



HERE
FOR
EVERY
HUMAN



Internship Volunteer's Handbook

Everything you need to know about
interning with Human Appeal

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A MESSAGE TO OUR INTERNS

Welcome to Human Appeal, an international humanitarian charity with over 30 years' experience helping to improve the lives of the world's most vulnerable families. Our aim is to lift people out of poverty, to ensure they can be self-sufficient and thrive, independent of international aid.

As an intern you will gain experience, develop new skills, grow as a person, and truly see how compassion and a desire to improve the lives of others is a great reward.

Thank you for choosing to be a part of our life-changing work and helping us to achieve our goal: a world where there is no need for Human Appeal. This is the legacy I want us to leave behind.



Hameed Al-Asaly,
Interim CEO,
Human Appeal UK

This handbook provides you with essential information about interning with Human Appeal. Whatever your background, and for however long you spend with us, we hope you thoroughly enjoy your intern experience. Thank you, again, for your time and dedication to Human Appeal.



WHO WE ARE

Human Appeal is a non-profit organisation working across the globe to strengthen humanity's fight against poverty, social injustice, and natural disaster. Human Appeal helps those most vulnerable facing disease, hunger, violence, and disaster to survive and thrive. We don't just provide immediate short-term support – we enable real change that lasts a lifetime.

In 1991, Human Appeal was founded inside a small flat in Manchester by 2 eager volunteers who wanted to make a difference.

Here for Every Human

FACT
About 60 % of interns secure employment with their host company or industry sector

