



Together for Children: How We Volunteer at Bountiful

At Bountiful Children's Foundation (BCF), volunteering isn't just about helping—it's about belonging to a global team united by purpose. Our volunteers are vital partners in the mission to nourish young children, strengthen families, and build hope for the future. Whether you contribute your skills in nutrition, data, communications, or another focus area, this guide shows how we work together—collaboratively, flexibly, and with heart. As you read on, you'll find the basics of our volunteer structure, how teams function, what's expected, and how your contributions fit into the larger impact we're making around the world.

How We're Organized: Volunteer Roles that Empower

At Bountiful, every volunteer is part of a team working toward one shared goal: improving the lives of children. To stay coordinated and effective across countries, time zones, and skill sets, we organize ourselves into **Focus Groups**—each centered on a key area of BCF's mission, such as Nutrition, Web Development, Communications, Event Planning, Fundraising, or Monitoring & Evaluation.

Each Focus Group has:

- A **Lead Volunteer**, who facilitates collaboration, keeps the group aligned with BCF's goals, and helps every team member succeed.
- A team of **Focus Group Volunteers**, who bring their unique talents to shared projects and support one another as peers.



This lightweight structure:

- Encourages teamwork and peer leadership.
- Keeps communication clear and simple.
- Helps everyone see how their work contributes to BCF's global impact.

Examples:

"She's the Nutrition Lead Volunteer, coordinating a team of five other Nutrition volunteers."

"We have Focus Groups for Web Development, Content Strategy, and Data."

We believe in **collaboration over hierarchy** and in giving every volunteer a meaningful role in shaping the future for children.

**Bountiful's Volunteers and Employees
Constitute a Single Workforce!**

Volunteer Roles: Leading, Supporting, and Growing Together

Every volunteer at Bountiful makes a real difference. Whether you're leading a team or contributing your skills behind the scenes, you're part of something bigger—a mission to give children a better start in life.

Here's how our volunteer roles work:

Lead Volunteer (Focus Group Lead)

Each Focus Group is coordinated by a Lead Volunteer. This isn't a "boss" role—it's a facilitator, mentor, and collaborator who helps the team stay focused and connected.

Lead Volunteers:

- Guide the group's work and help set shared priorities.
- Facilitate regular team meetings or check-ins.
- Align projects with BCF's goals and mission.
- Serve as a point of contact with BCF staff or cross-functional teams.
- Support team members and encourage shared learning.

Team Members (Focus Group Volunteers)

These are the core contributors in each area. As a team member, you bring your time, talent, and creativity to move projects forward—and you'll never be doing it alone.

Focus Group Volunteers:

- Collaborate with teammates in your area of interest or expertise.
- Contribute to projects, communications, or deliverables.
- Participate in team discussions and share feedback.
- Learn, grow, and support one another along the way.

This shared-leadership model lets us stay flexible, inclusive, and effective—where every role matters, and every voice is valued.

Working Together, Inside and Out

At Bountiful, we believe real change happens when we work **together—across teams, across borders, and with our partners on the ground**. Whether you're volunteering in communications or data, nutrition or technology, your work connects with others in powerful ways.

We use the terms “**internal**” and “**external**” collaboration to help clarify how each team fits into the larger picture.

Internal Collaboration: Serving One Another

Our Focus Groups support and rely on each other. One group's output is often another group's input. For example:

- The Data Focus Group may create charts and reports using information gathered by the Monitoring & Evaluation Focus Group.
- The Content Focus Group might prepare materials informed by both the Nutrition Focus Group and Communications Focus Group.

Lead Volunteers play a key role in keeping these relationships healthy and productive—ensuring smooth coordination, shared standards, and clear deliverables.

External Collaboration: Reaching Beyond Our Walls

BCF volunteers also interact with the outside world—with beneficiaries, partner organizations, donors, subject matter experts, and even regulatory agencies. For instance:

- The Communications Focus Group shares our message with the public.
- The Nutrition Focus Group may consult with healthcare providers or local experts.
- The Development Focus Group works closely with donors and partners.

We ask all volunteers to engage with respect, clarity, and professionalism, always keeping our mission and ethical standards at the center.

Our Guiding Principle: Delight with Integrity

We aim to do more than meet expectations—we strive to delight those we serve. But we do so with integrity, guided by our commitment to children's well-being, ethical service, and long-term impact.

