

HOME SUPPORT - SOP



Prepared by: Home Support Team

Areas concentrated: Orphanages, Homes, Road side people, Schools, etc.

Vision

As FOOD is one of the necessity of every human being, we take privilege in helping the people who are in need off by various activities and providing the food for the hunger.

Mission

“SERVE WITH SMILE” – Our mission is to serve to every fellow being with smile, as smile is our greatest strength, let it multiple with our service. Such that the minds and hearts are filled with joy.

ROLES AND RESPONSIBILITIES

GENERAL CO ORDINATORS RESPONSIBILITIES

- The Coordinators are responsible for the smooth functioning of the portfolio.
- The coordinators are entitled for the analysis and execution of any activity in the portfolio.
- They formulate the monthly and quarterly activity and assign the task to the team members.
- SOP is being articulated by them.
- The coordinators are responsible for creating better future, smooth functioning, comfortable working environment thus ensuring the long run of the team.
- They are responsible for the entire activities of the portfolio.
- The coordinators are classified with various basic responsibilities like Online Coordinator, Monthly Coordinator, Quarterly Coordinator, Documentation Coordinator, etc.
- The coordinators are carried out an extra responsibility during special events.
- Mis-usage of materials/funds are monitored rigorously by these leads.
- Monthly coordinator will be the same person for every month throughout half yearly (6 months), in his absence the documentation or quarterly coordinator will coordinate the monthly event.
- After half yearly (6 months) if the monthly coordinators wishes to relieve he can or continue the same
- Quarterly coordinator will be the same person for every quarter throughout the year.
- After a year if the quarterly coordinators wish to relieve he can or continue the same.

ONLINE COORDINATOR

- Online coordinators are those who are interested and coordinate online activities of the portfolio inclusive of online verification, online coordination of events, requests and making reports, documentation of all the activities.

MONTHLY COORDINATOR

- These coordinators are the sole responsibility of the entire activity of the month.
- It's their responsibility to assign the duties to the other coordinators and team members during event.
- Pre- and post- event activities are managed by these coordinators.
- They must make sure the activity is carried out even in their absence of the event.

QUARTERLY COORDINATOR

- These coordinators are the sole responsibility of the entire activity of the Quarter.
- They need to plan for the forth coming quarter and entitled to arrange the sponsors along with the other coordinators.
- They must make sure the activity is carried out even in their absence of the event.
- Quarterly coordinator is entitled to choose the location, quantity of the food which is going to be served with the approval of the other coordinators.

DOCUMENTATION COORDINATOR

- Documentation coordinator will continuously document all the happenings of the portfolio like finance, Sponsor's list, orphanage database, etc.
- Responsible for generating report at the end of every activity.

- Documents the financial structures involved in the event.
- Responsible for Volunteer engagement for every activity in the portfolio.
- Responsible for the verification of the new request and volunteer's addition in the portfolio.
- They are entitled to get the approvals and Approval letters from the Committee for any activity if needed.

HOME SUPPORT REPORTS

- Database of Orphanages are dully shared with the committee.
- List of volunteers in the Home Support team are also shared with the committee.
- Every event reports along with financial statement are articulated and broadcasted with 24hours after the event.
- Financial reports are dully shared once every Quarterly to the committee & finance team.
- Final Reports for any new activity or special event will be shared to the committee prior a month (Of the event date) for the approval.

How do we receive request?

Request are raised to us by any External Affair or any of our volunteers. These requests are then analyzed and forecasted by the coordinators and send to the approval to the committee if needed.

Our Current Projects

Love Basket - Monthly (Yet to Start)

Location: Private Schools

“The more you SHARE, the more you DOUBLE”

