



The Jewish Federation of Greater Raleigh is fueled by our community and their generosity. Through that generosity we are able to build a welcoming, engaging and empowered Jewish community.

Inclusion Policy:

The Jewish Federation of Greater Raleigh continues to welcome, respect and value the participation of all people including interfaith families, people of all abilities, religious practices, backgrounds, sexual orientation, gender identity, race, and socio-economic status.



To

**Volunteer
Manager,
or call 919-585-1499.**

**To view a current list of Federation employees, click [HERE](#).
Click [HERE](#) to view the Jewish Federation of Greater Raleigh's Vision,
Mission, and Values.**

**contact the
Federation
Engagement
click [HERE](#)**

Volunteering makes an *impact*.

Volunteers choose to give their time, money, and expertise to causes they believe to be important. There are many benefits of volunteering for the individual volunteer, including:

- A sense of purpose
- New friends and community connection.
- Improved social skills.
- Increased feelings of self-esteem.

Whatever it does for an individual, it does as much, if not more, for the organization. The Jewish Federation of Greater Raleigh understands that volunteers are a valuable resource, not just for our organization but for our community as a whole.

The purpose of this document is to provide a collaborative guide between the Jewish Federation of Greater Raleigh and the volunteers who assist or represent the Federation in an official capacity. The guide serves to document the supporting roles of those involved and maximize the success of each program or event.

“A society in which there are high levels of voluntary activity will simply be a better, happier place than one where there are not. Ask any volunteer and they will usually tell you that they gain more than they give. They don’t do it for recognition. They do it because they know volunteering helps change the world because it changes us.”

— Rabbi Lord Jonathan Sacks

The Jewish Federation of Greater Raleigh’s Volunteer Impact Program:

By becoming a volunteer, you give us the most precious gift of all – yourself. Through the Jewish Federation of Greater Raleigh’s Volunteer Impact Program, you can help connect our growing community and bring help to those in need. We have many volunteering opportunities depending on your interest level, skills, and

availability. Anyone can learn the value of helping others. Through our three *Impact* areas, our volunteers complement the work of Federation professionals.

Direct Impact Volunteers

Direct Impact volunteers work closely with social service clients. They play a vital role in helping clients improve their well-being while keeping them connected to our community. These volunteers support our social services clients through in many ways, including:

- Friendly and Shabbat Visiting
- Food Pantry Organizing
- Food Delivery
- Tech Support
- Telephone Outreach

Volunteer Role Details & Requirements:

Senior Living Community Shabbat & Holiday Outreach Event Volunteers:

Senior Living Community (SLC) Shabbat & Holiday Outreach Event volunteers experience the rewards of sharing Jewish traditions with those unable to take part in the greater community, whether they live in a secular community or are otherwise unable to attend Shabbat services at a local Congregation.

Opportunities include leading a monthly JFS Shabbat Service or a Holiday Event at a greater Raleigh SLC whom has a partnership with Jewish Family Services.

Holiday Events are scheduled around the following Jewish holidays: Passover, Rosh Hashanah, and Chanukah.

Open to all ages, leading a service or event is a wonderful family opportunity as well providing an intergenerational connection to older adults in our community. Advance training/orientations are provided. Volunteers are encouraged to join a current volunteer at scheduled events. Services and events are coordinated by the Director of Older Adult Engagement. All materials are provided by JFS and the SLC.

Your role as an SLC Shabbat & Holiday Outreach Event Volunteer will include the following:

Prior to Event:

- Confirm scheduled events with the Volunteer Engagement Manager.
- Communicate with the Volunteer Engagement Manager and appropriate SLC staff representative regarding any changes or updates.
- Review the JFS Senior Living Community Event Guidelines [HERE](#).
- Obtain supplies for the Shabbat/Holiday service.
 - All items are provided by either JFS or the Senior Living Community.

On-Site:

- Arrive 15-20 minutes prior to scheduled event time to help set up. These events typically last 1 hour, depending.
- Greet and engage participants. These events are not exclusive to Jewish residents. *All are welcome!*
- Set up Shabbat or Holiday supplies (provided by JFS).
- Guide participants through the provided Siddur Book or Holiday Guide.
- Assist with clean-up after the event.
- In order to protect the health and safety of both the residents and the volunteer, volunteers ARE NOT to physically support any residents during these events. If you see that a resident requires assistance, locate a facility staff member.

