

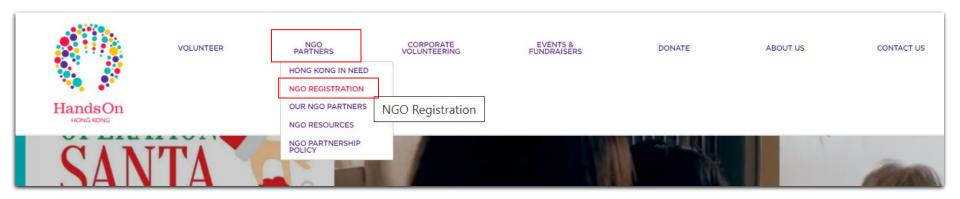
Non-profit User Guide

Using the HandsOn NGO Portal to upload requests for volunteers (skills-based & for service programs)

Registering as a Non-profit Partner



1. Registering as a non-profit partner



On the homepage (www.handsonhongkong.org), hover above "NGO Partners" and you will see a drop down menu. After selecting the "NGO Registration" tab, and you will be directed to a sign-up page.

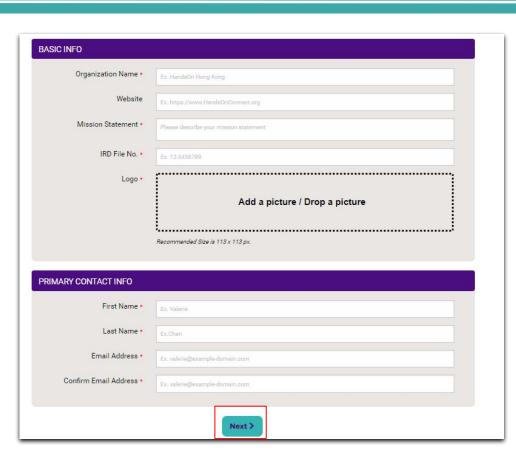
2. Sign-up page for non-profit organizations

Organization Sign Up

HandsOn Hong Kong provides our under-served nonprofit partners with capacity-building support through volunteer services. We help to develop programs, promote activities, recruit and manage volunteers, and guide our partners to ensure each program meets their needs the needs of those they serve. We do all of this at no cost to the nonprofits we assist. Our team currently serves more than 100 non-profits in Hong Kong—we regularly review and accept new partners, based on capacity.

We invite non-profits to register their interest in working with HandsOn Hong Kong, by creating an NGO account. We ask that all organizations applying are: registered as a charitable institution under section 88 of the Inland Revenue Ordinance (or are government recognized), focus primarily on serving local needs in Hong Kong; and that their volunteer activities are service-focused. After creating your account you will be asked to review and commit to upholding our Non-Profit Partner Policy. Once you have completed this step—and your account has been confirmed—you will be able to upload service request forms for the HandsOn calendar and for your skills-based volunteer needs.

Please complete all fields on our sign-up page and upload a copy of your organization's logo, before clicking "Next" to proceed.



3. Signing our NGO Partnership Policy & Agreement

We are proud to offer HandsOn's services and expertise to our non-profit partners for free. In return we ask that you review and adhere to our 'NGO Partnership Policy' as a requirement of our collaboration. If you are happy with all points within our partnership agreement, please tick the box of the end of the page to indicate your confirmation before proceeding.

NGO Partnership Policy & Agreement

HandsOn Hong Kong (HOHK) provides our non-profit partners that serve the local community with capacity-building and program support through volunteer services. We help to develop programs, promote activities, recruit and manage volunteers and guide our partners to ensure each program meets their objectives and the needs of those they serve. HOHK proudly provides our services and expertise to charity partners for free. In return, and as a valued HOHK partner, we ask that you review and adhere to our Non-Profit Partner Policy as a condition of our collaboration.

HOHK commits to:

- 1. Work collaboratively with our non-profit partners to develop and provide guidance and consultancy on service programs featured on the
- Upload non-profit partner service programs to the HOHK public service calendar in line with the partner's activity description provided, the need they are addressing and their volunteer requirems
- 3. Ensure open and responsive communication between o
- Drive all aspects of the volunteer management process materials and follow-up communications.
- Train and recruit Volunteer Leaders, as needed, to supp non-profit staff and volunteers.
- 6. Share the names and contact details of confirmed volu
- 7. Require volunteers to review and confirm acceptance of requirements such as the COVID-19 Safety Requirements,
- Champion the work of our non-profit partners and their social media, eDMs and annual report.
- Keep the needs and work of our non-profit partners in m program, financial donations, donation of useful items, op.

