



**DE LA FÉ**

**Volunteer  
Onboarding  
Packet**



# **Volunteer Onboarding Packet**

**Welcome to the Mission Delafé Volunteer Team!**

## **Table of Contents**

- 2. About Mission Delafé
- 3. Volunteer Code of Conduct
- 4. Communication & Collaboration
- 5. Volunteer Expectations & Commitments
- 6. Confidentiality & Data Security
- 7. Tools & Resources
- 8. Key Contacts
- 9. Next Steps
- Volunteer Commitment Statement
- Final Encouragement

## 1. Welcome Letter

### Welcome to Mission Delafé's Volunteer Family!

We are grateful to welcome you as a co-laborer as we pursue the mission of creating the world's largest archive of Jesus testimonies until His return. Your willingness to serve is a beautiful act of worship, and we trust that God has led you to walk alongside us for such a time as this.

At Mission Delafé, we don't just share stories—we share the transforming power of Jesus Christ. Every testimony we capture is a tool for evangelism, encouragement, and discipleship. As a volunteer, you play a vital role in this Kingdom work.

This onboarding packet will help you understand our ministry, our values, and what it means to serve alongside us. We're committed to supporting you, equipping you, and walking with you as you use your gifts for God's glory.

Thank you for answering the call to serve. We can't wait to see how God will work through you!

In Christ,

### The Mission Delafé Team

*"They triumphed over him by the blood of the Lamb and by the word of their testimony; they did not love their lives so much as to shrink from death." - Revelation 12:11*

## 2. About Mission Delafé

### Our Mission & Vision

Our mission is to create the world's largest archive of Jesus testimonies until His return. Our vision is for every nation, tribe, and tongue to have access to testimonies of Jesus.

### Our Core Values

**Faithfulness** – We are first faithful to God, walking in reverent fear, and therefore remain faithful stewards of the work He has entrusted to us.

**Excellence** – We labor as unto the Lord, striving to honor Him through careful, diligent, and high-quality work.

**Integrity** – We walk in truth, honesty, and transparency before God and others, seeking to live above reproach.

**Community** – We serve in unity as the body of Christ, bearing one another's burdens and building each other up in love.

**Boldness** – We testify without fear, going into hard and dark places with faith-driven courage.

## Organizational Structure

Mission Delafé is a fully tax-exempt 501(c)3 non-profit organization governed by a Board of Directors. Our team structure includes:

- **Board of Directors** – Ensures the organization stays aligned with mission, is financially healthy, and complies with legal/ethical standards
  - **Founder & Executive Director**
    - **Director of Operations**
      - **Team Managers/Coordinators**
        - **Staff Members**
          - **Volunteers**

Our teams include:

- **Production Team** – Manages pre-production, production, and post-production of testimony recordings.
- **Administrative Team** – Handles operations, HR, and finance
- **Vetting & Research Operations (VRO)** - Responsible for researching, vetting, and overseeing testimony submissions.
- **Translations** - Responsible for AI translations and captioning for testimonies in foreign languages.
- **Digital Content** - Includes design/creative, social media, writing (*The Delafé Insight*) and more.
- **Volunteer Team** – Supports ministry efforts across multiple departments

### **3. Volunteer Code of Conduct**

As a volunteer with Mission Delafé, you are a representative of Christ and this ministry. We ask that you conduct yourself in a manner that honors God and reflects our core values.

#### **Christ-Centered Character**

All volunteers are expected to:

- Demonstrate love, humility, and integrity in all interactions
- Practice forgiveness, patience, and grace toward others
- Pursue personal holiness and avoid behavior that compromises our witness

#### **Respect and Unity**

We value every individual as created in the image of God. All volunteers must:

- Treat others with dignity, regardless of background or role
- Speak with encouragement and avoid gossip, slander, or divisive speech
- Address disagreements with maturity, respect, and biblical principles

#### **Accountability and Excellence**

We are stewards of the work God has entrusted to us. Volunteers are expected to:

- Be faithful and punctual in fulfilling their commitments
- Communicate openly with supervisors and team members
- Submit accurate work and meet deadlines with care
- Be transparent about mistakes and take responsibility when necessary

#### **Stewardship of Resources**

All volunteers must use Mission Delafé resources—time, equipment, and materials—with care, integrity, and for ministry purposes only.

