



Administration Manual Raise for Development and Humanitarian Aid (RDHA)

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Introduction

Purpose of the Manual the purpose of this Administration Manual is to provide a comprehensive framework for the governance, operations, and management practices of **RDHA**. It sets clear expectations and guidelines for the staff, thus ensuring effective and efficient operations.

Scope of Application This manual applies to all staff members, volunteers, and affiliates of **RDHA**. It serves as a reference document for managing administrative tasks and functions effectively.

- ❖ **Vision:** A world where all communities have access to essential resources and live with dignity.
- ❖ **Mission:** To empower and support vulnerable populations through tailored humanitarian and development programs.
- ❖ **Values:** Integrity, compassion, accountability, inclusiveness, and collaboration.

Organizational Structure

RDHA structure operates under a hierarchical structure that promotes clarity in roles and responsibilities. The organization is divided into:

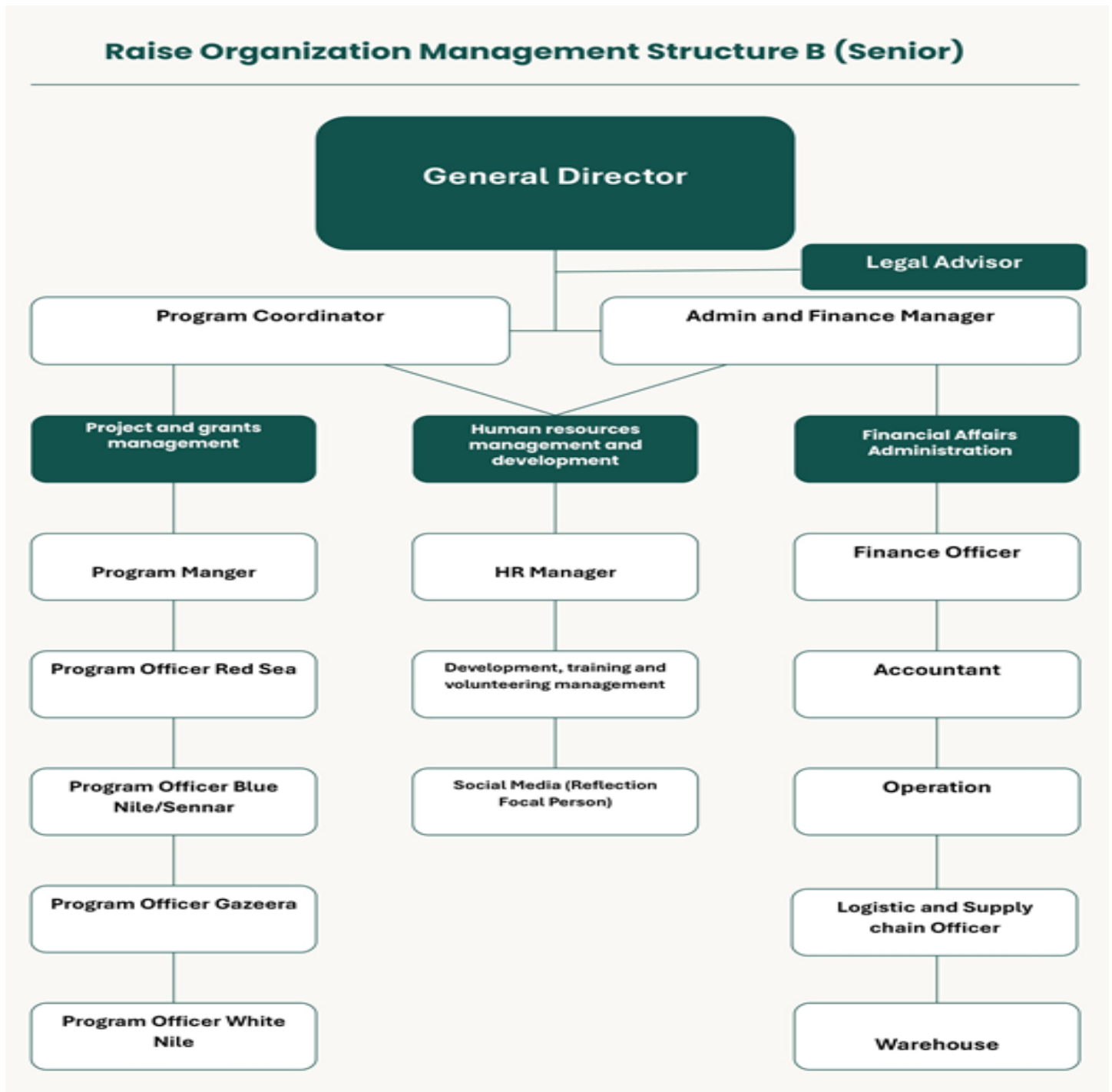
- ✓ Executive Management Team
- ✓ Program Units
- ✓ Support Services

