

MODULE 7

Volunteering & Community Service



New York State Office of Temporary and Disability Assistance
Bureau of Refugee and Immigrant Assistance
Andrew M. Cuomo, Governor
2012



Module 7 - VOLUNTEERING

In this module, the MAC participants will become familiar with the benefits of volunteering and community service.



BACKGROUND INFORMATION

VOLUNTEER:

A person who performs a service voluntarily
To do charitable or helpful work without pay
To contribute a service to the community

Module 7 is designed so that MAC participants can discuss volunteering and community service via a series of handouts.

Although the discussions should take place with the entire group, emphasis should always be on developing *personal* plans for volunteering and community service.



SUPPLIES AND HANDOUTS

The MAC Coach should be aware of local organizations that welcome volunteers.

Handouts:

What Do Volunteers Do?

Why Volunteer?

Resumé Sample

Where Could You Volunteer

Becoming a Volunteer

Super Volunteer

Goals for Work

Prepare to Do Your Best

Adjusting to Working

Would You Do Business With You?

Personal Hygiene on the Job

Stepping Stones to Employment



VOCABULARY

(In addition to the vocabulary words listed below, review on all of the handouts in Module 7.)

adjustment
advocacy organization
citizens
community
confidence
customer service
donations
enthusiastic
hot-line
hygiene
interests
positive attitude
professional
recreation
reliable
respect
responsibility
résumé
role models
rules
senior citizens
service
talents
volunteer
work history





ADDITIONAL MODULE ACTIVITIES

The following activities can be used in conjunction with
Module 7 *Volunteering and Community Service*:

Value of Volunteering

| | |
|------------------------|--------------------------------|
| Module 1 - Activity 9 | Who Am I? |
| Module 2 - Activity 13 | Getting Ready for the Job Hunt |
| Module 2 - Activity 15 | Resumé Preparation |
| Module 2 - Activity 21 | The Job Interview |
| Module 3 - Activity 22 | Building Self-Reliance |
| Module 5 - Activity 38 | Building Self-Esteem |

Workplace Behavior

| | |
|------------------------|-------------------------------|
| Module 1 - Activity 4 | Building a Strong Work Ethic |
| Module 1 - Activity 6 | First Impressions |
| Module 1 - Activity 8 | Good Manners at Work |
| Module 4 - Activity 33 | Professional Behavior at Work |
| Module 4 - Activity 35 | Customer Service |
| Module 5 - Activity 39 | Personal Hygiene |
| Module 5 - Activity 40 | Workplace Attire |

Adapting to Volunteering

| | |
|------------------------|---|
| Module 3 - Activity 23 | Time Management |
| Module 3 - Activity 30 | Managing Work and Family |
| Module 3 - Activity 32 | Friendship at Work |
| Module 1 - Activity 2 | Setting Goals: Skill Development |
| Module 1 - Activity 3 | Setting Goals: Employment Possibilities |
| Module 1 - Activity 5 | Understanding Independence |

ACTIVITY STEPS

1. Define volunteering and community service.
2. Discuss the handout WHAT DO VOLUNTEERS DO?

Ask: What have volunteers done to help *you*?

Have you ever volunteered?

3. Discuss the handout WHY VOLUNTEER?

Focus on the importance of work history.

Discuss the handout RESUMÉ SAMPLE, pointing out the significance of the volunteer experience.

4. Again discuss the handout WHAT DO VOLUNTEERS DO?

Ask: What volunteer activities on this handout appeal to *you*?

What volunteer activities are not on this handout that you might like to do?

MAC participants may be able to identify specific ways volunteers can assist refugees.

5. Discuss the handout WHERE COULD YOU VOLUNTEER?

Provide examples of local organizations where volunteers are welcome.

6. Discuss the handout BECOMING A VOLUNTEER.

Follow the steps and make arrangements for volunteer experiences.

7. Discuss the handout SUPER VOLUNTEER.

Prepare MAC participants for their first day as a volunteer.

Emphasize that they should approach volunteering the same way they would approach a new job.

8. Before and during the volunteer experience, discuss the handouts:

GOALS FOR WORK

ADJUSTING TO WORKING

PREPARE TO DO YOUR BEST

WOULD YOU DO BUSINESS WITH YOU

PERSONAL HYGIENE ON THE JOB

9. Discuss the volunteering situations in WHAT WOULD YOU DO?



What Do Volunteers Do?