OUR VALUES



EXCELLENCE



**ACCOUNTABILITY
& TRANSPARENCY**



COMPASSION



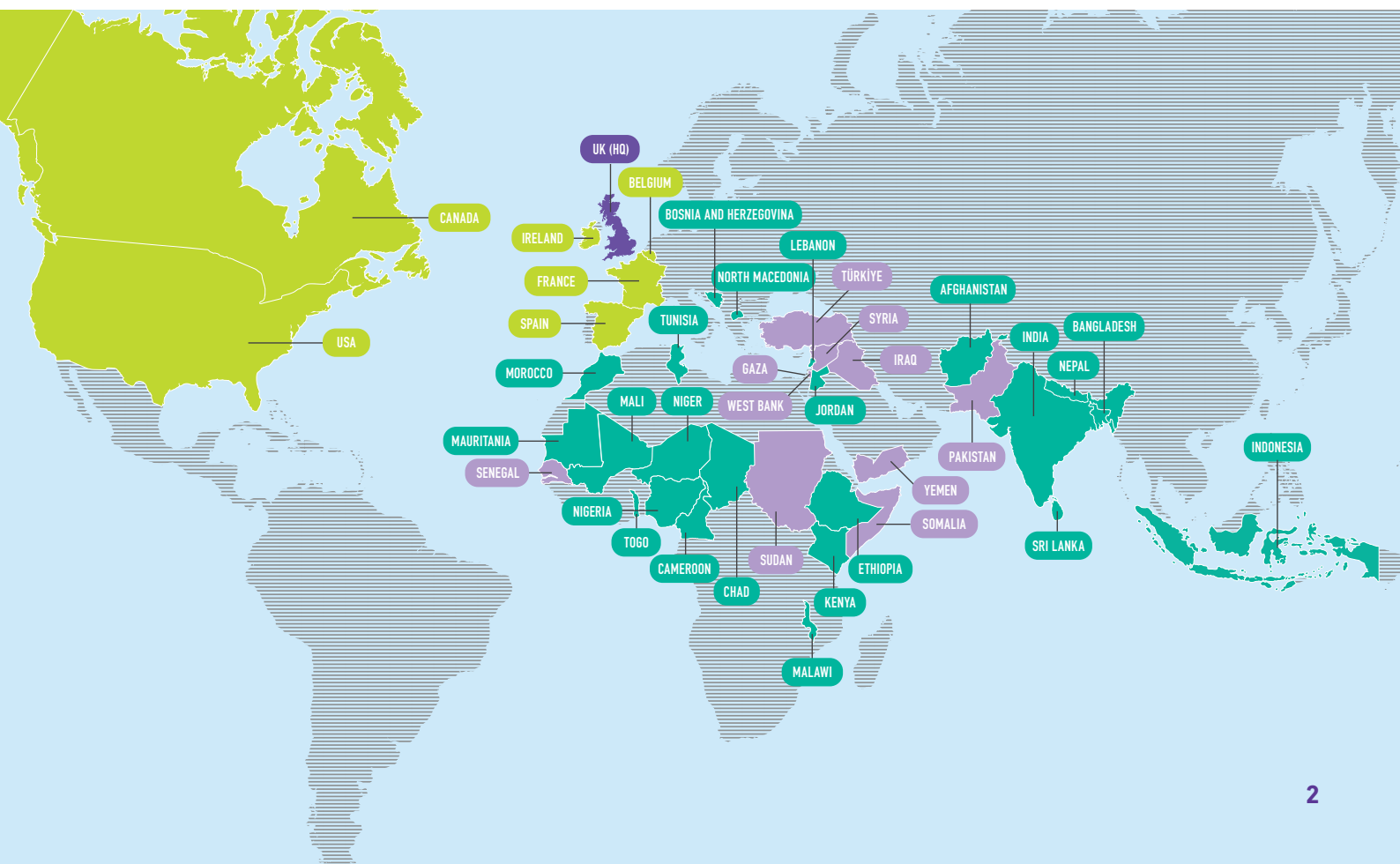
EMPOWERMENT



JUSTICE



**TRUST &
RESPECT**





MEET THE TEAM



PULVISHA RAJA

Director of People & Culture



SAMANTHA BARLOW

**Volunteers &
Interns Manager**



AMAAN HARIS

Internships Officer



FARAH SARWAR

**Global Volunteer
Administrative Assistant**

WHAT WE DO

At Human Appeal, we prioritise those most vulnerable, which includes marginalised communities and those that are at risk of exclusion and marginalisation. This includes women, children, the youth, the elderly, the disadvantaged, those with disabilities, as well as refugees, internally displaced populations (IDPs) and host communities.

Food Security

We enhance food security through sustainable agriculture, strengthening resilience and improved nutrition amongst communities affected by disasters, conflict, and poverty.

WASH (Water, Sanitation, Hygiene)

We provide access to clean water and sanitation, as well as improving hygiene practices among vulnerable and displaced communities.

Emergency Relief

We provide humanitarian assistance in the context of disasters, conflicts, and emergencies in the form of food aid, medical aid, and support to local health facilities.

Child Welfare

We provide a one-to-one sponsorship programme to improve child welfare, keeping child safeguarding central to our approach.

Livelihoods

We assist in livelihoods development for vulnerable and displaced communities to create sustainable income generation opportunities.

FACT

**Between 2015 and 2024,
961 million people gained
access to safely managed
drinking water services**

Unicef



CAREERS IN THE CHARITY SECTOR

In our experience, most of our interns love what they do and many end up staying to work with us at Human Appeal or go into the wider charity sector, securing a well-paid job and a rewarding career. If you are interested in the charity sector, then interning is a step in the right direction.

Here are a few tips to get into the sector:

- Apply for a role you have the skills and experience for rather than only applying for the more popular programmes and projects work.
- Don't worry if you don't have a degree. Your interning experience counts! Include your interning and training experience in your CV or application form, along with any skills that you gained from interning.
- Make use of Human Appeal's employment services. Our interning team can review your CV for free, run mock interviews with you, and discuss the positives and the areas of improvement to help with your application.

Zak Hardy's Story:

"When I started at Human Appeal, I was initially apprehensive. As a non-faith based individual, I wasn't sure if I'd fit in. However, I quickly found everyone welcomed me with open arms. If your personal beliefs align with Human Appeals, to strengthen humanity against injustice, your background doesn't matter.