Click [HERE](#) to access the JFS Senior Living Community Event Guidelines for more information.

Point(s) of Contact:

[Tracy Jacobsen, Federation Volunteer Engagement Manager](#), 919-585-1499
[Dina Stambler, Director of Older Adult Engagement](#), 919-585-1290

On-site SLC point(s) of contact is based on location and will be determined upon assignment.

Direct Impact

Direct Impact volunteers are introduced to countless opportunities to benefit not only themselves, but also those they assist. In the tradition of *Gemilut Hasadim* (the act of bestowing kindness), the Jewish Federation of Greater Raleigh and its

social services agency, Jewish Family Services, continues to meet various needs in this community such as social connections for an isolated older adult, or distributing essential items to families and individuals in need through the Volunteer Impact Program. A Direct Impact volunteer is for one seeking a deeper volunteer experience while working directly with JFS clients. Open to volunteers of all ages and abilities desiring to give back to the community.

Formal orientations and training courses are provided by a lead volunteer or Federation professional. All Direct Impact volunteers are subject to a background check through [Sterling Volunteers](#) and report to the Volunteer Engagement Manager.

All Federation Direct Impact Volunteers Must:

- ✓ Have good interpersonal and communication skills.
- ✓ Adhere to the stated volunteer agreements and confidentiality requirements.
- ✓ Pass a background check.

Food Assistance Program:

Even within our small Jewish Community, families and individuals are in need of food. With your help, we strive to improve their quality of life with support. The Jewish Federation of Greater Raleigh and partners provide clients enrolled in our Food Assistance Program with supplemental, nutrient dense foods, fresh produce, and kosher-style meals. Eligible clients enroll to receive either Shabbat Mitzvah Meals and/or Federation food pantry twice a month. Volunteers can assist with preparing pantry bags or delivering food throughout Wake County. Monthly signups are made available by the Volunteer Engagement Manager for both in-office Pantry support and food deliveries.

Federation Food Pantry (in-office): The Federation Food Pantry is a *donation-based* pantry and offers supplemental non-perishable Kosher and non-Kosher foods and a limited amount of personal hygiene/toiletry items. Volunteers help rotate stock and assemble food pantry bags for JFS clients facing food insecurity. Through our partnership with the [Food Bank of Central and Eastern North Carolina](#), the Federation Food Pantry is now a collaborative partner with Lowe's Foods in North Raleigh. Volunteers can sign up to pick up donated items on a weekly, rotating basis from Lowe's Foods, bringing the items to the Federation Food Pantry. Through our partnership with [The Flower Shuttle](#), often our pantry receives flowers that are distributed to clients. Volunteers can support this part of

the program by re-assembling flower bunches prior to delivery, bringing a beautiful piece to one's Shabbat experience.

Shabbat Mitzvah Meal and Food Pantry Delivery: Volunteers deliver prepared kosher-style Shabbat and Holiday meals, and prepared JFS Food Pantry bags to fellow community members experiencing financial insecurity or other hardship.

Shabbat Mitzvah Meal Event Support Volunteers: JFS Shabbat meals are distributed twice a month from Kaplan Catering in North Raleigh via curbside pickup. Volunteers can support JFS staff by either assembling meals or helping distribute meals and pantry bags to arriving delivery volunteers on-site at Kaplan Catering or in Cary.

Shabbat Meal and Food Pantry Caller Volunteers: These volunteers will make monthly calls to Food Assistance Program participants regarding meal and food pantry delivery schedules. A script is provided in addition to the dates of deliveries and the list of clients and contact information. To ensure client confidentiality, these calls are to be made in a private location. Volunteers must be familiar with using Microsoft Excel and have a working phone.

JFS Direct Client Support Programs:

These direct services programs were developed in an effort to provide additional supportive services to our isolated community. These programs are vital tools to connect with and support those in need. The JFS Direct Client Support Program is divided into two types: Tech Support Outreach and Telephone Outreach.