Garden



Fix Things



Teach a Skill



Read Stories



Help Students



Fight Hunger



**Help Senior
Citizens**



**Clean the
Environment**



**Help in
Emergencies**



Help Neighbors



Collect Food



Build Things



Play Music



**Talk on the
Radio**



Coach Sports



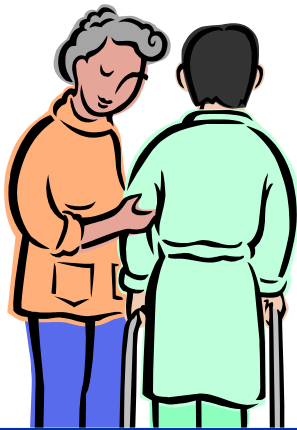
**Answer Phones/
Hot-lines**



Teach a Class



Fire Safety



Help People



Home Repair



Take Pictures



**Collect
Donations**



Tutor



**Help in the
Library**



Health Care



**Public
Speaking**



Office Work



**Help with
Community
Events**



Raise Money



**Help in a
Kitchen**



Clean Up



Help Children



Make Deliveries



Crime Prevention



**Keep Someone
Company**



**Take Care of
Animals**



**Help People
with Special
Needs**



Perform



**Play with
Children**



Collect Clothing



Recycle

Why Volunteer?

Build

work history
confidence
accomplishments
job skills

Meet

new friends
neighbors
mentors
role models
employers

Learn

your community
different environments
jobs
new possibilities

Show

responsibility
respect for others
how to give back
how to be a role model

CHANGE
SOMEONE'S
LIFE FOR
THE BETTER

//

INCLUDING
YOUR OWN!



SAMPLE - FOR INDIVIDUAL WITH WORK EXPERIENCE

Full name
Address

Phone
E-Mail

Objective

I am seeking a position in a certified child care home or facility.

Education

Hudson Valley Community College
Child Care Certification (to be completed 2012)

Albany Refugee Center
Make a Connection – Job Readiness Program (to be completed 2012)

Site Two Refugee Camp - Thailand
Red Cross First Aid course (completed 2010)

Site Two Refugee Camp - Thailand
Nutrition training (completed 2009)

Work Experience

Albany City School District
After School Child Supervision (2011-2012)

Albany City School District
Volunteer After School Program (2011)

Recognition

Selected by Albany Refugee Center to participate in Make a Connection job readiness program

Selected by Albany City School District to volunteer, resulting in employment as an After School supervisor

Selected by Site Two Refugee Camp Director to enroll in First Aid and Nutrition training

Strengths

Reliable, responsible
Familiar with evacuation and other high stress experiences
Sensitive to needs of young children
Strong team member

References available upon request.

Where Could You Volunteer?

Community Sports Program

Refugee Center

Recreation Center

Shelter

Senior Center

Advocacy Organization

Health Center

Housing Organization

Community Garden

Meal Center

Community Center

Religious Organization

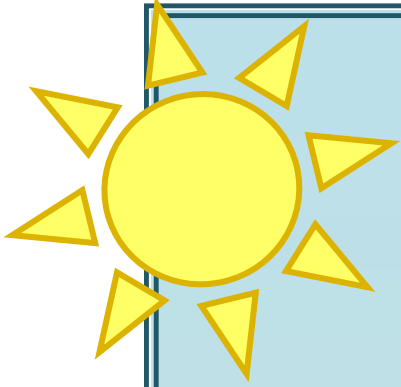
Library

Nursing Home

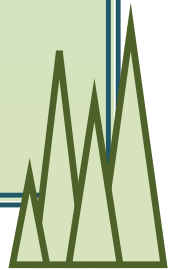
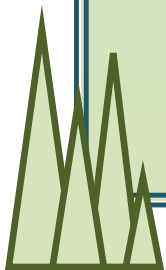
Food Pantry



Becoming a Volunteer



- ☐ Choose an organization
- ☐ Talk to the volunteer director
- ☐ Discuss volunteering
 - needs of the organization
 - talents and interests
 - skills to develop
 - ideas for projects
- ☐ Arrange a schedule
- ☐ Arrange transportation
- ☐ Arrive on time, ready to work
- ☐ Take time to get comfortable
- ☐ Be reliable
- ☐ Enjoy yourself!



Super Volunteer!

Volunteering can be personally rewarding. It can also be a path to employment. Treat volunteering as a job and you will earn the respect of everyone around you.



- ☐ On Time
- ☐ Reliable
- ☐ Positive Attitude
- ☐ Polite
- ☐ Respectful
- ☐ Enthusiastic
- ☐ Safe
- ☐ Follows the Rules
- ☐ Appropriate Dress and Behavior
- ☐ Checks In with Supervisors
- ☐ Compassionate



GOALS FOR WORK



BE ON TIME



BE CLEAN



BE FRIENDLY



HEALTHY LUNCH



WORK HARD



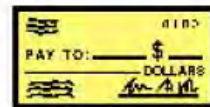
BE CAREFUL



OBEY RULES

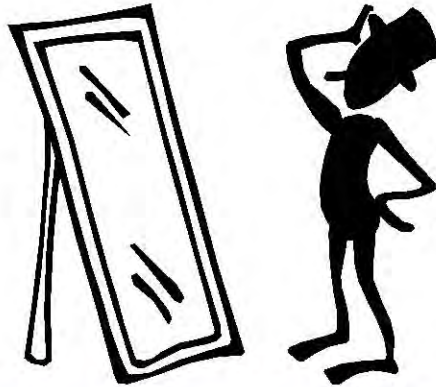


ASK QUESTIONS



EARN MONEY

Prepare To Do Your Best



As you start your job search you may be concerned about the impression that you will make. Don't worry! If you plan ahead you can make a good impression. Prepare to do your best!