Although I'm new to the team, I've learnt so much, brainstorming collaboratively, and prioritising tasks. I've particularly enjoyed improving the communication channels between volunteers and the volunteer management team, such as an FAQ system. I'm really looking forward to gelling with the team closer as we invest more into Human Appeal's management systems for volunteers.

While a job isn't guaranteed, **it's the perfect stepping stone**. More so, an internship here can make you feel like you're making a difference in the world. If you're like me, donating money doesn't feel enough. Being part of an organisation that cares about social justice feels much better!"

Areesha Ghafoor's Story:

"I was a Human Resources Intern in the People and Culture department. I was so grateful for the opportunity, as I was a final-year undergraduate student studying Human Resources, with little working experience. It was particularly interesting, because all the theory I was learning about, I could see first-hand being put into practice and what it means to be an HR professional.

I learned a range of things, such as how to complete screening checks, how to create professional spreadsheets, conduct interviews, screen CVs, advertise for vacancies. I observed in meetings, developing rapports with senior stakeholders, and supported the HR team with any queries.

As a result of this internship, I began as a staff member at Human Appeal in May 2024. My role was the Recruitment Assistant, where I was dealing with recruitment queries for the UK, Canada and USA.

I've recently started my master's degree in HR. All the knowledge I gained from my time at Human Appeal has enabled me to better understand complex concepts and in just a few months **I grew so much, both professionally and personally.**"

Holly Fieldsend's Story:

"I was an intern for 10 months whilst I studied for my MA in International Disaster Management. Not only did I get to bond with an amazing team and feel supported, but I also gained vital office experience in volunteer management within the humanitarian sector. Every week I was provided with new learning opportunities and challenges to overcome. Plus, the experience of supporting volunteers has been very fulfilling.

The internship has progressed me onto my chosen career path by providing me with the opportunity to network with a number of professionals in the humanitarian sector. I have now started my new position at Human Appeal as an Emergency Response Senior Assistant within the Programmes department, where I have been assisting on ongoing emergencies in the Middle East. I am extremely grateful for the opportunities Human Appeal has given me and the practical experience I gained from the internship."



HOW CAN WE HELP YOU?

Diversity and Inclusion

We are committed to creating and promoting a safe, kind, and inclusive culture. We adopt practical measures to build a more diverse and inclusive organisation at every level.

Learning & Development

We offer ongoing training and support. As you progress, you will develop your skills and take on new responsibilities and develop a better understanding of work in the INGO sector as well as your specific field of work.

Career Support

We would love to support our interns into employment. Our People & Culture Team will be happy to review your CV and advise you on improvements. We can also arrange mock interviews with you to help you prepare for any upcoming interviews.

Experience and Skill Building

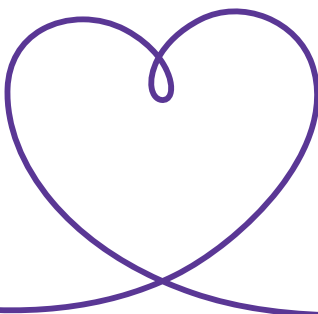
An internship at Human Appeal offers practical experience and skill-building opportunities in project management, communication and teamwork.

Networking and Mentorship

You'll connect with professionals, interns and community leaders, expanding your network and gaining insights from experienced mentors. This guidance helps you to grow both personally and professionally, opening doors for future opportunities.

References

After six months, you can request a reference and we'll be more than happy to provide one. This will increase your chances landing a job in the charity/organisation you desire.





INTERN FAQs

Q: Can anybody be an intern?

A: Age Limits

There is no upper limit on interning. However, the minimum age to be an intern is 16 due to safeguarding and health & safety.

Immigration Status

The right to intern in the UK can be dependent on citizenship and UK immigration status. If you're on a visa, we must make sure we comply with any restrictions. If you're on a student visa, 20 hours/week is the maximum amount of time you can intern.

Convictions

Convictions are considered on a case-by-case basis.

Q: Do I need a degree?

A: No, you don't need to be a graduate to become an intern. We look for a wide range of skills, interests and qualities.

Q: What skills do we look for?