Tech Support Outreach: Volunteers provide support to community members in need of guidance using devices such as laptops, smart phones, and tablets. Volunteers are pivotal in the process of supporting our isolated community through the Tech Support Outreach Program, helping them navigate available online services and to communicate with family and friends through their devices. Tech Support volunteers can meet clients at the JFS office on Creedmoor Rd., the David R. Kahn Community Campus building, or the client's residence. If scheduled meetings are at the JFS office or the Campus, volunteers must coordinate the availability of these spaces with the Volunteer Engagement Manager.

Telephone Outreach Program: This program provides a connection through regular 'check-in' phone conversations with a fellow Jewish community member. Volunteers make weekly scripted calls to seniors (no more than 5) and act as a liaison between JFS and the older adult. Please note that these calls are more of a 'check-in' to ensure the client's needs are being met and to see if they need to be connected to a JFS Social Worker or Case Manager.

JFS Visiting Programs:

Our experienced JFS Social Workers work tirelessly to support older adults and their adult children with a variety of services, including volunteer visitors. Volunteers are matched carefully by the Volunteer Engagement Manager to ensure the experience is rewarding for everyone. Formal training is provided, and any needed guidance is offered by JFS staff. The JFS Visiting Program is divided into two types: Friendly Visiting and Shabbat Visiting.

Friendly Visiting: Volunteers are matched with home-bound, isolated older adults and build relationships through crafts, games, and conversation. These *social* visits are typically once per week; forty-five to sixty minutes long. Virtual/Phone visits are another wonderful way to stay connected with your older adult. Even a regularly scheduled conversation with someone in our Jewish community can brighten a socially isolated senior's day!

Shabbat Visiting: Similar to Friendly Visiting, volunteers are matched with an isolated older adult and provide a more spiritual connection through a special abbreviated Shabbat service in the comfort of the client's home. Materials for the JFS Shabbat Visiting Program are provided.

Community Impact

Community Event Support

Volunteering at an event such as Book Club, Men's Lunch, Speaker Series, Redefining Aging Support Volunteers, and providing Event Tech Support
[Dina Stambler](#), Director of Older Adult Engagement

Federation Ambassadors

Welcome Ambassadors

[Leslie Needham](#), JCC Membership & Engagement Manager

Program Ambassadors

[Gena Brown](#), Adult Engagement Manager

Volunteer Impact Program Best Practices:

Federation professionals are committed to providing you with the highest level of support within each area of impact. Please reference your designated impact area for more information on volunteer and staff representative expectations.

Volunteer Expectations and Responsibilities

Thank you for volunteering with the Jewish Federation of Greater Raleigh. Our volunteers are a vital part of our organization. They are encouraged to offer input regarding their assignments to the Volunteer Engagement Manager. The Jewish Federation of Greater Raleigh aims to treat our volunteers as equals to our paid staff, in terms of respect and confidentiality. In order to ensure a successful volunteer experience, it is important that volunteers understand what should be expected from this organization and the responsibilities as a volunteer for the Jewish Federation of Greater Raleigh.

We deeply value the dedication and effort you contribute to the program you're involved in. It's important to recognize that this program is just one of many initiatives undertaken by the Federation. While we strive to accommodate your requests to the best of our ability, we must also prioritize various commitments and resources across our organization. There may be instances where we're unable to fulfill every request. In such cases, we kindly ask for your understanding and cooperation, trusting in the Federation's decision-making process.

Definition of a “Volunteer”

The Federation defines a “Volunteer” as anyone who, *without compensation or expectation of compensation, performs a task at the direction of and on behalf of our organization*. Federation Volunteers are acting as representatives of our organization. Federation Volunteers must be officially accepted and enrolled by our organization prior to performance of a task.

Expectations & Responsibilities

The Jewish Federation of Greater Raleigh Professional Staff will:

- Provide an orientation to the organization and its policies regarding volunteers, and appropriate training for volunteer roles.
- Provide adequate training/orientations prior to volunteering for each specific position.
- Provide volunteers with safe and fulfilling assignments, in consideration of their skills and wishes.

