

You Can Make a Difference

Volunteer Today!

Raleigh Parks, Recreation and Cultural Resources is currently recruiting volunteers for the English as a Second Language (ESL) Program.

For more information, please contact:

English as a Second Language Program
919-996-6844

eslvolunteercoordinator@raleighnc.gov

- Meet new people
- Practice your language skills
- One-time OR ongoing
- Indoors OR outdoors



English as a Second Language (ESL) Program **General Volunteer Information**

The City of Raleigh Parks, Recreation and Cultural Resources (PRCR) Department's English as a Second Language Program (ESL) is pleased to offer you an opportunity to volunteer with our program. Our mission is to implement programs and services that reach all audiences and pledge support to promote an inclusive environment. Eligible volunteers follow the five-step process below prior to volunteering in our classrooms.

- 1) Fill out and submit this volunteer application packet.
- 2) Interview with the ESL Program staff.
- 3) Pass a background check.
- 4) Attend a 1-hour orientation with the ESL Program.
- 5) Attend a 2.5-hour workshop with the Parks, Recreation and Cultural Resources Department.

To become a volunteer:

- Fill out this application packet
- Write a letter of intent (or cover letter)
- Submit a copy of your resume

Send materials:

- Via email as an attachment to eslvolunteercoordinator@raleighnc.gov
- Via mail to: Frank E. Evans Administration Building
English as a Second Language Program
2401 Wade Avenue
Raleigh, NC 27607

You will receive a confirmation email or phone call upon receipt of your application packet. The ESL Program may schedule you for a 30-minute interview based on your interests, qualifications, and experience.

NOTE: After completion of the interview and background check, you will be contacted as to whether or not you are eligible to participate in our volunteer program.

ESL Program Orientation:

All new ESL volunteers will participate in an orientation that covers our program offerings, and explores a variety of materials, techniques, and strategies used in working with the public. The goal of this orientation is to prepare volunteers for the tasks involved when representing the ESL Program at events and/or in the office.

Staff Manual Review:

All staff and volunteers with the Parks, Recreation and Cultural Resources Department attend this workshop, which covers the mission, vision, and policies of the department. This training will give volunteers a better understanding of the department's role within the City, and what it means to represent the City when working with the public.

ESL Volunteer Duties and Responsibilities:

- Provide information to the general public about the ESL Program.
- Provide information to the general public about other Raleigh Parks, Recreation, and Cultural Resources programs.

At events:

- Staff informational booths—hand out brochures, flyers, and promotional items.
- Work with the public in various interactive activities and/or games.
- Speak with patrons—answer questions and concerns.

In the office:

- Answer and return phone calls in English and/or Spanish.
- Assist ESL Program staff with administrative tasks and projects.

ESL Volunteer Qualifications:

- Must be at least 18 years of age by the day of interview. Please bring an ID or birth certificate to verify your age. No exceptions!
- Comfortable working with people of various ethnic, national, cultural, and socio-economic backgrounds.
- Genuine love for helping others and interest in the mission of the ESL Program.
- English fluency. Proficiency in languages other than English a plus!
- Reliable, punctual, team-oriented.
- Experience with MS Word, Excel, Publisher, Outlook (for office volunteers).
- Must be patient and good listener.
- Must pass a background check (CCBI) with the City of Raleigh.

Volunteer Commitments:

- Volunteers are expected to attend the ESL Program Orientation and Staff Manual Review **prior** to working at an event and/or in the office.
- Volunteers are **not** allowed to supervise children without the presence of a staff.
- Volunteers should not bring children or pets to events where they are working.

Examples of breaking this volunteer agreement include:

- Unsatisfactory performance
- Failure to complete required orientations and trainings.
- Failure to report to assignment (staff will monitor if you do not show up).
- Failure to respond to email/phone communications related to volunteer commitment
- Repetitive tardiness and/or last minute cancellation(s).
- Promoting personal businesses. It is **strictly prohibited** for a volunteer to distribute any marketing materials from unauthorized sources and/or solicit from participants.

****NOTE: According to City of Raleigh policy, individuals may not work in positions directly supervised by a relative. Therefore, the ESL Program does not allow volunteers in the same family to supervise one another.****

English as a Second Language (ESL) Program
Pre-Screening Questionnaire
Volunteer Instructors

8. Volunteers must be officially accepted through the completion of a Volunteer Application and a CCBI (background check). Volunteers who do not agree to the background check or meet the department's standards will not be accepted. All volunteers will also be subjected to yearly background checks. Do you understand this requirement?
- Yes
 No
9. All volunteers are required to attend two mandatory orientations before beginning a volunteer assignment. These orientations may or may not take place during regular business hours from Monday to Friday. We do **not** offer weekend orientations. Do you agree with this requirement?
- Yes
 No
10. Please provide a list of three references (name, phone number, email, relationship).
- 1) _____
- 2) _____
- 3) _____
11. Do you have any questions?



City of Raleigh Parks, Recreation and Cultural Resources ESL Volunteer Application

(Volunteers will be asked to complete a background check and Park or Program Release & Indemnity Form.)
Please print or type.