#### **Confidentiality**

We may be entrusted with sensitive stories, personal information, or ministry plans. Volunteers must:

- Respect and protect confidential information

- Never share private testimony details or internal matters without permission
- Uphold trust with ministry partners and community members

## **Social Media and Public Representation**

As representatives of Mission Delafé, volunteers should:

- Reflect the values of the ministry in all public and online communication
- Avoid controversial or divisive content that could harm our witness
- Not speak on behalf of the ministry unless given permission
- Obtain approval before posting behind-the-scenes content or unreleased testimonies

## 4. Communication & Collaboration

Clear and consistent communication is essential for effective volunteer service. Here's how we stay connected:

### Communication Channels

#### Email (Outlook)

We use email for important announcements, project updates, and official communications. Please check your email regularly.

#### Microsoft Teams

Our primary platform for day-to-day communication and collaboration. You'll receive an invitation to join our Teams workspace.

Download Microsoft Teams:

- Desktop/Mobile: <https://www.microsoft.com/en-us/microsoft-teams/download-app>
- Web: <https://teams.microsoft.com>

#### Monday.com

We use Monday.com to organize projects, tasks, and track progress. You'll be added to relevant boards based on your volunteer role.

### Meetings & Check-Ins

#### Volunteer Team Meetings

Periodic team meetings will be scheduled to provide updates, encouragement, and community. Attendance is encouraged when possible.

#### One-on-One Check-Ins

You'll meet with your supervisor regularly (weekly, biweekly, or monthly depending on your role) to:

- Share project updates
- Celebrate wins and discuss challenges
- Receive feedback and clarification
- Pray together

#### Daily Prayer Meetings



We believe prayer is the foundation of all we do. Volunteers are warmly invited to join our prayer calls as a life-giving time to seek the Lord together, be refreshed in His presence, and stay spiritually aligned as a team.

We gather Monday through Friday from 8:00–9:00 AM EST via the Teams app—come when you're able, knowing your presence is a gift as we entrust this work to God together.

## **Open Communication**

We encourage volunteers to:

- Ask questions freely
- Share ideas and feedback
- Communicate schedule changes or challenges promptly
- Approach conversations with kindness, clarity, and grace

## 5. Volunteer Expectations & Commitments

### Time Commitment

Your volunteer role description outlines the expected weekly time commitment. We understand life can be unpredictable, but we ask that you:

- Honor your time commitments as an act of worship
- Communicate in advance if you need to adjust your schedule
- Let your supervisor know if your availability changes significantly

### Attendance

- **Remote volunteers:** Maintain regular communication and availability during agreed-upon hours
- **Onsite volunteers:** Arrive on time for scheduled in-person service
- **All volunteers:** Notify your supervisor as soon as possible if you cannot fulfill a commitment

### Professionalism & Dress Code

While volunteers serve in a casual environment, we ask that you:

- Dress modestly and appropriately for the setting (especially for on-site service)
- Maintain a neat, clean appearance
- Follow any specific dress guidelines for events or on-camera work

### Flexibility

Ministry needs can vary. Occasionally, we may ask volunteers to:

- Adjust schedules for special events or projects
- Take on additional responsibilities within reason
- Serve outside of typical hours when critical needs arise

## 6. Confidentiality & Data Security

Mission Delafé is entrusted with sensitive information about testimonies, donors, partners, and team members. As a volunteer, you play a critical role in protecting this information.