Non-profit partners commit to:

- Assign a member of their team to be responsive to all q includes programs that appear on the HOHK calendar, corneeds and more.
- 2. Upload their service program details to the HOHK 'Non-

- 3. Manage volunteers as it relates to their service program:
- Non-profit staff managing calendar programs on-site are able to provide a service briefing, acknowledge the role of volunteers, remain
 present to supervise and debrief volunteers and always be respectful when communicating with them. HOHK Volunteer Leaders
 perform assects of this role for some calendar programs.
- Non-profit staff are fully responsible for the management of skills-based volunteers and responding to them within HOHK's set timeframes.
- 4. Provide volunteer impact and program attendance details to HOHK:
- Non-profit staff shall report on calendar program volunteer attendance and outputs within 48 hours of each activity (outputs refer to number of people served or other agreed upon measures to evaluate impact). For some programs, Volunteer Leaders will complete this
- Non-profit staff are responsible for reporting on the project status and service hours of skills-based volunteers, as well as completing our post-project survey.
- 5. Provide a safe and accessible space for volunteers to participate in service programs, in-line with our COVID-19 Safety Requirements and any other precautions they should be aware of.
- 6. Inform the HOHK team promptly of any unforeseen service program changes that impact our volunteers.
- Acknowledge their partnership with HOHK and the role our team plays in supporting their organization's work and service programs at no cost—through channels such as social media, website, eDMs and annual reports.
- 8. Commit to participating in HOHI's annual survey and any other feedback measures which our team undertakes to better understand your capacity-building needs and how effectively we are addressing them.
- Review and consider other HOHK collaboration opportunities in a spirit of partnership and enthusiasm—including our annual community service week, Serve-a-thon.
- 10. Support HOHK efforts to promote your service programs by allowing our team to take photos (in-line with your approval guidelines) and providing a testimonial from a member of your team and a service user once a year, upon request.

agree to the NGO Partnership Policy •

⟨ Back



4. After Submitting your NGO registration request

Your request is submitted!

Thank you for registering your interest in working with HandsOn Hong Kong as a non-profit partner, as part of our mission to empower Hong Kong's volunteers to support the work of local charities. We appreciate your patience while we review your request. You will receive a confirmation email once your request has been reviewed or if more information is needed. You can direct any urgent enquiries to hohk@handsonhongkong.org in the meanwhile.

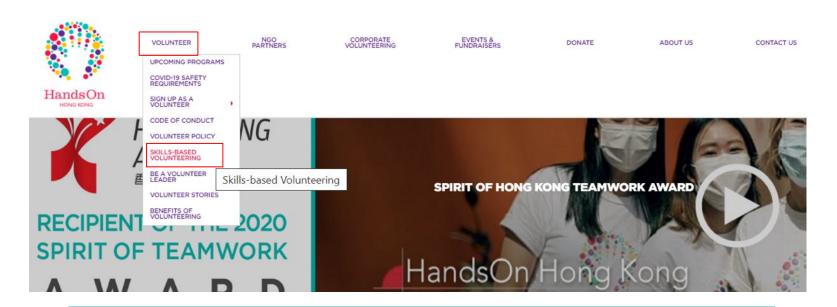
After having completed both of these steps, you will be directed to a page confirming that your request to be a HandsOn non-profit partner is successfully submitted.

You will receive a confirmation email as soon as the request has been reviewed by our team (1-2 working days). You will be asked to create a password for your account.

Submitting a request for a Skills-based Volunteer

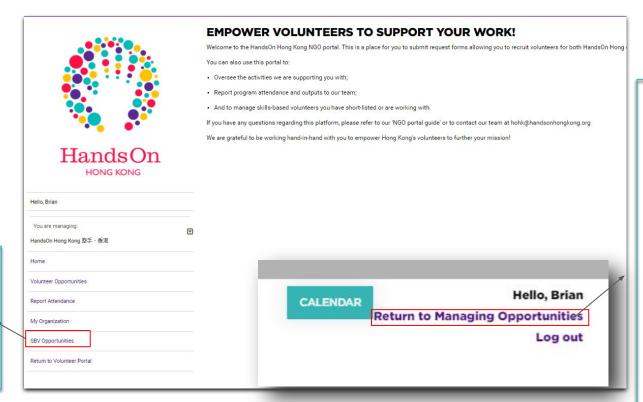


1. Locating the Skills-based Volunteering portal for NGOs



You will find a link to access our "Skills-based Volunteering" platform under the "Volunteer" drop down menu. This is for volunteers to explore different Skills-based Volunteering Opportunities that are a fit with their talents and expertise.