Name: _____
Last First Middle Initial

Address: _____ City: _____ State: _____ Zip: _____

Phone (home): _____ (cell): _____

Email: _____ Birthday: _____
Month/Day

Special skills, languages, etc. _____

What type of schedule would work for you? _____

Emergency Contact: _____
Name Relationship Phone

Please sign below when you have read and acknowledge the following statements:

- I certify that the statements made in this Volunteer Application are true, correct, and given voluntarily. In addition, I understand that this information may be disclosed to any party with legal and proper interest.
- I understand that the Raleigh Parks, Recreation and Cultural Resources Department reserves the right to screen volunteers, and the Department will not accept as a volunteer, anyone who would jeopardize any aspect of service or the safety of Parks, Recreation and Cultural Resources customers and staff.
- I understand that if I am unable to show up for a scheduled time for any reason, I am to notify my supervisor as soon as possible.
- I understand that if I miss my scheduled date and time of service without prior notification, my volunteer opportunity may be terminated by the affected park site/ program supervisor.
- I understand that I will not be paid for my services as a volunteer, and I am giving my time freely to the department/ division to which I am assigned.
- I will not abuse any information, materials, or hardware I may use or obtain while volunteering.
- I will not distribute/promote any personal businesses, materials, and/or solicit outside services to students.

Applicant Signature: _____ **Date:** _____

*Participant must be at least 18 years of age or older to participate in this program.

Non-Discrimination Policy – The City of Raleigh Parks, Recreation and Cultural Resources Department does not discriminate on the basis of race, color, national origin, sex, religion, age, sexual orientation or disability in employment opportunities or the provision of services, programs or activities. A participant alleging discrimination on the basis of any of the areas may file a complaint with either the Director of the Raleigh Parks, Recreation and Cultural Resources or the Office of Equal Opportunity, U.S. Department of the Interior, Washington, DC 20240



**Raleigh Parks, Recreation and Cultural Resources Department
English as a Second Language Program
Volunteer Instructor Agreement**

Name: _____ is enrolling in the Raleigh Parks, Recreation and Cultural Resources Department ESL Instructor Volunteer program.

As a participant in this program, I agree to the following commitments:

Completion of the ESL Program Orientation and Staff Manual Review with the City of Raleigh's Parks, Recreation and Cultural Resources Department.

Completion of assignment as a volunteer at City of Raleigh community centers or designated non-City of Raleigh locations.

Commitment to volunteer a total of _____ hours, over a period of _____ days/weeks/months.

Completion of volunteers hours during the first _____ days/weeks/months of joining the volunteer program.

Failure to follow through with the above obligations will result in the termination of this volunteer agreement. This includes unsatisfactory volunteer performance at an assigned community center.

Signed

Date

Volunteer Name

Participant must be 18 years of age or older to participate in our program.

RALEIGH PARKS, RECREATION AND CULTURAL RESOURCES
RELEASE, COVENANT NOT TO SUE, AND INDEMNITY AGREEMENT

I wish to assist with one or more of the Special Events or Recreation Classes provided through Raleigh's Parks, Recreation and Cultural Resources Department to facilitate the event for my enjoyment, and so that my family and other citizens can participate. I agree that class or event access provides a benefit to me and to my family and is adequate consideration for this agreement. I understand that assisting in this activity involves risk of injury. These risks include inclement weather or excessive heat, falling debris, accidents while traveling or from vehicles traveling to or from the event or parking at it, injuries from equipment problems or failures, proximity to vehicles or equipment (including those producing debris or dust), contact with and actions of event participants, event staff or other volunteers, slips/trips/falls, musculoskeletal injuries, harm from contact with sharp objects or tools, contact with chemicals or irritants, exposure to wildlife (including snakes and biting insects), among others. I choose for myself or for my child to assist in this activity despite the risks.

By signing this form, I acknowledge all risks of injury, illness, and death and affirm that I have assumed all responsibility of injury, illness, or death in any way connected with assistance in this activity. I also agree for myself and for any child assisting to follow all rules and procedures that apply to the activity and to follow the reasonable instructions of the City staff and other supervisors of the activity.

In return for the opportunity described above, I agree for myself and for my heirs, assigns, executors, and administrators to release, waive, and discharge any legal rights I may have to seek payment or relief of any kind from the City, its employees or its agents for injury, illness, or death resulting from the activity. If I am allowing a child to assist in the activity, I agree that I am a parent, legal guardian, or am otherwise responsible for the child who is assisting, and I release, waive, and discharge any legal rights that I may assert on behalf of the child assisting in this activity. I also agree not to sue the City, its employees, or its agents and agree to indemnify the City for all claims, damages, losses, or expenses, including attorneys fees, if a suit is filed concerning an injury, illness, or death to me or to my child resulting from assisting in this activity.

I understand that the City of Raleigh provides no insurance or worker's compensation coverage for me or for my child. I have read this document thoroughly and understand that by signing this form I am waiving legal rights.

Pictures or video may be taken of volunteer for use in program publicity.

Please check, if you do not concur.

Name of Participant: _____

Signature (of parent/legal guardian if under 18): _____

Address: _____

Email: _____

Printed Name of Parent/Legal Guardian: _____

Date signed: _____