- Provide volunteers with feedback on performance, providing guidance and advocacy for volunteers in their roles.
- **Volunteer Impact Program Volunteers will:**
 - Be punctual for your volunteer assignments.
 - Be reliable and responsible.
 - Communicate any issues or concerns which are likely to affect your volunteer duties.
 - Be willing to learn and participate in required enrollment/onboarding orientations.
 - Keep sensitive organization and client information confidential.
 - Comply with the policies and procedures of the Jewish Federation of Greater Raleigh and its agencies.

Volunteer's Limited Liability:

Under **State of North Carolina statute 1-539.10**, a volunteer who performs services for a charitable organization or a volunteer engaged in providing emergency services is **not liable** in civil damages for any acts or omissions resulting in any injury, death, or loss to person or property arising from the volunteer services rendered if:

- (1) The volunteer was acting in good faith and the services rendered were reasonable under the circumstances: and
- (2) The acts or omissions do not amount to gross negligence, wanton conduct, or intentional wrongdoing.
- (3) The acts or omissions did not occur while the volunteer was operating or responsible for the operation of a motor vehicle.

Volunteers are also offered protection through the federal Volunteer Protection Act of 1997.

You were assigned to your project based on what we learned of your skills, talents, background, and interests during the application process. Going outside the boundaries of your project as described in your project description, such as driving a client or providing physical assistance, is generally not advised. This is for your protection because in doing so, you may lose your status as a volunteer and thereby have more liability under the law.

Policies and Procedures

Prior to volunteering with the Jewish Federation of Greater Raleigh, prospective volunteers will need to sign the VIP Volunteer Signature Forms. These forms can be obtained at the time of the volunteer orientation. These forms are as follows:

- ✓ Agency and Volunteer Agreement
- ✓ Photo and Name Release form
- ✓ Federation Volunteer Conflict of Interest / Confidentiality Declaration

Volunteer Timesheet and Note Submissions:

All enrolled volunteers are required to submit their volunteer hours in the secure volunteer portal. Recording and submitting volunteer hours allows our organization to quantify the time and effort volunteers contribute. This data helps demonstrate the tangible impact of our organization's work within the community. When a volunteer joins a meeting, serves at or attends an event as a representative of Federation/JCC/JCRC/JFS in any capacity, a timesheet must be submitted. The Volunteer Connect Portal is the preferred way to enter any notes that require further contact from a Federation professional staff representative. Click [HERE](#) for some tips on how to use the volunteer portal. All volunteer contact notes can be securely submitted through the connect portal [HERE](#).

Privacy and Confidentiality:

As a volunteer with our organization, you may have access to personal information pertaining to families and participants. It is essential that volunteers observe, maintain, and protect the privacy of those who participate in or volunteer for Federation programming. The Volunteer Engagement Manager or an appropriate Federation staff member may provide you with additional confidentiality guidelines specific to your volunteer assignment.

What does confidentiality include?

- Do not discuss confidential information with family, friends, or clergy.
- Avoid discussing contacts, names, and circumstances in public places.
- You might talk in generalities about what you are doing and about the participants, volunteers, and staff with whom you interact, but nothing that identifies a specific person or any details.

- It is not acceptable to presume that any personal information about any staff, board, volunteer, participant, or general member is common knowledge (such as age, marital status, disability, etc.)
- Confidentiality restrictions apply even after you have stopped volunteering for the Jewish Federation of Greater Raleigh

Limits of confidentiality:

- When a participant discloses intentions or a plan to harm oneself or another person.
- If a participant states or suggests that he or she is abusing a child (or vulnerable adult) or has recently abused a child (or vulnerable adult), or a child (or vulnerable adult) is in danger of abuse.

Consistent with Federation policies, all employees and volunteers are responsible for protecting the security of all personal and protected health information that is obtained, handled, learned, heard, or viewed in the course of their work or their association with the Federation. Discussion regarding this information should not take place in public areas or in the presence of persons not entitled to such information.

VIP Volunteer Enrollment Process:

Orientations: In order to be formally enrolled as a VIP volunteer, all volunteers are required to attend an initial orientation prior to any volunteer assignment. These are scheduled either via Zoom or via an in-person meeting with the Volunteer Engagement Manager. Additional orientations may be required based on the specific program the VIP volunteer has been assigned to.