Roles and Responsibilities:

- ✓ **Board of Directors:** Responsible for strategic oversight, policy formulation, and ensuring accountability.
- ✓ **Executive Director:** Manages daily operations and implements the board's strategic initiatives.
- ✓ **Program Managers:** Oversee project implementation and ensure alignment with organizational goals.
- ✓ **Administration Team:** Manages HR, finance, and logistical support.

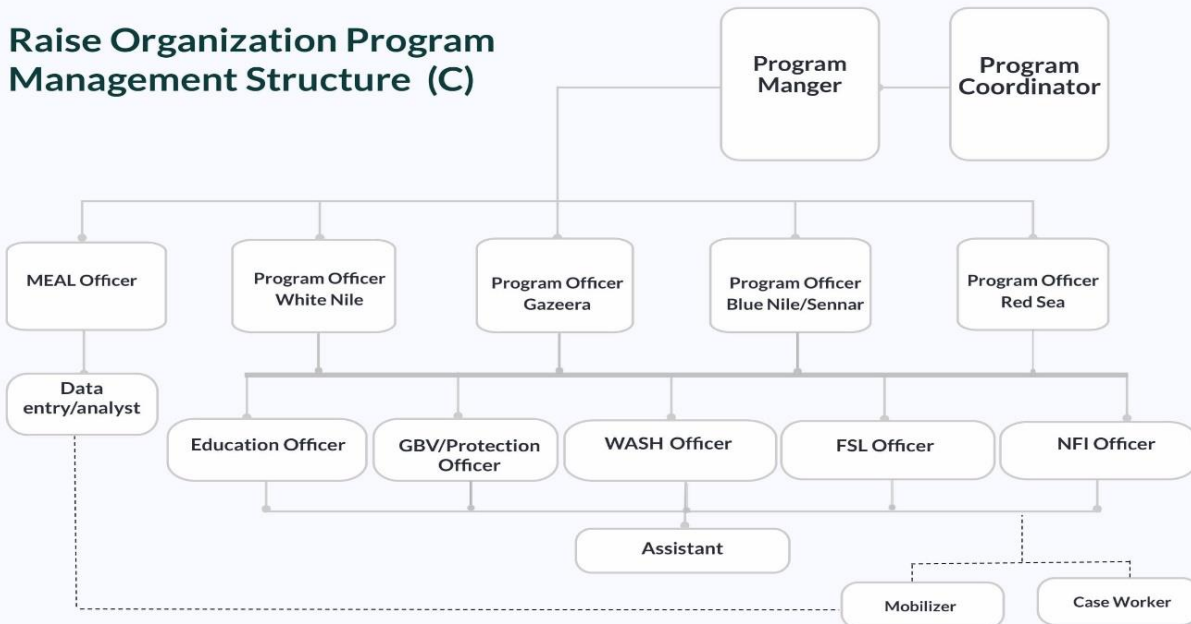
Organogram

a. RDHA Management Structure



b. RDHA Program Management Structure

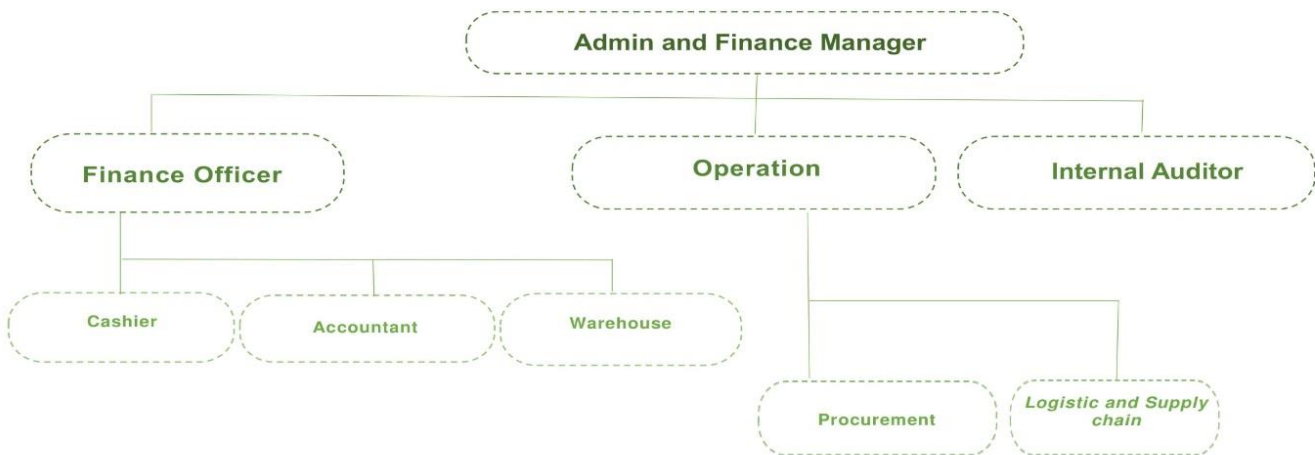
Raise Organization Program Management Structure (C)