2. Navigating the NGO Portal homepage



You need to visit the HandsOn website to access our NGO portal or use the direct link below. After logging in (through the icon in the top-right corner), you will also have access to the full website.

You simply click "Return to Managing Opportunities" in the top right corner to return to the portal.

Click here to

upload your

Skills-hased

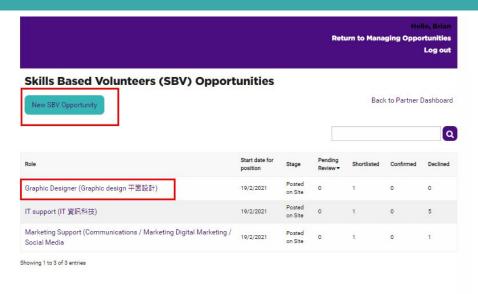
role—we call

"opportunities"

Volunteer

these

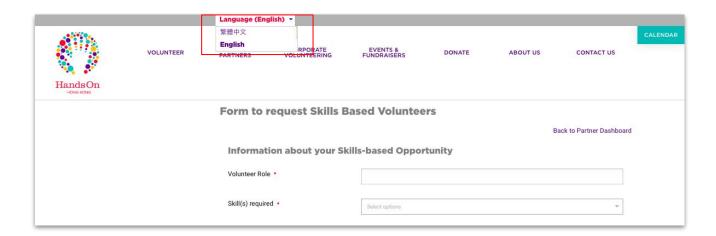
3. Creating a new Skills Based Volunteering Opportunity (SBV)



You will then be directed to this page where you will see an overview of all the "Skills-based Volunteering Opportunities" you have posted before, if any. You can manage these by clicking on them.

Please click on the "New SBV Opportunity" button and you will be directed to a form for uploading the details for your new role.

4. Picking the language for uploading your SBV post

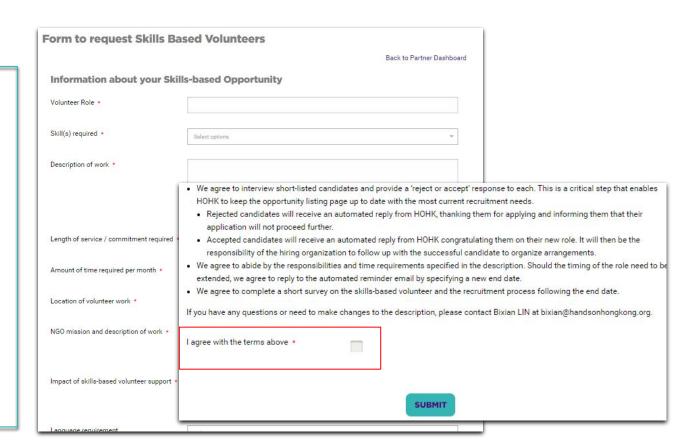


There are forms for uploading your role in both English and Chinese, or you can pick either.

5. HandsOn form to request Skill-based Volunteers

Please complete all fields within our form that you can, mandatory ones are indicated. Bear in mind that the details will appear exactly as they are inputted so being descriptive in terms of the work required, your mission and the impact will is important. Review and agree to our Terms & Conditions if you would like to proceed.

Please bear in mind that you will not have the chance to preview your role description again before submitting it.



6. Successful submission of your volunteer role

Success!

Thank you for submitting your request for a skills-based volunteer to support the work of your organization.

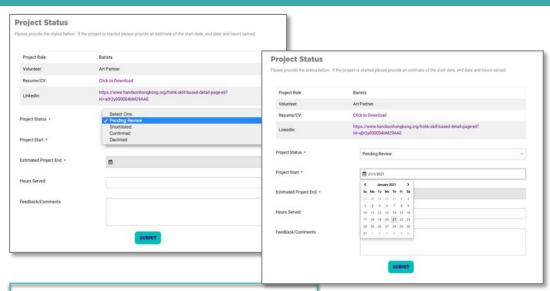
Your request will be reviewed by a member of our program team and uploaded on our website within two working days. Please note that we may require further information or clarification before posting your request.