What will you do to make sure that you look clean and presentable?

What will you say when you first meet an employer?

What do you want the employer to know about you? How will you share this information?

What can you do to show confidence?

How can you relax so you can do your best?

Adjusting to Working



Go to bed
early



Arrange for
transportation



Get your
clothes
ready



Shower and
Shave



Pack your
lunch



Plan for your
paycheck



Get your
questions
ready



Stay
Positive!

Would You Do Business with You?

Employees who have excellent customer service demonstrate the following characteristics.

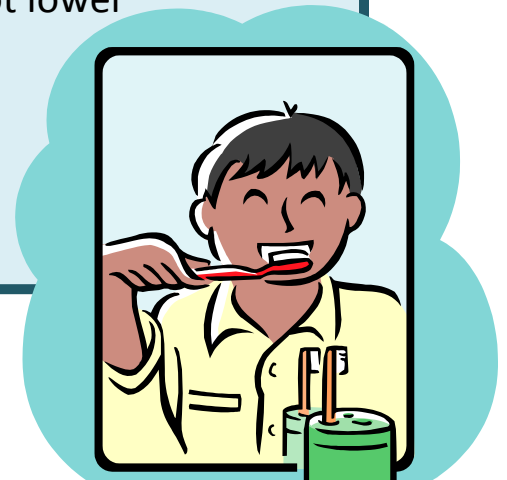


Check off the characteristics that describe you.

- ☐ Pleasant to just about everyone
- ☐ Able to set aside my personal problems when helping others
- ☐ Interested in people
- ☐ Interested in solving problems
- ☐ Stick to policies of my employer
- ☐ Enjoy meeting all different types of people, even the grouchy ones
- ☐ Generally don't take things personally
- ☐ Comfortable on the phone
- ☐ Patient, even when frustrated
- ☐ Calm when under pressure
- ☐ Know when to get assistance if a problem can't be handled by me
- ☐ Look forward to working with people
- ☐ Willingness to learn
- ☐ Able to control emotions

PERSONAL HYGIENE ON THE JOB

- Hair combed and in an appropriate style
- Hats...usually best left behind. Worn outdoors only
- Face clean. (Girls should wear minimal make-up)
- Scent free (no perfume or after-shave lotion)
- Wear deodorant every day
- Teeth brushed and flossed
- Simple jewelry, if allowed
- On a buttoned shirt, only the top button is open (women's shirts should not be low cut)
- Neck clean – take a shower or bath every day
- Buttoned dress shirt and tie, if appropriate
- Hands clean with limited jewelry
- Clean and well manicured fingernails
- Clean uniform or work clothes
- Belt – put through all the loops
- Pants – ironed and worn at the waist and not lower
- Shoes – shined
- Most important!! Your smile!



WHAT WOULD YOU DO?



How would you handle these volunteering situations?

1. You need to babysit for your sister when you are scheduled to volunteer.
2. You have been in casual clothes all day and now you have to go to the organization where you volunteer.
3. You are volunteering at a place that you don't enjoy.
4. You enjoy the people where you are volunteering and would love a job there.
5. You invited a friend to come with you when you volunteer, but she doesn't take the responsibilities seriously.
6. You are not authorized to accept money when you volunteer, but a customer insists on paying you a tip.
7. It takes two busses to get to the organization where you volunteer, and no one even greets you when you arrive.
8. You enjoy talking to everyone but you are told to "get back to work."
9. You don't seem to be needed as a volunteer and it's boring.
10. You have been helping someone who is really cranky.
11. Someone you have been helping has told you something privately and you think your supervisor should know about it.
12. You are volunteering in an office and are able to see confidential paperwork.

13. Your supervisor won't let you do what you want to do because you are not an employee.
14. You feel like you do the work that everyone else does and, therefore, you deserve to get paid.
15. You willingly do your volunteering for free because you love it – but it would be nice to get paid for the same work.
16. You can't decide where you want to volunteer next because so far nothing has worked out.
17. There are no jobs where you volunteer so you don't think you'll be able to ever work there.
18. You know how to do something but your supervisor won't let you because you do not match the organization's requirements.
19. You don't feel as if you are really making a difference in anyone's life.
20. You use your talents when volunteering but you don't see any jobs that match your talents.
21. Your supervisor is encouraging you to apply for a job where you volunteer.
22. You have discovered a real passion for the work you do as a volunteer and you want to know how to get qualified for jobs in the same field.
23. You have been told that you need to be more professional, but you don't know what that means, especially since you are a volunteer.
24. Your volunteering has led to a part-time internship, but the other employees still treat you like a volunteer.
25. You enjoy volunteering and want to do more of it.

