



## ROLE OF FAMILY PROGRAM VOLUNTEERS

Thank you for volunteering with Mosaic-Newcomer Family Resource Network.

Your contribution of time and expertise is valued by our agency. We want to make sure that your experience volunteering with us is beneficial for us and for you, and that we meet your expectations.

Volunteers play a very important role in our Family Programs. If you have talents or special skills that you can share with the group, you will be helping us to provide a creative and meaningful program for families and children.

When you are volunteering in our Family Programs, please note the following expectations:

1. You will need to be a registered volunteer with Mosaic with a **clear Criminal record check and child abuse register check.**
2. Every Mosaic Family Program has an assigned Lead Mentor. The Lead Mentor will give you direction, and let you know how you can be helpful.
3. Some examples of things that you might be doing are: welcoming participants, distributing name tags, attendance sheets, snack preparation, helping to set up and clean up after each session, etc.
4. In some Family Programs, during the program, your role will be a friendly welcoming participant rather than a volunteer.
5. What **is not** part of the volunteer responsibility: facilitating the program, counselling or debriefing with the team at the end of each session.
6. Confidentiality is very important to us. Any information that you learn about families participating in our program must not be shared, under any circumstances.
7. If there is a concern on the part of the volunteer, facilitator or a participant in the program, please try to resolve it first between/among yourselves. If the concern is not resolved that way, then it should be brought to the attention of your Lead Mentor and/or the Volunteer Coordinator.

***Thank you very much for volunteering and welcome to Mosaic Family Programs!***