## **Confidential Information Includes:**

- Personal details of testimony subjects, staff, and donors
- Financial records and sensitive ministry plans
- Unreleased testimony content or behind-the-scenes material
- Login credentials and internal system access

## **Data Security Guidelines**

### **Passwords & Access**

- Keep all passwords secure and never share them
- Use only authorized devices to access ministry systems
- Lock your screen when stepping away from your computer

### **Email & Internet Use**

- Do not open suspicious emails or unknown links
- Report phishing attempts immediately to your supervisor
- Verify email addresses before clicking attachments

### **Cloud Storage**

- Use only approved platforms (NAS, Google Workspace, OneDrive)
- Ensure sharing settings are appropriate for file sensitivity
- Never store ministry files on personal, non-approved devices

### **Multi-Factor Authentication (MFA)**

- Volunteers with system access must use Microsoft Authenticator for MFA
- This provides additional security beyond passwords

### **AI Tools**

- Use Mission Delafé's approved Copilot Chat for AI-related tasks
- Avoid sharing sensitive ministry information with non-approved external AI platforms.

## **Social Media Guidelines**

- Do not post confidential or sensitive ministry information publicly

- Obtain approval before sharing testimony content or behind-the-scenes material
- Be mindful that your online presence reflects on the ministry

## 7. Tools & Resources

### Required Tools

Depending on your role, you may need access to:

- **Microsoft Office Suite** (Outlook, Word, Excel, Teams, OneDrive)
- **Monday.com** (project management)
- **ClockShark** (hour tracking, if applicable)

### Training & Support

- You'll receive role-specific training during your first few weeks
- Your supervisor is available to answer questions and provide guidance
- We encourage ongoing learning and spiritual growth

### Resources

- **Mission Delafé Website:** <https://missiondelafe.org>
- **Style Guides & Handbooks:** Available in shared drive
- **Prayer Requests:** Shared in Teams

## 8. Key Contacts

### **Your Direct Supervisor**

*[To be provided based on role]*

### **Executive Director**

Eric Villatoro

[eric@missiondelafe.org](mailto:eric@missiondelafe.org)

### **Director of Operations**

Nathalie Vilson

[nathalie@missiondelafe.org](mailto:nathalie@missiondelafe.org)

### **IT & Security Matters**

Paul Nicholas

[paul@missiondelafe.org](mailto:paul@missiondelafe.org)

### **Whistle Blower Contact**

Willem Griffioen

[willem.griffioen@gmail.com](mailto:willem.griffioen@gmail.com)

### **All Other General Inquiries**

[info@missiondelafe.org](mailto:info@missiondelafe.org)

## 9. Next Steps

### Before You Begin:

1. **Sign Required Documents:**
  - a. Volunteer Liability Waiver
  - b. Confidentiality Agreement (NDA)
  - c. Code of Conduct Agreement
2. **Attend Orientation** – You'll be invited to a volunteer orientation session
3. **Set Up Technology:**
  - a. Download Microsoft Teams
  - b. Access Monday.com
  - c. Test your login credentials
4. **Schedule First Meeting** – Connect with your supervisor for your first check-in

### During Your First 30 Days:

- Complete role-specific training
- Shadow experienced volunteers or staff (if applicable)
- Attend your first team meeting
- Ask questions and get comfortable with your responsibilities

### Ongoing Matters:

- Maintain regular communication with your supervisor
- Participate in team meetings and prayer gatherings
- Seek feedback and opportunities for growth
- Celebrate God's faithfulness in this ministry!

# Volunteer Commitment Statement

By signing below, I acknowledge that I have read and understand the Mission Delafé Volunteer Onboarding Packet. I commit to:

- Serving with excellence and integrity as unto the Lord
- Upholding the Code of Conduct and ministry values
- Protecting confidential information
- Maintaining open communication with my supervisor
- Representing Christ and Mission Delafé with honor

**\*I understand that volunteer service is unpaid and that I serve at the discretion of Mission Delafé leadership.**

**Volunteer Name (Printed):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## **Final Encouragement**

**"Whatever you do, work at it with all your heart, as working for the Lord, not for human masters." – Colossians 3:23**

At Mission Delafé, we believe that every volunteer, every testimony, and every effort contributes to God's Kingdom. We encourage you to approach your service with faith, diligence, and a heart for ministry.

Thank you for being part of this mission to spread the Gospel through testimony!

***Welcome to the Delafé family!***