A: Value

Interns represent Human Appeal to the public; therefore, we need to know that you embody the values that we hold.

Dependability

While Interns generously donate their time without compensation, we still need you to be consistent and reliable.

Strong communication skills and teamwork

You'll be required to liaise with your team alongside internal and external stakeholders, therefore strong communication is essential.

Adaptability

It's crucial to be adaptable as you may be asked to carry out tasks that push you out of your comfort zone.

Passion for the charity sector

A genuine passion for the charity and determination to make a difference is essential.

Q: What training and support is provided?

A: Part of the on-boarding process will require completing an induction and short quiz. This provides general information about Human Appeal and allows you to understand the impact of the work we do as well as the role you'll play.

Once you start your role, your supervisor will provide all the necessary training you need to excel, and no task is given without the required training. There will be a constant learning opportunity, and you will learn new skills as you progress.

As well as training from the supervisor, the Internships Team at Human Appeal will contact you to see if you would like any extra training, this could range from professional skills to life skills.





POLICIES AND PROCEDURES

Reimbursements

Reimbursements are only offered when interning from office or at events.

Travel

The cheapest possible method of transport must always be used unless there are exceptional circumstances relating to the intern's safety, in which the use of a taxi may be pre-agreed.

Interns opting to use their own car won't lose out as they can claim back expenses by the mile.

If an intern purchases a weekly pass for £7 and volunteers 1 day per week, we must reimburse 1/7th of the cost of the pass, in this case, £1.

If the cost of a weekly pass is £12 but the intern travels to the office 4 days per week, at a total cost of £16, a travel pass is the best value option.

Lunch

Lunch is only provided if an interning shift is 5 hours or more, or the intern is interning during a mealtime.

If an intern spends more than £7 on lunch, they can still be reimbursed up to the maximum allowance.

Dress Code

Staff/Interns must maintain a neat, clean, and tidy appearance, whether on-site or off-site. Clothing should be modest and align with professional and cultural norms to avoid causing offense. Business attire is recommended, with smart business casual being the minimum standard. If unsure, please seek guidance from your supervisor.

Acceptable professional/business casual attire includes business suits, collared shirts, modest dresses and skirts, abayas, thobe (with blazer), trousers, slacks, polo shirts, and black jeans. Sleeves should reach at least halfway between the shoulder and forearm.

Unacceptable attire includes clothing with offensive messages or imagery, revealing or tight-fitting outfits, dirty or torn clothes, hoodies, tracksuits, hats indoors, sheer garments, overpowering scents, excessive piercings, and

inappropriate footwear like flip-flops and athletic shoes. Blue jeans and overly high heels are also not permitted.

Etiquette

Respect the faith based nature of our organisation and adhere to the Islamic and Human Appeal values of: Trust, Compassion, Transparency, Empowerment, Justice, Accountability, Excellence & Respect.

Be mindful of cultural practices, including gender segregation where appropriate.

At events, please be mindful of segregation and the fact that males and females do not shake hands or infringe on each other's personal space.

Changes in personal data

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and contact you in an emergency. You can send this to internships@humanappeal.org.uk

Data Protection Act 2018

As a representative of the organisation, we expect you to follow the principles of the Data Protection Act 2018 when handling data. For more information on the Data Protection Act, please visit www.ico.org.uk

Respecting confidential information

When you're interning, you may have access to certain types of confidential information, such as embargoed press releases, personal data, or campaign messages that are still in development. If you're concerned about how confidential information is being handled, then speak to your supervisor.

If you think there has been a breach of confidentiality, let your supervisor know straight away – breaches must be reported within 48 hours to comply with data protection regulations.



Media Relations

No comments or stories should be given to media outlets or journalists about Human Appeal. Our media relations are handled by a trained team and interviews can only be given with Senior Management approval. If approached by a media source, seek advice from your supervisor or the Internships Team.

Use of social media

As an intern, we ask you to take care when posting anything related to our organisation on your personal social media accounts. Of course, we want you to share our posts and help our community grow but remember that you are our community representatives.

