



Volunteer Program at Social Services Network

Quick Guide for Volunteers

SSN Vision

To enhance the quality of life of the South Asian Community

SSN Mission

Deliver culturally and linguistically appropriate direct services to the South Asian community through partnerships developed with other service providers. Specifically we strive to promote and enhance an independent and enriched community life.

Our Objective

- Maintain a sustainable and responsive organization to support goals
- Create, sustain and communicate a clear identity that is aligned with goals
- Serve the South Asian community through a service delivery model that is both efficient and effective
- Seek guidance and direction from sponsoring partners to drive capacity building in the South Asian Community.
- Maintain a portfolio of services that is continuously refined through active consultation with stakeholders.

Philosophy of SSN's Volunteer Program

SSN believes that volunteering is important and effectual path of empowerment and capacity building whereby the lives of every individual of the community will be enriched. Volunteering helps:

- create additional resources to improve the quality of SSN's services
- improve the quality of life for the community
- realize a sense of satisfaction and achievement and enhance personal growth for themselves
- build a caring and healthy community

Volunteer Registration & Placement

To register as a SSN volunteer, you must submit a completed Volunteer Application Form and sign the Confidentiality Form. If you have not already attended an orientation session, we will arrange to have you attend one. We will arrange a placement for you based on your expressed interests, learning objectives, and time availability. The need for and supply of volunteers fluctuates seasonally and it might take some time before a suitable post can be found for you.

A staff of the center to which you have been assigned will give you job-specific orientation and prepare you for your duties. This is on top of the general orientation that you had previously received. Do not worry that you do not have all the knowledge and skills needed to perform the job. We have assessed you and believe that you have the potential and motivation to learn.

People differ in the length of time they take to break into a job. Your supervisor, as well as other staff and fellow volunteers will give you the support to carry out the duty. Much of the skills will be enhanced over time.

Please report to duty on time as scheduled. If you cannot come, notify your supervisor as early as possible as a replacement would have to be found.



If you encounter any situation that you are not sure how to handle, ask your supervisor. He or she is there to support you.

Risk Management

All volunteers are expected to be vigilant on health and safety issues to protect our clients as well as yourself. When delivering service, please keep the following in mind:

- Do not start any duty until you are fully briefed by your supervisor.
- Do not recommend or administer any therapy or activity with the group without consulting the Community Advisor and the Supervisor
- Do not bring food for the group. Many of the group members could be on restricted diet or have various allergies. As well, volunteer should not provide any activity to the group unless s/he has gone through related training and is authorized to do so.
- Do not come to the centre if you have a respiratory or other infectious disease, including cold and flu.
- Under no circumstance should a volunteer share the personal information of the group member to any outsider.
- Know the escape route and what to do in case of fire or other emergencies.
- Always think about your safety first and then help the member of the group.

Code of Ethics

- To maintain professional service, volunteers are reminded of the following:
- Do not sell or recommend any commercial goods or service to any client or fellow volunteers.
- Do not receive any gift, monetary reward, or service from a client.
- Do not handle any monetary transaction on behalf of the client
- Do not influence a client toward a political or religious orientation.
- If you are also a staff of SSN, get authorization from your supervisor before signing up for volunteering.

Timesheet

At the end of your duty, remember to fill in the time sheet in the folder. This will help us keep track of your involvement. If your duty is performed off-site, your supervisor will make alternate arrangement of reporting your hours. Talk to your supervisor if you have trouble filling out the time sheet.

The time sheet will also give us a collective picture of our volunteer service and help us plan our recruitment, training, and placement.

Each year, we give awards to volunteers who have met certain criteria of service. As well, volunteers are nominated for external awards.

Resolving Conflicts and Complaint Procedure

If you encounter an unhappy situation with anybody (client, staff, volunteer) while providing service, talk to your supervisor. He or she will help you resolve the issue. You may want to report the situation directly to the Volunteer Coordinator.