Signature Forms: All VIP volunteers must sign the following documents prior to a volunteer assignment:

- ✓ Agency and Volunteer Agreement
- ✓ Conflict of Interest/ Confidentiality Declaration
- ✓ Photo and Name Release Form

Background Check Policy and Procedure:

Federation VIP applicants may be subject to a background check prior to being assigned. Background checks are submitted through Sterling Volunteers at no cost to the volunteer. Prospective volunteers are offered an opportunity to contribute to the cost of the background check.



More information about Sterling Volunteers can be found at:

<https://www.sterlingvolunteers.com/about/>.

Conviction of a crime may not be an automatic bar to your volunteer eligibility. All circumstances will be considered in making a decision on your application. The Jewish Federation of Greater Raleigh will conduct subsequent background check updates through Sterling Volunteers each consecutive year from the date of signing the background consent form.

For volunteers under the age of 18, **no** background check will be performed but a parent or guardians' signature is required.

Period of Probation and Termination Policy:

The Jewish Federation of Greater Raleigh may dismiss or place on probation a VIP volunteer if they fail to fulfill the duties of the position and/or meet the basic standards of professionalism set by the organization and judged essential to its performance.

Grounds for immediate dismissal may include but are not limited to:

Misconduct or insubordination, being under the influence of substances while serving the organization in any capacity, theft of property or misuse of the organization's equipment or materials, verbal, physical or emotional abuse of Federation staff, volunteers, or its clients, not following up on an assignment and any breach of confidentiality.

Volunteer Assignments:

Volunteers are assigned to areas chosen during the application process. If at any time, the volunteer is not satisfied with their assignment, they may contact the Volunteer Engagement Manager to request reassignment. Volunteer assignments are subject to review and possible removal if necessary.

Incidents and Reporting:

An incident is any event which presents a conflict of interest, danger, risk of danger, or harm or results in harm to a person being served, employee, volunteer, third party or causes damage or loss to property or assets. Examples of incidents include but are not limited to falls, motor vehicle accidents, injuries, or medical emergencies. Volunteers involved in an incident are required to notify your

assigned Federation Staff contact (noted on the Agency and Volunteer Agreement Signature form) as soon as possible, or within 24 hours of an incident via phone call or email.

The Jewish Federation of Greater Raleigh is committed to protecting our most vulnerable populations (children, older adults, and those with physical and mental disabilities). Any suspicion, allegation or confirmation of neglect, self-neglect, physical, emotional, financial, or sexual abuse of an individual must be reported immediately to your assigned Federation Staff contact.

Complaints:

A complaint is defined as an expression of dissatisfaction, made either verbally electronically or in writing, about agency services, personnel, or operations. Reports of dissatisfaction are a normal part of doing business and the Federation encourages volunteers and all those being served who are not completely satisfied with their services to raise this as an issue with their service provider. It is the policy of the Federation that all complaints receive a prompt, fair, professional, and respectful review, and response. All complaints, whether from those we serve, or the volunteers, can be forwarded to your assigned Federation staff representative or the Volunteer Engagement Manager. If the complaint is in regard to the staff representative, please contact the Volunteer Engagement Manager directly.

Professional Conduct:

All services of the Jewish Federation of Greater Raleigh are provided in a holistic manner building on the strengths of those we serve and with their best interest in mind. It is the policy that all volunteers act in an ethical manner, consistent with the applicable codes of conduct. Volunteers should not take unfair advantage of any volunteer/person served relationships or exploit those being served to further their personal, political, religious, or business interests.

Multiculturalism/Anti-Discrimination:

The Jewish Federation of Greater Raleigh will not discriminate against any volunteer, or applicant because of race, religion, color, sexual orientation, or natural origin. This organization is committed to racial equality and equity and the elimination of racism. Federation programs seek to eliminate systemic barriers of full participation and promote positive race relations and attitudinal change.

Discriminatory or racist incidents or behavior are not tolerated.

Our Policy on Inclusion:

The Jewish Federation of Greater Raleigh continues to welcome, respect, and value the participation of all people including interfaith families, people of all abilities,

religious practices, backgrounds, sexual orientation, gender identity, race, and socio-economic status.

