



**NEW JERUSALEM
CHILDREN'S HOME**
CHAMPIONING THE RIGHTS OF CHILDREN

VOLUNTEER MANUAL

2014

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PART 1

I WANT TO BE A VOLUNTEER

What is a volunteer?

A volunteer is someone who offers their time, skills and expertise to an organisation free of charge.

They act as a means of dependable support and can help fulfil gaps in the provided services and assist to meet the needs of the children and of the organisation.

Volunteers are required to comply with the guidelines, policies and procedures laid down by the Organisation.

Why do people choose to volunteer at New Jerusalem Children's Home?

Volunteers assist in the following areas:

- Assist staff with daily routine;
- Help with additional seasonal tasks (i.e. spring-cleaning);
- Facilitate play sessions
- Admin assistance – filing, data capture, research,
- Assisting with donations in kind – collections, sorting, packing
- Scrapbooking memory books of each child

A prospective volunteer will be required to:

1. Complete and Sign an agreement and application.
2. Carry out tasks according to the New Jerusalem Children's Home policies and procedures;
3. Commit for a minimum of 1 year;
4. Reliability of a minimum of 8 hours a month, i.e. 2 hours a week;
5. Be punctual:
 - Training
 - At meetings;
 - Play sessions.
6. To report any areas of discrepancy and/or areas of serious concern;
7. Be willing to assist wherever required;
8. Have emotional maturity;
9. Conduct themselves in a manner that would not bring the organisation into ill repute;
10. Manage the affairs of the children responsibly and in confidence;
11. Treat and manage children's behaviour responsibly, in their best interest, to raise children who contribute positively to society when they are older.

What qualifications do I need?

You do not need specific qualifications or expertise to apply for voluntary work. To work at New Jerusalem Children's Home volunteers must have the following characteristics:

- Love for the children
- Time
- Patience
- A willingness to help wherever needed;
- A genuine interest in the organisation and helping its cause and achieving its objective.

PART 3

Where Will I Fit In

The management and care of the children is taken seriously and all decisions are taken in the best interest of the children. This means that the children's emotional wellbeing is protected and favoured over the needs of the volunteer. Hence, consistency and regularity of visits by volunteers who are permitted to spend time with the child(ren) is emphasised .

We endeavour to match the prospective volunteer in respect of his/her interest, skill and availability. It is also important to note that volunteers are required in many aspects that all contribute to the overall care of the children; i.e. fundraising, admin, repairs and maintenance, early learning, groups etc. However, to **volunteer requires a submission of a police clearance**. Volunteers are welcome to participate in more than one activity.

Activities

Volunteering in **Residential care** requires assistance in the following tasks with the babies and children:

- Bathing and dressing;
- Feeding;
- Helping when there are staff shortages;
- Helping with snacks and meal times;
- Playing with children;
- Giving children individual attention and stimulation activities (e.g. reading or telling stories, building puzzles, etc.)
- Memory books – scrapbook recording the child's milestones, major events

Assist with general maintenance/gardening

Volunteers can assist by maintaining the New Jerusalem Children's Home gardens for the benefit of the children. The handyman can assist with basic repair and maintenance e.g. painting, repairing the swing or jungle gym.

Assist with Direct Mail

The direct mail campaigns are fundraising appeals to members of the public requesting financial assistance for a specific appeal at a specific time. However, all the appeals are sent to the database. The database is often tainted with incorrect information and volunteers assist with calling the donor to verify information or assist with capturing new data on the system as well as sorting through the returns.

Corporate volunteer work

Some volunteers arrange for their company and/or colleagues assist on a particular project on our wish list. This can be done on formalised days such as June 16 or any other day convenient to the company and New Jerusalem Children's Home. Corporate volunteers often take on specific projects such as a painting, cooking, donation of clothes, stationery, seedlings/plants, etc, or a repair and maintenance.

Community Service Group projects

Learners and students are required by their academic curriculum to undertake community service work. The community work includes most of the volunteer activities in a structured and accountable manner. Due to the nature and age of the children, New Jerusalem Children's home permits only community groups over the age of 16. However, younger community service workers are encouraged to initiate projects where New Jerusalem Children's Home will be the beneficiary, e.g. make up party packs for the children's birthdays or farewells arts and craft, make cot mobiles, collect 2nd hand Lego pieces or any other construction equipment as well as collect suitable books for children aged 0 – 9 years.

Administration

- Assist with filling
- Capturing new sponsor/donors into the database

Play sessions

- Attend capacity building/training sessions so that you are able to teach the children how to play with the toy/equipment/the rules of the game
- Assist with resource making, preparation for new themes in play session

- Engage with children during session as assist with guided play/learning
- Attend capacity building/training sessions
- Prepare playroom for play session, clean play room after play session
- Assist with register
- Ensure ECD Practitioners completes Play Session Evaluation form

Other projects

There are many other projects where volunteers can assist - some are seasonal, while others are incidental. Please make enquiries; we are always on the lookout for additional assistance

PART 4

VOLUNTEER GUIDELINES

General Guidelines

- We cannot provide the volunteers with background information about the children and/ or their families. If information is given it will be on a need to know basis;
- As part of our holistic care children have a set routine; please remember this when working at New Jerusalem Children's Home.
- No sweets, chips or fast foods may be given to the children without prior permission from the House Mother on duty. Garlic and other very spicy foods can also have an effect on anti-retroviral treatment. Some of our children are on special nutrition programmes due to medical reasons. If you do get permission, please ensure there is enough for all the children;
- Most of our children have lowered immune systems. If you are ill, please DO NOT come to in until such time that you are well again;
- If you are ill or are unable to attend, please let us know, as we depend on your help;
- Because of the legislation as promulgated in the Childcare Act, children may not be photographed.
- No photographs may be published (including on any social networking sites) without prior consent;
- Please sign the volunteer register at the reception, every time you visit New Jerusalem Children's Home.
- You are required to wear your name tag at all times while on duty;
- Remember to check your emails the regularly for updates, information, and events;
- If you have any ideas, suggestions or prospective donors, or if you would like to buy or donate products for our children, please discuss it with the volunteer chairperson first;

- If you observe or experience anything at New Jerusalem Children’s Home that you are concerned about, please do not approach staff. Report the incident to the volunteer co-ordinator;
 - Please ensure that you record the following:
 - Date and time incident occurred;
 - Staff member’s name – if applicable;
 - Full details of the incident;
- Friends and family are welcome to accompany you while you visit New Jerusalem Children’s Home. All questions, queries and incidents should be reported directly to the volunteer co-ordinator as soon as possible;
- Never leave a child you are working with unattended;
- All questions, queries and incidents should be reported directly to the volunteer co-ordinator via email or in person;
- All volunteers are required to sign the Volunteer Agreement;
- Please wear comfortable, but respectable, clothes;
- The internal staff newsletter will be circulated to all the active volunteers via email to keep them informed about development and changes on a national level
- **Smoking on the premises is NOT permitted as per National Smoking Regulations**

Reasons for dismissal from the Volunteer Programme

1. Any physical disciplining of the children
2. Proven abuse, neglect and/or non-compliance of the abovementioned regulations
3. General contraventions of the volunteer guidelines