

Catholic Relief Services
Europe/Middle East and Central Asia Region
VOLUNTEER DESCRIPTION

Department: TEAM/PROJECT

Reports to: TITLE, TEAM

Country/Location: CRS Egypt

Background:

Catholic Relief Services (CRS) works in a wide variety of areas within the humanitarian and development fields, regardless of race, creed, religion, or gender, to advance our mission to assist the poor and vulnerable. Our team reflects this diversity. The CRS Egypt country program began in 1956 at the invitation of the Egyptian president Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs.

Currently, CRS Egypt has three main programs: livelihoods, interfaith peacebuilding, and education assistance for refugees. Projects under these programs range from the provision of technical assistance and capacity building to partners, the promotion of peace and tolerance, the provision of educational grants for refugees, and the protection and safeguarding of children.

CRS Egypt currently holds a main office in Maadi with activities in Greater Cairo, Upper Egypt and the North Coast.

Summary:

To support these program areas, CRS relies on the contributions of motivated and enthusiastic volunteers. In addition to the time and direct services they provide, volunteers also serve to connect project activities and staff with beneficiaries' communities they target. Volunteers often bridge language barriers and inform cultural considerations, and can be better positioned, as outreach community workers, to provide feedback to project staff and advocate for their community's needs. Finally, they may serve as a resource for communities long after a project is complete, which enhances the sustainability of project objectives.

Code of Conduct:

- **Integrity**
 - Follow all technical and administrative procedures as instructed
 - Treat all people as unique individuals and respect their beliefs, opinions, knowledge, and experiences, regardless of position
 - Value others regardless of ethnicity, religion, color, age, gender, or creed
 - Treat others with courtesy, sensitivity, tact, consideration, and humility
 - Treat all others fairly, with truthfulness and honesty
- **Confidentiality**
 - Beneficiaries have a fundamental right to the privacy and confidentiality of information related to their health and social care, therefore, volunteers must respect their rights to a relationship of trust, to privacy, reliability and confidentiality, and to the responsible use of information obtained from or about themselves and their families

- Volunteers may not divulge confidential information of beneficiaries without their consent, except where there is clear evidence of serious risk to the service user after exceptional consideration and with the approval of their immediate coordinator/supervisor
- Record information impartially and accurately, recording only matters relevant to the task at hand
- Ensure that records, whether manual or electronic, are stored securely, are protected from unauthorized access, and are not transferred, manually or electronically, to locations where confidentiality and access may not be satisfactorily controlled as instructed by CRS Egypt
- **Self-discipline**
 - Exercise self-control in managing stress, anger, and tendencies of burnout; when in need of assistance, seek the help of the organization
 - Demonstrate self-commitment toward personal development and furthering knowledge and skills
 - Exert optimum effort toward achieving excellence and high quality standards
- **Teamwork**
 - Promote participation and cooperation when working with other volunteers and staff
 - Recognize and acknowledge each other's skills and abilities
 - Acknowledge that combined efforts exceed the sum of individual contributions
 - Accept that there are differing roles among volunteers
 - Recognize and congratulate the achievements of others
- **Communication**
 - Communicate only allowable information to beneficiaries
 - Request advice when you are not sure of the answer
 - Receive and give constructive comments and feedbacks
 - Practice effective listening with beneficiaries and staff
 - Use all available sources of communication to disseminate an important piece of information
 - Submit requested reports and other requirements timely and accurately
- **Commitment**
 - Share and promote the culture, purpose, and objectives of volunteerism
 - Carry out responsibilities with diligence and high standards
 - Promote efficient use of time and other resources

Reimbursement Policy:

CRS Egypt has a clear and consistent volunteer reimbursement policy. Reimbursement will be made only where prior approval has been given and where relevant receipts and/or other documentation are produced. Volunteers have a right to expect reimbursement for pre-approved, out-of-pocket costs they incur while undertaking agreed activities in their role on behalf of CRS Egypt. Volunteers may be reimbursed for the use of public transport to or from approved activities, such as meetings and training.

Required Foreign Language:

Excellent command of English and Arabic.

Safeguarding Policy

CRS is committed to safeguarding program participants from exploitation and abuse. The successful candidate is expected to sign and adhere to the CRS Safeguarding Policy and Code of Conduct.

Agency-wide Competencies (for all CRS Staff):

These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Integrity
- Continuous Improvement & Innovation
- Builds Relationships
- Develops Talent
- Strategic Mindset
- Accountability & Stewardship

Disclaimer: This description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the volunteer position.

CRS's talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS is an Equal Opportunity Employer.