You will receive an email notification once your activity is posted and available for volunteers to express their interest.

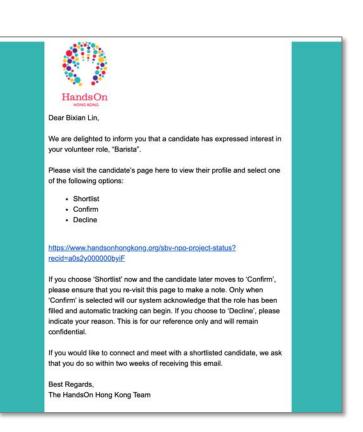
Back to SBV Opportunities List

After filling in our form you will receive an auto-email from HandsOn confirming receipt of your request to post a Skills-based volunteer role on our website. Please allow up to 2 working days for our team to review, confirm and set your role LIVE on our site. Your will receive another email confirmation once your opportunity has been posted. We regularly profile these opportunities in our newsletters and on social media and encourage you to do the same! Each role has its own unique link.

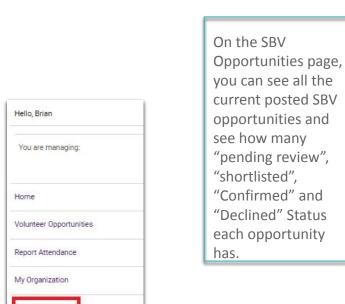
7. Managing your Skills-based Volunteer applicants via email alert



Applicants to your SBV role will be delivered to your inbox via email alerts. You will manage them through the system--ensure to confirm or decline each candidate by the end of the process (within no longer than 2-weeks).

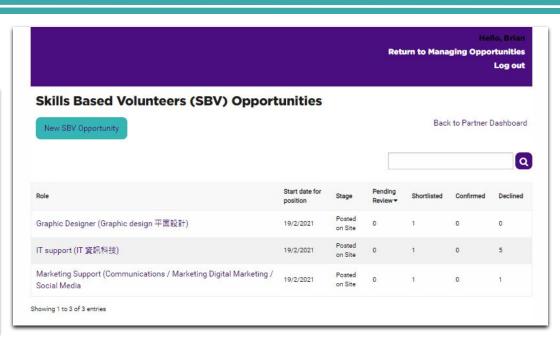


8. Managing your Skills-based Volunteer applicants on NGO Portal



SBV Connections

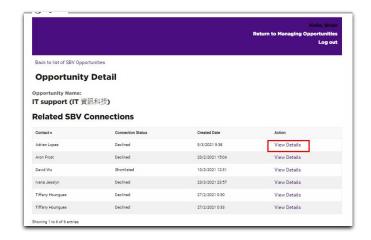
Return to Volunteer Portal



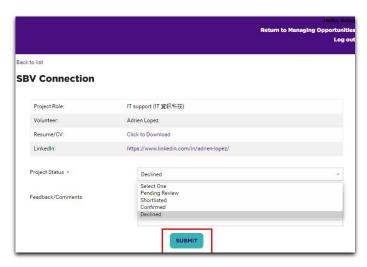
Click on "SBV Opportunities" to view all of your posted SBV opportunities

9. Managing the candidates for each opportunity

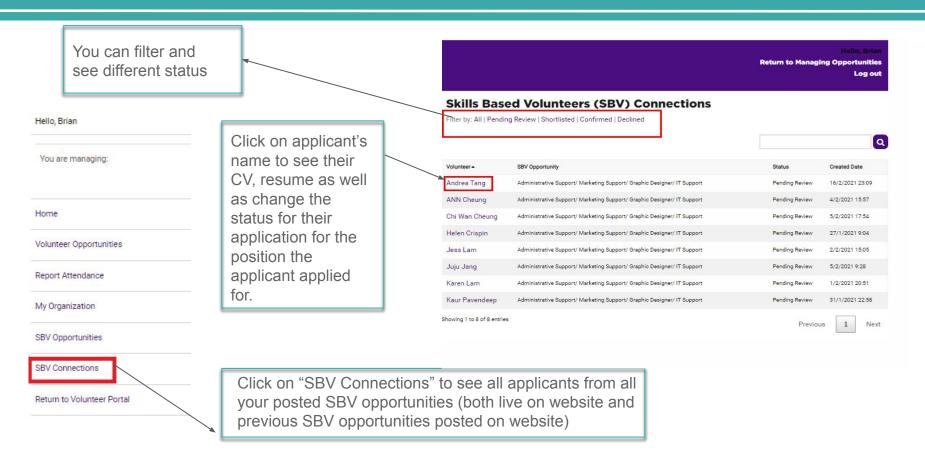
You can click on any of your opportunities and see all the applied candidates. By clicking "View Details" you can view the applicant's application more in depth such as viewing their CV and the LinkedIn account they shared with you. You can also change their application status as well.