- The main motto of this activity is to cultivate the ART OF SHARING with the younger generation, such that these kids are raised into the society with the humanity and the love of sharing to the needy.
- Our second gaining point is that we receive used clothe, books & toys for different ages of kids at a single point.
- Three Baskets are being placed at the school premises with their permission.
- 1 Basket - Used Clothes, 1 Basket - Old story books, etc. 1 Basket- used Toys
- Monthly once our volunteers will procure from the schools and the same has been sorted out according to the sizes and condition.
- The sorted ones are in turn handed over to the orphanages who are in need (Monthly or quarterly).
- The clothes which are in extremely bad condition to be used are sent for the sanitary pads manufacturing.
- Eligible Criteria - CLOTHES, TOYS AND BOOKS are made sure they are in good condition, if not they (Toys & Books) are made to be.
- The books can be given to the orphanages or government schools in TN for setting up a library
- Sponsors will be arranged for getting these baskets, couriers charges and transportation if required.
- As we have planned to concentrate on the orphanage or schools in TN interiors, these clothes or books will be sent to them by courier mostly or its sent through some volunteers who are going from Chennai to their natives.
- Once the projects work out on time with the private schools the same will be carried out with the colleges & corporates too.

Cook & Serve – Quarterly (Ongoing)

Location: Road side people

“Cook with LOVE provides food for the SOUL”

- Food are being cooked and served for the people in road side
- Sponsors are being procured for minimum of 50 people’s food every quarter.
- Food is being hygienically prepared by the team and distributed with love and care for the needy.
- If anyone willing to sponsor they need to intimate us prior 1 or 2 months.
- If remaining or excess money from any events within home support it will be maintained in Home support account such that money will be utilized when sponsors are not available for the above project.

Special Events

- On request for the special event, it is carried out with proper approval and analyzation.
- Special Events can be celebrations like Birthdays, Anniversary, Etc.
- Sponsors requirements are analyzed and the activity is planned such that they are satisfied.
- Eligible Criteria - Adequate time frame, budgets, request should be feasible to be carried out. (Feasible Condition – Availability of orphanage on the required location by the sponsor, Time frame, Availability of volunteers)

Financial Forum

- Coordinators should maintain the finance record with appropriate bills for any such event. If reimbursement needs to be carried out proper billing must be submitted to the finance team.

Eligibility Criteria to be a member / Coordinator

- Any D4V registered members who are interested in home support portfolio can be a part of the team.
- Non- registered members will be added only after due registration.
- He /She needs to attain three or more events in D4V.
- Family or core member or the present coordinators should nominate He/She.
- By duly approval from the committee HE/SHE can be undersigned the responsibility.

Adding /Removing

- Removing of inactive coordinators from the home support group will be done if found inactive for 6+ months or can request an replacement for temporary period owing to personal reasons.
- Removing of inactive members from general volunteers group will be done if found inactive for 12+ months or can request to add or remove for temporary period owing to personal reasons.
- If any female volunteer faces any problem from the volunteer within the group, she can contact the portfolio leads about the problem. The appropriate coordinators or verification team will take appropriate actions against the volunteer and remove him from the group if he finds to be guilt. Then that appropriate coordinators may also suggest the executive committee members to remove him from organization.
- Adding or removing will be done by coordinators or verification team
- By giving proper reason the coordinators are requested to relieve their responsibility with prior intimation and following

the escalation matrix, such that an alternative coordinator can be chosen on time.

General Rules and Regulations - Home Support

- Anyone who wish to donate the food to the people through cook and serve concept, they should need to tell about their plan to the respective admin of that portfolio at least 1 or 2 months prior.
- The portfolio coordinators should get a week approval from the Committee regarding any special activity.
- If any volunteers have any concerns about the portfolio they can directly approach the portfolio coordinators and they can clarify their doubts.
- At any point female volunteers or coordinators are requested not to share their contact numbers to anyone for safety concerns.

Do's and Don'ts - Home Support

- Create a friendly atmosphere with the volunteers.
- Do not get into argument, everyone in the group have rights to post their suggestions and they are also free to disagree but never disrespect.
- Feel free to communicate with coordinators, committee & other members of D4V in case of any requirement/urgency.
- Anything suspicious, report to the admin or leads immediately.
- We do appreciate all your activities. Please avoid posting pictures or videos and if in case of high importance, post pictures of your achievements need only as a collage rather than spamming the group with many images. They can also post the memes for

thanking the sponsors who contributed amount for home support team.

Following strictly prohibited

- Spamming with forward messages
- Disrespecting or hurt anyone is not tolerated

"Serve with Smile"



- **Team D4V Home Support**