

Internally Approved Written Procedures and Processes for Operations and Oversight



Spirit of Ukraine Charity

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Index

1. Purpose

2. Scope

3. Organizational Structure and Roles

3.1 Executive Director

3.2 Department Heads

3.3 Volunteers

3.4 Board of Directors

4. Daily Operations Management

4.1 Task Assignment and Workflow

4.2 Communication Protocols

4.3 Resource Allocation

5. Project Management and Delivery

5.1 Planning and Execution

5.2 Humanitarian Aid Logistics

5.3 Event Coordination

6. Volunteer Management

6.1 Recruitment and Onboarding

6.2 Training and Development

7. Fundraising and Donor Relations

7.1 Fundraising Campaigns
7.2 Donor Communication

8. Financial Oversight
8.1 Budgeting
8.2 Expense Management
8.3 Financial Reporting

9. Internal Audits

10. Risk Management
10.1 Risk Identification
10.2 Risk Mitigation
10.3 Crisis Management

11. Compliance with Legal and Regulatory Requirements

12. Ethics and Accountability

13. Document Review and Updates

1. Purpose

The purpose of this document is to establish the internal operational procedures and oversight mechanisms for Spirit of Ukraine Charity to ensure efficient, transparent, and accountable practices that align with the charity's mission. These processes will guide day-to-day operations and ensure compliance with regulatory requirements, ethical standards, and donor expectations.

2. Scope

This document applies to all employees, volunteers, and third-party contractors involved in any operational activities of Spirit of Ukraine Charity.

3. Organizational Structure and Roles

3.1 Executive Director

Responsible for the overall leadership and strategic direction of the organization.

Authorizes all key decisions related to finances, procurement, and partnerships.

Reports directly to the Board of Directors.

3.2 Department Heads

Oversee specific operational areas such as procurement, logistics, finance, and communications.

Ensure their teams follow approved procedures and meet operational goals.

3.3 Volunteers

Assigned to assist in specific roles such as event coordination, logistics support, or fundraising activities.

Must follow guidance provided by department heads and adhere to the charity's policies.

3.4 Board of Directors

Provides oversight and ensures the organization's mission is achieved.

Approves major decisions, financial plans, and fundraising strategies.

4. Daily Operations Management

4.1 Task Assignment and Workflow

Department heads assign tasks to team members using project management tools (e.g., Trello, Slack, or Asana).

Regular check-ins and team meetings are conducted to review task completion and resolve challenges.

4.2 Communication Protocols

Internal communications should prioritize clarity and timeliness.

Key decisions and instructions must be confirmed via email or documented in shared platforms.

Confidential matters must be communicated securely via encrypted methods when necessary.

4.3 Resource Allocation

Resources such as office equipment, vehicles, and personnel time will be allocated according to priority projects and needs.

The Executive Director must approve the allocation of significant resources (e.g., project funds, new hires).

5. Project Management and Delivery

5.1 Planning and Execution

Each project requires a clear plan, including objectives, timelines, assigned resources, and risk assessments.

Department heads will be responsible for overseeing the execution and tracking of milestones.

Significant deviations from the plan must be reported to the Executive Director with recommendations for corrective actions.

5.2 Humanitarian Aid Logistics

All aid deliveries must be coordinated through the logistics team to ensure that they reach the intended recipients on time.

Shipment documents, delivery confirmations, and recipient verification forms must be completed and retained for records.

5.3 Event Coordination

Fundraising and outreach events will be planned at least three months in advance, with clear objectives and budget proposals.

Volunteer support, venue arrangements, marketing materials, and logistics must be finalized one month before the event date.

6. Volunteer Management

6.1 Recruitment and Onboarding

Volunteers are recruited based on specific skill sets needed for ongoing projects.

All new volunteers must complete an onboarding process, including training on the charity's mission, safety protocols, and operational procedures.

6.2 Training and Development

Volunteers will undergo periodic training on operational changes, safety measures, and any specific requirements of their roles.

Feedback on performance and conduct will be shared regularly to ensure the quality of work.

7. Fundraising and Donor Relations

7.1 Fundraising Campaigns

Campaigns must align with the charity's mission and be approved by the Executive Director.

Financial goals, timelines, and target audiences must be established for each campaign.

7.2 Donor Communication

All donations above \$500 will receive formal acknowledgment via email or letter within one week of receipt.

Quarterly reports will be shared with major donors highlighting the use of funds and the impact made by the charity.

8. Financial Oversight

8.1 Budgeting

An annual budget will be prepared by the finance team, reviewed by the Executive Director, and approved by the Board of Directors.

The budget will outline operational costs, project-specific expenses, fundraising goals, and administrative overhead.

8.2 Expense Management

All expenses must be documented with invoices, receipts, and proper approval documentation.

Purchases over \$500 require the approval of the Executive Director; purchases over \$5,000 require board approval.

Expenses are reviewed quarterly by the finance team to ensure alignment with the approved budget.

8.3 Financial Reporting

Quarterly financial reports will be prepared by the accountant and reviewed by the Board of Directors.

Year-end financial statements will be audited by an external auditor to ensure compliance with legal and financial standards.

9. Internal Audits

The charity will conduct internal audits at least annually to evaluate financial practices, procurement activities, and adherence to operational procedures.

Any issues identified during audits will be addressed immediately, and corrective action plans will be implemented.

10. Risk Management

10.1 Risk Identification

Each department is responsible for identifying potential risks (e.g., financial risks, operational disruptions, safety concerns) that may affect the charity's ability to function.

A risk assessment must be conducted for each new project.

10.2 Risk Mitigation

Plans must be developed to mitigate identified risks. These may include contingency plans, emergency funds, and alternative supplier arrangements.

10.3 Crisis Management

In the event of a crisis, such as an operational failure or financial shortfall, the Executive Director will lead the response team and work to implement the crisis management plan.

All staff will be briefed on the crisis response and their specific roles during the crisis.

11. Compliance with Legal and Regulatory Requirements

The charity will comply with all federal, state, and local laws governing nonprofit organizations, including filing annual reports, maintaining tax-exempt status, and adhering to fundraising regulations.

The Board of Directors and the legal advisor will oversee compliance and ensure all necessary filings and reports are completed on time.

12. Ethics and Accountability

All staff, volunteers, and board members must follow the charity's ethical guidelines, which include honesty, transparency, respect for all stakeholders, and dedication to the mission of supporting Ukraine.

Any violations of ethical guidelines must be reported to the Executive Director or Board Chair for investigation and resolution.

13. Document Review and Updates

These operational and oversight procedures will be reviewed annually by the Board of Directors.

Any updates or amendments to the procedures will be communicated to all staff and volunteers and implemented.

This structure ensures that Spirit of Ukraine Charity operates efficiently, ethically, and with accountability, providing a solid framework for daily activities and long-term oversight.