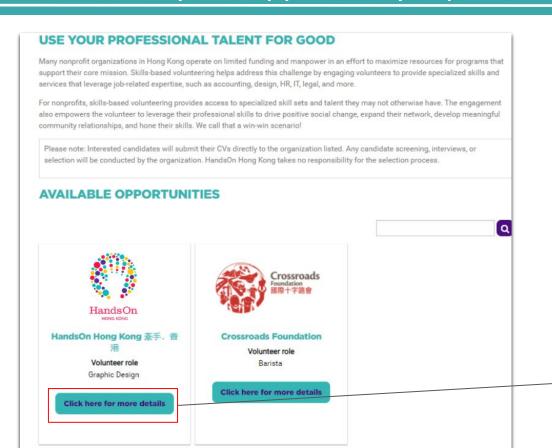
By choosing "Project Status" you can amend the status, click on your preference and then click submit. The candidate will receive an auto email carefully pre-crafted by our team to inform them of your decision and thank them again for their application.

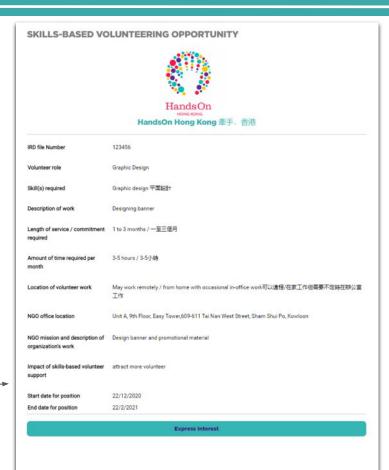


10. Seeing all your applicants in one page (past and present)



11. How your Opportunity is presented on the HandsOn website







Health In Action 整護行者

Health in Action

Volunteer role

Perform physiotherapy and deliver
workshop

Click here for more details



Focus

Volunteer role

Social Media Management Volunteer / Video Content Editor and Director

Click here for more details



ReSource The Counselling Centre Ltd

Volunteer role

Administrative Support/ Marketing Support/ Graphic Designer/ IT Support

Click here for more details



Heroes Too

Volunteer role Communication and PR volunteer

Click here for more details



Crossroads Foundation

Volunteer role Carpenter/Set Builder

Click here for more details



Crossroads Foundation

Volunteer role Gardening / Landscaping / Forestry

Click here for more details



Volunteer role

CSR Partnership Coordinator

Click here for more details



Crossroads Foundation

Volunteer role Barista

Click here for more details



HELP for Domestic Workers

Volunteer role

Fundraising & Events Volunteer

Click here for more details



Crossroads Foundation

Volunteer role WiFi Specialist Advisor

Click here for more details



Heroes Too

Volunteer role
Website content upkeep and
maintenance

Click here for more details