There is formal procedure for filing a complaint. Your supervisor or the Volunteer Coordinator will be happy to show you the steps.



Volunteers' Rights and Responsibilities

| | Rights | Responsibilities |
|---|---|--|
| Knowing SSN and the South Asian Worship/Community Centers | To know about SSN as an organization and also about the SA culture and values | To understand and observe the mission and vision of SSN and visit the centers to understand the cultural beliefs |
| Job placement | To choose placements according to one's preferences and be consulted before being placed to a job | To follow guidelines and instructions from the supervisor(s) |
| Information | To be trusted with information necessary for delivering service | To respect the confidentiality of clients and other people he/she has come to know while providing service at the center |
| Orientation | To receive orientation and work briefing so that he/she can comfortably and confidently perform the duties assigned | To get prepared for each work assignment and to report to duty on time |
| Supervision and Support | To know who the supervisor is and to receive feedback and ongoing support from supervisor | To check with the supervisor in case of doubt and to seek help and support as necessary |
| Team Work | To know one's role in delivering the service and be respected as a member of the team | To be a cooperative and contributing team member while delivering service with staff and other volunteers |
| Complaints | To understand the procedure for communicating issues and for formally filing a complaint | To bring issues to the supervisor or Volunteer Coordinator and try to resolve them at the earliest time possible |
| Learning | To maximize learning while rendering service for SSN | To continuously upgrade himself/herself and alert supervisor re: gaps in knowledge and skills needed to perform duties |
| Recognition | To be always treated and respected as part of SSN and be appropriately recognized | To decline any gift and monetary reward from clients |



Learning and Growth for Volunteers

Five principles of service:

- Service quality
- Confidentiality
- Health and safety awareness
- Human rights and anti-discrimination
- Community and capacity building

Five generic skills:

- Responsibility
- Learning and exploring
- Sensitivity
- Team work
- Confidence and initiative

Supervision, Support, Communication and Reporting

Normally, you will be working closely with the staff and volunteers of the center you are assigned to. The following information related to division of responsibilities between the Volunteer Coordination and the Community/worship center will be useful when you need to communicate with our staff.

| Volunteer Coordination | Community/Worship Centers |
|--|---|
| <ul style="list-style-type: none"> • Plan and recruit volunteers and maintain a pool of volunteers ready for placement • Provide general orientation all volunteers • Identify and match volunteers according to requests and communicate the placement arrangement to the center • Maximize learning opportunity and personal growth for volunteers through appropriate matching, job variety and rotation, and training • Organize general training to meet needs as expressed by staff or volunteers • Keep track of volunteer hours and compile summaries • Organize recognition functions • Certify volunteer contribution upon request • Resolve issues in consultation of all parties involved | <ul style="list-style-type: none"> • Provide job-specific orientation / training at duty starts and debriefing at the end of duty • Ensure the volunteer is aware and vigilant of the health and safety issues related to the job • Provide day-to-day supervision and support and attend to emerging issues • Make volunteer’s job as interesting as possible • Provide debriefing to volunteers at the end of their duties, particularly during the early stage of placement • Identify training needs and plan accordingly by itself or in cooperation with Volunteer Coordination. • Ensure that all volunteers fill in the timesheet • Organize recognition activities as appropriate • Resolve issues arising from delivery of service by the volunteer. Notify the Volunteer Coordination of any issues where warranted |



Certification of Volunteer Involvement

Normally, letter that certifies a volunteer's service at SSN will only be issued when the person has contributed at least 40 hours of service or been active continuously for three months. The volunteer will be given award and the certificate for his/her long term commitment with SSN. Please give us reasonable time to verify your involvement and hours and to prepare the document.

Finding Out More About SSN

View our website www.socialservicesnetwork.org

Useful Phone Numbers & Email Address:

Keep the following numbers handy in case you have to call:

Office: 905-940-7864

Fax: 905-940-7863

Please leave your name and phone number

E-mail: volunteer@socialservicesnetwork.org



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