We don't just deliver results—we build trust, listen deeply, and lead with compassion.

Celebrating Each Other: Recognition That Builds Community

At Bountiful, we don't just focus on what we accomplish—we also pay attention to **how** we work together. Taking time to recognize a teammate or another Focus Group for their integrity, kindness, or dedication strengthens our shared mission.

Whether it's a small act of generosity or a major team effort, recognizing others helps build the trust, joy, and shared purpose that power this movement.

You might recognize someone for:

- Going the extra mile to support a teammate or community member
- Demonstrating unusual patience or grace under pressure
- Delivering high-quality work with humility and a service mindset
- Lifting team morale during a tough stretch
- Offering cross-team support without being asked
- Communicating with clarity, empathy, and respect
- Living out Bountiful's mission and values in day-to-day service

We encourage every volunteer to take a few minutes to lift someone up. Submitting a recognition is simple, and it makes a big difference.

👉 **Take a moment to recognize someone now.**

Each recognition is shared with our HR Focus Group and may be featured—anonymously or with permission—in team updates or BCF-wide highlights.

Our Tools and How We Stay Organized

Bountiful is a global team of volunteers and staff working across time zones and cultures. To keep things running smoothly, we rely on a simple and secure digital system to stay organized, track our work, and support each other. Here's how it works:

Shared Drive: The Human Resources Folder

This is where we keep essential volunteer and employee information. Access is limited to protect privacy, and only those with a need-to-know have permission to view or update records.

Volunteer and Employee Folders

Each person has a digital folder labeled with their name and the year they joined—for example:

Reyes, Ana – 2023

These folders include:

- **Your Volunteer Info Sheet** – A summary of your role, contact info, and notes about your contributions.
- **Relevant Documents** – Such as training certificates, photos, forms, or anything that supports your role.
- **Linked Volunteer Roster** – A master list that helps us stay connected and informed as a full volunteer team.

Tracking Your Time: Volunteer Hours

We ask volunteers to log their time using a simple Google Form. You can submit hours daily, weekly, or monthly—but please do it at least once a month, ideally by the *5th of the following month*.

👉 **Report your hours here.**

Why it matters:

- It helps us celebrate your contributions.
- It provides data for reports to donors and partners.
- It ensures transparency and accountability.

Logging hours is a small act that adds up to a big picture of our shared impact.

Growing Together: Learning and Improving as a Focus Group

At Bountiful, we believe in doing good—and doing it better over time. That's why we've embraced a culture of **continuous learning and improvement**. We call this our **CQI approach** (Continuous Quality Improvement), and it's how we grow stronger together.

Each year, the **Volunteer Engagement Focus Group** or other designated team leads one or more CQI initiatives that help us:

- Work more effectively across teams and cultures,
- Improve our systems and practices, and
- Stay aligned with our mission to serve children and families with integrity.

What's a CQI Initiative?

It's a focused effort to make something work better—whether it's how we communicate, how we recruit and train volunteers, or how we track impact.

Examples include:

- Creating clearer onboarding steps for new volunteers.
- Improving coordination between teams.
- Piloting a new feedback tool or meeting format.

What It Looks Like

Each CQI initiative is simple but meaningful. It includes:

- A clear purpose: What are we trying to improve?
- A short summary of actions taken.
- Lessons learned and ideas for next steps.

These efforts don't require perfection. They're about **learning, listening, and growing**—as individuals, as teams, and as one mission-driven organization.

We're Listening: Share Your Feedback and Ideas

At Bountiful, every voice matters. As a volunteer, you're not just helping us carry out our mission—you're also helping us shape how we do it. That's why we welcome your honest feedback, constructive ideas, and candid concerns.

Your perspective can help us:

- Improve how we support and engage volunteers
- Strengthen teamwork and communication across groups
- Spot gaps in systems, tools, or onboarding
- Identify mission drift, risks, or ethical blind spots
- Celebrate what's working and build on it

Whether it's a small suggestion or a major concern, we want to hear it. Anonymous submissions are welcome, and all feedback is reviewed by the HR Focus Group or referred to the appropriate team.

 **Share your feedback, ideas, or concerns here.**

Thank you for helping us grow into an organization that's not just effective—but also compassionate, transparent, and always learning.