impace

Volunteer role Medical Assistance Volunteer

Click here for more details



Heroes Too

Volunteer role

Social media planning and posting on various platforms

Click here for more details



Habitat for Humanity Hong Kong

Volunteer role Translator/Researcher

Click here for more details



Make-A-Wish Foundation

Volunteer role Translator

Click here for more details



HELP for Domestic Workers

Volunteer role
Communications and PR Volunteer

Click here for more details



Hong Kong Shark Foundation

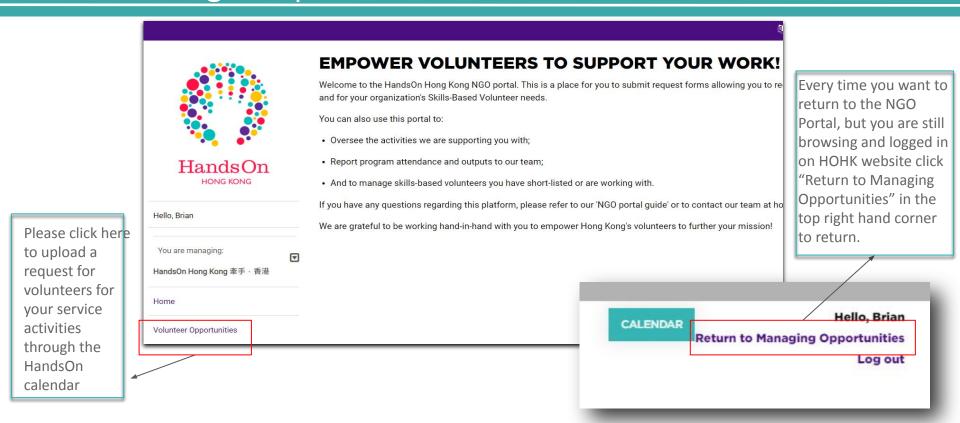
Volunteer role IT volunteer

Click here for more details

Uploading a request for volunteers through the HandsOn calendar

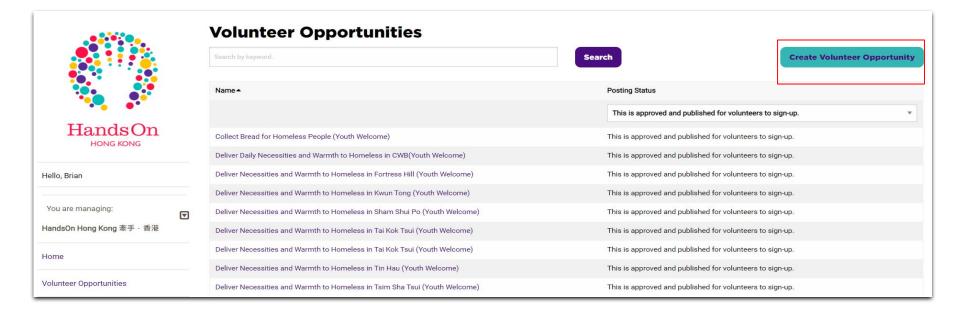


1. Creating a request for "Hands On" volunteers

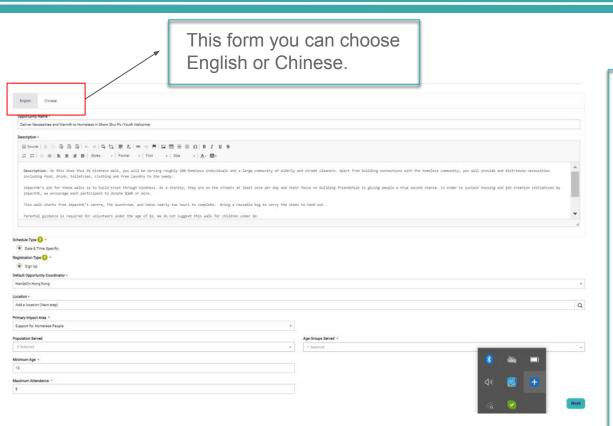


2. Navigating your volunteer opportunities on the HandsOn calendar

After clicking 'Volunteer Opportunities', you will directed to a page similar to the below with your existing HandsOn calendar volunteer activities. On the top right hand corner you will see a button for you to: "Create a Volunteer Opportunity".



3. Creating a Volunteer Opportunity



Please make sure to fill in all fields in this "Create Volunteer Opportunity" form.

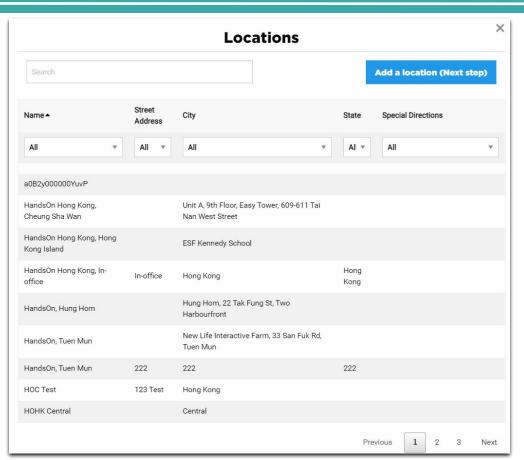
Please bear in mind the details on this page will appear exactly as they are inputted, so being descriptive regarding the "Opportunity Name" and "Description" is essential in motivating volunteers to sign-up.

Please bear in mind that you will not have the chance to edit any of these fields again before submitting the form.