c. Raise Finance department organizational



Raise Finance department organizational (D)



Governance Policies

Board of Directors

The Board of Directors is responsible for the governance of the organization, meeting annually to provide oversight and strategic direction.

Committees

Various committees (Finance, Audit, and Program) support the board by focusing on specific areas. Each committee has clear objectives and reporting mechanisms.

Conflict of Interest Policy

Board members and staff must avoid situations where personal interests conflict with organizational interests. All conflicts of interest must be disclosed.

Administrative Functions

Financial Management

1. **Budgeting Process:** Annual budget planning involves all departments. Budgets must align with strategic goals and projected resources.
2. **Financial:** Monthly and quarterly reports are generated to track financial performance against the budget.
3. **Procurement Procedures:** Adopts a transparent bidding process for procurement to ensure value for money.
4. **Human Resource Management Workforce planning:** identifies staffing needs based on project requirements and strategic objectives.
5. **Recruitment and Onboarding:** Includes transparent job descriptions, fair recruitment processes, and comprehensive orientation programs for new employees.
6. **Employee Development:** Ongoing training opportunities to enhance staff skills and competencies.
7. **Performance Evaluation:** Regular performance reviews to provide constructive feedback and recognize achievements.
8. **Code of Conduct:** Outlines expected behaviors and responsibilities, ensuring a respectful workplace.
9. **Information Management Documentation and Record-Keeping:** Standardized document retention policies to ensure compliance and facilitate audits.
10. **Data Protection Policy:** Strict protocols for handling confidential information in compliance with relevant privacy laws.

11. **IT Policies and Usage:** Guidelines for staff related to acceptable use of IT resources, ensuring cybersecurity.

Program Implementation

- a. **Planning and Design:** Utilizes a participatory approach to project planning involving stakeholders and beneficiaries.
- b. **Monitoring and Evaluation (M&E):** Develops M&E frameworks for all programs to assess effectiveness and impact.
- c. **Reporting Requirements:** Regular reporting to stakeholders, detailing program outcomes and financial expenditures.

Communication Policies

- a. **Internal Communication Guidelines:** Establishes clear channels for communication within the organization to promote collaboration.
- b. **External Communication Guidelines:** Outlines protocols for engaging with external stakeholders, including media relations.
- c. **Branding and Public Relations:** Guidelines for consistent messaging and branding that reflect the values and mission of the organization.

Risk Management

1. **Risk Assessment Procedures:** Regular assessments to identify and mitigate potential risks to operations and programs.
2. **Crisis Management Plan:** Procedures for responding to emergencies affecting staff and operations are established.
3. **Safety and Security Procedures:** Policies to ensure the safety of staff and beneficiaries in all operational locations.

Accountability and Transparency

1. **Reporting to Stakeholders:** Commitment to providing regular updates to donors, beneficiaries, and stakeholders on activities and financial performance.
2. **Whistleblower Policy:** Mechanisms for reporting unethical behavior or misconduct without fear of retribution.

3. **Audit Procedures:** Regular independent audits are conducted to ensure financial accountability and adherence to policies.

Continuous Learning and Improvement

1. **Feedback Mechanisms:** Establishing channels for staff and beneficiaries to provide input on programs and services.
2. **Training and Development:** Commitment to continuous professional development aligned with the organization's needs.
3. **Lessons Learned Practices:** Mechanisms for documenting successes and failures to improve future project implementations.

Conclusion

Manual Review and Updates: This manual will be reviewed annually to ensure it remains relevant and reflective of best practices.

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