiality of all information related to the Foundation, its activities, programs, projects, beneficiaries, and volunteer assignments. Volunteers may be required to sign a confidentiality undertaking.
5. Demonstrate commitment, diligence, enthusiasm, and promote a positive spirit among volunteers and the community.
6. Protect and properly use any equipment, tools, or materials entrusted to them and return them upon completion of service.
7. Refrain from requesting financial compensation for volunteer work unless a reward has been predetermined by the Foundation.
8. Participate voluntarily and willingly without coercion.
9. Contribute actively to program preparation and provide suggestions for improving volunteer work.
10. Follow the instructions and guidance of the Volunteer Coordinator and the Foundation's work teams.



5- Volunteer Rights

Volunteers are entitled to the following rights:

1. A safe and supportive working environment.
2. Orientation regarding the Foundation, its vision, mission, procedures, reporting lines, and relevant contacts.
3. Appropriate training for assigned tasks.
4. Assignment of tasks relevant to their expertise and specialization. Volunteers may refuse tasks outside the agreed scope of work.
5. Provision of the tools, resources, and materials necessary to perform assigned duties.
6. An official certificate or letter confirming volunteer duties and recorded volunteer hours upon request.
7. Respect, appreciation, and treatment as valued members of the Foundation team.
8. Recognition and appreciation within the Foundation's available capabilities.
9. The right to terminate volunteer service or request a change of volunteer opportunity. The Foundation may also terminate volunteer service in case of violations.
10. The right to be informed of incentives and recognition programs related to volunteer performance.

6- Volunteer Selection Criteria

The Foundation shall consider the following criteria when selecting volunteers:

1. The volunteer must be a Saudi national or a legal resident of Saudi Arabia who has resided in the Kingdom for more than five years.
2. The volunteer must possess relevant practical experience and academic qualifications appropriate to the volunteer opportunity and hold any professional licenses required by Saudi regulations.



3. The volunteer must be physically and mentally capable of performing assigned duties.
4. The volunteer must be at least 18 years of age.
5. The volunteer must have good conduct and reputation.

7- Volunteer Classifications

Volunteers are classified into the following categories:

1. Participating Volunteer

Granted to volunteers who have completed up to 50 volunteer hours.

2. Distinguished Volunteer

Granted to volunteers who have completed between 51 and 100 volunteer hours.

3. Initiative Volunteer

Granted to volunteers who have completed 101 volunteer hours or more.

8- Volunteer Benefits

Volunteers at Al Hilal Charity Foundation receive the following non-financial benefits:

1. Volunteer hours shall be recorded and documented by the Foundation and registered on the National Volunteer Work Platform of the Ministry of Human Resources and Social Development.
2. All volunteers shall receive an approved certificate signed by the Chairman of the Board of Trustees or their delegate, indicating the number and type of volunteer hours completed upon completion of the volunteer opportunity.

9- Volunteer Work Procedures

1. A Volunteer Committee shall be formed consisting of:

- The Secretary-General or Deputy Secretary-General (Chairperson).
- The Director of Developmental and Qualitative Grants Department (Member).



- The Public Relations Manager (Member and Volunteer Coordinator).
2. Prepare an annual plan for available volunteer opportunities, including requirements and controls for each opportunity.
 3. Establish and maintain a database of volunteers and volunteer needs.
 4. Announce volunteer opportunities and recruit qualified volunteers.
 5. Organize and coordinate volunteer activities and monitor volunteer hours.
 6. Record and document volunteer hours through the National Volunteer Work Platform.
 7. Evaluate volunteer performance and measure the outcomes achieved.
 8. Measure volunteer satisfaction regarding implemented volunteer opportunities.
 9. Submit a detailed annual report on volunteer opportunities and activities to the Board of Trustees for review and approval.