Convictions & offences

Whilst interning with us, you must declare any prior convictions. You must also immediately report to the charity any convictions or offences with which you are charged, including traffic offenses during your time with us. This is because ensuring transparency and accountability to our donors is paramount in addition to safeguarding those involved with our organisation. In most cases, having a criminal record does not mean you cannot intern for us, but we may need to change your role accordingly.

Disclosures

Sometimes we will hit small bumps in the road and there may be issues that you find concerning and would like to raise. Please speak to a member of the Interning Team who will try and resolve the matter for you in the first instance. If this does not improve matters, the Volunteers Manager will take the next steps to resolve the matter for you.

Misconduct

Human Appeal will not tolerate any rudeness displayed towards other volunteers, staff, or members of the public. Objectionable or insulting behaviour, or bad language is not tolerated, and suitable action will be taken where appropriate. Volunteers are expected to behave in a kind and pleasant manner. We have a zero-tolerance policy when it comes to misconduct related to bullying, harassment, and safeguarding. If we have evidence of any of the above, this will be investigated and may result in termination to your relationship with Human Appeal. We will only ask a volunteer to leave their role if all other means for resolving the situation have been exhausted or in response to gross misconduct.

Safeguarding

Safeguarding is about protecting everyone from harm, abuse, or neglect. This includes the beneficiaries, clients we work with, staff and interns/volunteers. Safeguarding concerns raised do not have to be related to Human Appeal. This will allow for immediate advice and management of safeguarding situations. We have your back!

Human Appeal takes a 'zero-tolerance' approach to abuse and exploitation of vulnerable people and holds clear recognition that vulnerable people are at the heart of our work. We also recognise that safeguarding is everyone's responsibility and that we have an obligation to put in place reasonable measures to ensure, as far as possible, the safety and wellbeing of vulnerable people with whom we work, and those within the communities we seek to help, as well as our own people who may become vulnerable.

Child protection is a core part of, but not separate to, safeguarding. It is the process of protecting individual children identified as either suffering or at risk of significant harm as a result of abuse or other acts, influences or omissions. It also includes measures and structures designed to prevent and respond to abuse.

Substance abuse

Smoking on the premises of our offices/shops or in the surrounding area is not permitted. This is extended to any of our event or meeting venues. Interning whilst under the influence of alcohol or drugs will not be accepted. If your performance is affected because of alcohol or drugs, or we believe you have been involved in any drug related action/offence, dependent on the circumstances, this could result in your dismissal.

Fire procedures

Make sure you know the fire procedures, the location of fire alarms, the fire exits and your assembly point anywhere you are holding an event, campaigning or doing any type of interning.

In the event of fire or other emergencies, you should:

- Raise the alarm
- Follow the specific building instructions in respect of evacuation and listen to instructions



- Attempts to extinguish a fire should only be made if it is safe to do so
- Assemble at the designated fire assembly point
- Do not run or stop to collect personal belongings
- Not re-enter any building until instructed that it is safe to do so

First aid

When you are interning, you should find out:

- Where the first aid kit is
- If there is an identified first aider, and if so, how to contact them in an emergency
- Where the accident book is
- How to report an accident
- Who you need to tell

Health & Safety

We do all we can to make sure your volunteer experience is safe and enjoyable, and that you get the guidance, training and supervision you need. As part of your induction, your Regional Volunteer Officer / Volunteer Team Leader (or appropriate other member of staff or volunteer) will make sure you have the relevant information to keep you and those around you healthy and secure.

Following the advice set out below will also help keep you and others safe.

Make sure you are aware of health and safety measures where our volunteering. Your Regional Volunteer Officer can advise you if you're unsure.

When you're volunteering, if you ever feel you are not physically able to do something or do not have the required knowledge or skills, please let us know so we can support you.

It's important to ensure that our actions do not put other volunteers, staff, or the general public at risk.

All the procedures and precautions in the world are no substitute for vigilance. If you spot a risky situation, a safety hazard or an accident waiting to happen, take action and let other people know straight away. And if you're not sure, then always ask.