Conflict of Interest:

A conflict of interest is defined as a situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity. Federation requires all volunteers immediately disclose any business, commercial or financial interest where such interest might be considered as being in real, potential, or apparent conflict with their official duties of the Jewish Federation of Greater Raleigh. This includes receipt of gifts. A “gift” in this context means any bestowal of money, any item of value, service, loan, thing or promise, discount, or rebate for which something of equal or greater value is not exchanged. Any volunteer that is deemed in a conflict-of-interest situation will be reviewed and it will be decided if continued connection in any form with Federation is allowable throughout or following the conflict.

Use of Substances:

Volunteers are prohibited from the use, involvement, or abuse at any time of illegal drugs and/or alcohol while serving Federation in any capacity to the extent that it negatively affects the Jewish Federation of Greater Raleigh and those we serve.

Sexual Harassment:

The Jewish Federation of Greater Raleigh will tolerate no sexual harassment of persons we serve, its volunteers or employees. Sexual harassment means unwelcomed sexual conduct, even if submitted to voluntarily, that is used as a basis for employment or volunteer decisions such as hiring, firing, or providing training or increasing pay which will affect an employee or volunteer, or unreasonably interferes with an employee or volunteer’s job performance or creates an intimidating, hostile working environment even if no tangible or economic damages result.

Policy on Client/Volunteer Relationship(s):

It is important that the volunteer remains professional within their volunteer role. Volunteers represent our organization and therefore may be given access to certain personal information of those we serve. In addition to complying with our confidentiality policy, the volunteer must also refrain from entertaining, or encouraging any relationship outside of the client/volunteer relationship, unless otherwise addressed by included JFS staff.

Policy on Gifts and Tips:

There is never an expectation that volunteers and clients will exchange gifts. However, we recognize that gift giving is an accepted way to express thanks and is a way to recognize a meaningful relationship. A “gift” in this context means any bestowal of money, any item of value, service, loan, thing or promise, discount, or rebate for which something of equal or greater value is not exchanged. Over time, the volunteer’s relationship may feel more as a friendship to the client than as a volunteer, but because the *client remains a JFS client*, please remember that you are always volunteering, and some boundaries that ordinary friends do not have, must be maintained. This policy is written to guide you when presented with gifts or if you wish to give a gift to a client with whom you volunteer.

Procedure

The giving and receiving of small tokens of respect, friendship, and appreciation of reasonable value (e.g., a card, flower, or snack) is a natural part of this kind of relationship and is acceptable. It is never appropriate to accept from or give to a client or client’s family a monetary or financial gift of any kind, such as tips, gratuities, cash, loans, securities, bequests, etc., or a gift of property. Volunteers should not give, solicit, or accept material gifts, the value which is in excess of \$10.00. Gifts of personal property are also inappropriate. You should notify the Volunteer Engagement Manager immediately if a client offers you a gift in excess of \$10.00. You should resist the natural impulse to help the client financially, and neither offer nor agree to do so. Instead, advise him or her to work with Jewish Family Services directly to deal with the issue. You should also immediately report the information you receive to the Volunteer Engagement Manager.

How to Respond to the Client Who Offers an Inappropriate Gift:

- Acknowledge that the client is offering the gift with the best of intentions and let him/her know that you value their appreciation.
- Tell the client you enjoy the time you spend together and that you get many intangible but worthwhile benefits from volunteering with them.
- Make every effort to politely refuse or return a gift that is beyond permissible guidelines (i.e., more than a \$10.00 value).
- If a client prefers not to accept a similar gift that you have offered, you should graciously take it back.
- Explain to clients that you are volunteering without expectation of or desire for remuneration and that volunteers may not accept more than token gifts (i.e., more than a \$10.00 value), and never monetary gifts.

If the client insists on giving money, you may suggest that you would be pleased if the client donated to the Jewish Federation of Greater Raleigh in your honor instead, which would benefit all the clients with whom this organization works.

If despite these explanations a client will not be satisfied until you accept the money or gift in excess of a \$10.00 value, please notify the Volunteer Engagement Manager immediately and bring the item or money to the JFS office. There is no need to tell the client you are doing so.