4. Adding a past program location—if any

When you click on "Location" on the form, a pop-up will appear with a list of previous locations you have used before. If you see the location you want for your new program, just click on it.

If the location is not in the list, select the option to: "Add a location (Next step)". You will then be directed back to the previous page and form you were completing—all the previous completed fields will still contain what you have filled in before.



5. Returning to the Volunteer Opportunity form

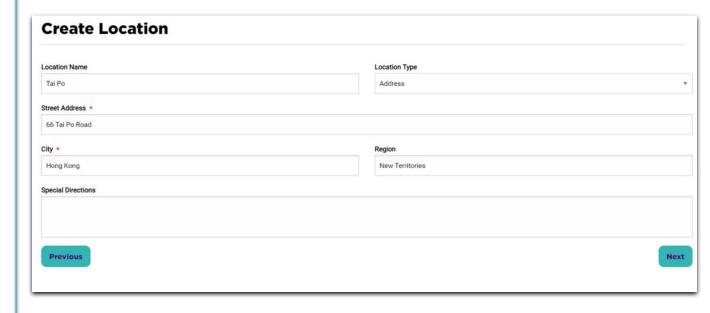
Once you return back to the 'Volunteer Opportunity' form you will have just a few more fields to complete. These are highlighted below. You will then proceed to the next step by choosing "Next step".

| * | |
|---|---------------------|
| | Age Groups Served • |
| * | 1 Selected |
| | |
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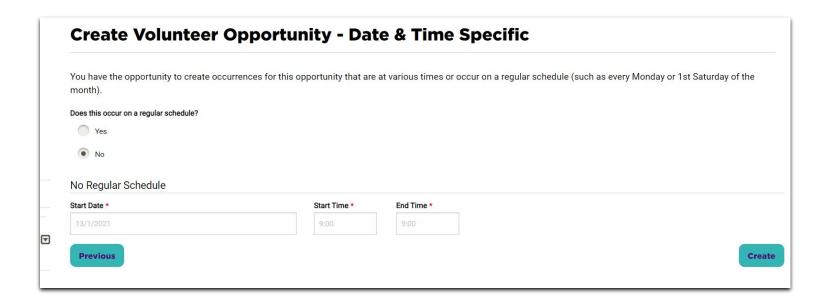
6. Creating a new service location—if needed

If you do need to create a new service location this is the stage where you will be prompted to do so.

Please bear in mind the details will appear exactly as they are inputted, so being descriptive and accurate in all fields in this page is essential (ie. volunteers will meet at MTR exit C in Tsim Sha Tsui). Also note you will not be able to change the location address after clicking "Next".

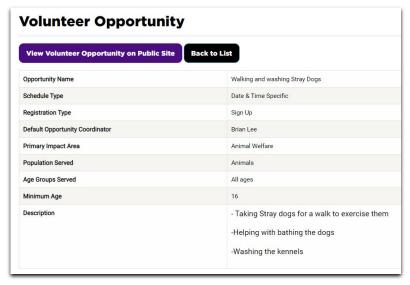


7. Specifying a time and date for your activity



This page allows you to choose whether or not your Volunteer activity is a regular activity in our calendar, as well as start and finish times. For example an activity which should be held every Saturday 9am to 1pm.

8. Your request for the HandsOn calendar is submitted!

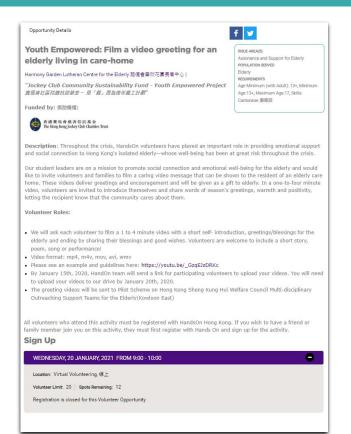


After clicking "create" your volunteer activity request will be sent to the HandsOn team who will go through your application and, if needed, contact you for any additional information needed.

Within 2 working days you can expect to receive an email from us—with a link to your activity if no extra information is needed!

View of your posted activity through your NGO portal

9. See your program on the HandsOn calendar and share with your community!







THANK YOU FOR WORKING HAND IN HAND WITH US TO EMPOWER VOLUNTEERS AND SERVE HONG KONG!





Tech support for Skills-based Volunteering

Brian Lee, Digital Marketing Executive : Brian@handsonhongkong.org