All the most up-to-date health, safety and security policies can be found in the 'Policies' section of our website here:

humanappeal.org.uk/about-us/our-policies

Property & Security

All volunteers must ensure that the premises, equipment and facilities are treated with care. In addition, all equipment must be stored in a safe place when not in use.

Under no circumstances is equipment or money to be removed from the premises without authorisation.

The common areas of the office must be kept clean and clear at all times and all staff and volunteers are responsible for cleaning and washing up cutlery, worktops etc. following use during breaks.

All volunteers should support staff in the management of safeguarding the security visitors, members of the public attending HA events, stock, cash, premises, equipment etc.

You must be aware of and understand the security arrangements appropriate to your role and must report any suspicion of theft or loss to your Supervisor or the People and Culture Team immediately.

Emergency Information form

All interns need to provide Human Appeal with emergency contact details prior to starting. This is for your safety in the event of an emergency.

Induction video

All interns are required to watch the Volunteer Intern video and complete the short assessment on their start date.



CODE OF CONDUCT

Our Code of Conduct is an agreement to provide volunteers with clear guidelines as to their standard of behaviour, responsibilities, and best practice in fulfilling their role as a representative of Human Appeal. We take failure to meet these standards of behaviour seriously and may take appropriate action under the Volunteering Policy.

You will receive a copy of the code of conduct to sign after your induction. Please note that this is in honour only and does not form a contract with Human Appeal.

- Perform their role to their best ability as a representative of Human Appeal.
- Follow the organisation's volunteer policies and procedures, including health and safety, safeguarding and equality and diversity in relation to its staff, volunteers, donors, and the public.
- To treat other volunteers, staff, and any other stakeholders of Human Appeal fairly, with dignity and respect.
- To conduct themselves in a manner that will not bring the organisation into disrepute.
- To treat all information and records of Human Appeal's operations and personnel as confidential and to not disclose this to people without authorisation, either within the organisation or externally.
- To read the volunteer handbook, policies, procedures, and related documents which volunteers have received or been given access to, and raise any issues which they do not fully understand or would like to discuss further.
- Honour their commitment as agreed, except in exceptional circumstances when, where possible, reasonable notice is provided.
- To provide referees as agreed who may be contacted, and to agree to additional checks being carried out where necessary.
- Not make inappropriate, sexual, or abusive remarks and exhibit positive examples of behaviour.
- Adhere to Human Appeal's safeguarding policy and raise concerns immediately.
- Listen to and respect the views of others.
- Recognise that people can be adversely affected by words and actions and to sensitively challenge inappropriate, offensive, racist, or abusive language and behaviour, when safe and appropriate to do so.
- Listen to staff members and adhere to their instructions at events, activities, and campaigns.
- Reflect on and respect the faith based nature of our organisation and adhere to the Islamic and Human Appeal values of: Trust, Compassion, Transparency, Empowerment, Justice, Accountability, Excellence & Respect.
- Try to respect and keep up segregation at best or wherever possible.
- Respect others privacy and boundaries - physical, social and mental.
- Raise any causes of concern, about a staff member, team leader, stakeholder of Human Appeal or fellow volunteers to a member of the Volunteering Team as soon as possible.

Volunteers are an important and valued part of Human Appeal and we want to ensure their time with us is enjoyable, meaningful, and worthwhile.



Refer a friend

If you've found your role rewarding, please spread the Human Appeal love and tell your family and friends about us!

If they want to intern with us, all they have to do is send over a copy of their CV and department they're interested in to **internships@humanappeal.org.uk** and we will see what roles we have available.

Tell us what you think

We always strive to do better, and we rely on our interns to tell us how. You can email **internships@humanappeal.org.uk** or speak to a member of the team if you have ideas on how we can improve the Intern Programme.

Positive or negative, we welcome all feedback. We hope you enjoy your interning journey with us!





Contact us:

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volunteers@humanappeal.org.uk

Amaan Haris (Internships Officer)
internships@humanappeal.org.uk

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