

## **Cultural Outreach and Enrichment (COE) Program**

### **Volunteer Information and Application Packet**

The City of Raleigh Parks, Recreation and Cultural Resources (PRCR) Department's Cultural Outreach and Enrichment (COE) Program is pleased to offer you an opportunity to volunteer as a Community Outreach Steward or Office Assistant with our program. Our program invites people of all ages to discover the ethnic and cultural richness of the community. We provide meaningful leisure experiences for people to connect in an open and welcoming environment. Eligible volunteers follow the five-step process below prior to volunteering with the program.

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

#### **To begin the volunteer application process:**

- Fill out and submit this application packet and background check form.
- Write a letter of intent/cover letter and submit with a copy of your resume/CV.

#### **Send materials:**

- Via email, as an attachment to [coevolunteer@raleighnc.gov](mailto:coevolunteer@raleighnc.gov)
- Via mail to: Frank E. Evans Administration Building  
Cultural Outreach and Enrichment Program  
2401 Wade Avenue  
Raleigh, NC 27607

You will receive a confirmation email or phone call upon receipt of your application packet. You will receive an email from Criminal Record Check (CRC) to complete your background check. Upon clearance of the background check, the COE Program may schedule you for a 30-minute interview based on your qualifications and teaching experience.

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

#### **Volunteer Orientation/Trainings:**

**COE Program Orientation:** Offered at least three times a year, daytime and early evenings during the week. All new volunteers will participate in an orientation that explores the ways volunteers support the COE Program through community outreach at special events throughout the City of Raleigh and clerical duties in the office. Participants will learn about the policies and procedures for conducting community outreach, as well as duties in the office.

**PRCR Orientation:** Offered weekdays during business hours and some evenings.

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.

**Volunteer Meetings:** Held in a group setting and/or 1:1.

It is important for volunteers to come together on a regular basis to share challenges and victories with one another, build a sense of teamwork, and receive information about updates to the COE Program and the Raleigh Parks, Recreation and Cultural Resources Department. All volunteers should attend these meetings in order to remain in active standing with the COE Program.

### **Volunteer Duties and Responsibilities:**

#### **Community Outreach Stewards:**

- Staff informational booths at City of Raleigh and non-City of Raleigh events and locations – hand out brochures, flyers, and promotional items.
- Work with the public in various interactive games and/or activities.
- Speak with patrons – answer questions and concerns. Register patrons for free programs.

#### **Office Assistants:**

- Answer and return phone calls.
- Assist COE Program staff with administrative tasks and projects.
- Respond to emails.

### **COE Volunteer Qualifications:**

- Must be at least 18 years of age by the day of interview.
- Comfortable working with people of various ethnic, national, cultural, and socio-economic backgrounds.
- English fluency. Proficiency in other languages, a plus.
- Genuine love for helping others and interest in the values of the COE Program.
- Reliable, punctual, team-oriented.
- Experience with MS Word, Excel, Publisher, Outlook, and Google Drive applications (Office Assistant only)
- Must be patient and good listener.
- Must pass a background check with the City of Raleigh.
- Flexibility of schedule and availability of transportation.

### **Volunteer Commitment:**

- Volunteers are expected to attend the **COE Program Orientation** and **PRCR Orientation** prior to working as a volunteer.
- Volunteers are expected to accept volunteer assignments as needed by the COE Program, and commit to staying with the program for at least one year.
- Volunteers are expected to meet with COE Program staff at least once a year.
- Volunteers are expected to wear their photo ID badge (received at orientation) while volunteering.

### **Violation of the Volunteer Agreement includes but is not limited to:**

- Unsatisfactory performance.
- Failure to report to class assignment when scheduled.
- Failure to complete required orientations and trainings.
- Not responding to email/phone communications related to your volunteer commitment
- Repetitive tardiness and/or last minute cancellation(s).
- Distributing/promoting personal businesses, materials, and/or soliciting outside services to participants.

# **Cultural Outreach and Enrichment (COE) Program**

## **Pre-Screening Questionnaire Community Outreach Stewards/Office Assistants**

*The following questions help the COE Program and prospective volunteer decide if this position meets the needs of both parties. Please read each question carefully and feel free to answer with as much detail as you would like to share. Thank you for your time!*

**Name:** \_\_\_\_\_

1. For which position(s) are you applying?

☐ Community Outreach Steward

☐ Office Assistant

2. How would this volunteer position help you in terms of professional/personal goals/extended career plans?

3. What are three characteristics you would use to describe yourself?

4. What experience and/or education qualify you for this position?

5. What other volunteer work have you done in the past?

6. The City of Raleigh is a government agency, and all employees and volunteers are instructed to remain neutral regarding their own political, religious, and gender affiliations when interacting with other co-workers, volunteers, and especially with participants. What is your opinion about this policy?

7. The COE Program **cannot guarantee times, dates and locations of your volunteer assignment.** Our office hours are M-F 8:30am – 5:15pm. Outreach events may be during the week or on weekends. Availability and flexible schedules are a must. Are you available to volunteer during the days and times written above?

☐ Yes

☐ No

## Cultural Outreach and Enrichment (COE) Program

### Pre-Screening Questionnaire Community Outreach Stewards/Office Assistants

8. How did you hear about this volunteer opportunity?
- ☐ Internet - website \_\_\_\_\_ ☐ Media \_\_\_\_\_
- ☐ From a friend or relative \_\_\_\_\_ ☐ Other \_\_\_\_\_
9. 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 check renewals. Do you understand this requirement?
- ☐ Yes  
☐ No
10. All volunteers are required to attend two mandatory trainings before beginning a volunteer assignment. These orientations may or may not take place during regular business hours from Monday to Friday. Do you agree with this requirement?
- ☐ Yes  
☐ No
11. The COE Program expects Community Outreach Stewards and Office Assistants to commit to volunteering for at least one year. Community Outreach Stewards are required to volunteer at least three events every year to remain in active standing. Office Assistants are required to volunteer a minimum of 30 hours every six months. **Do you understand this expectation?**
- ☐ Yes  
☐ No
12. The COE Program **does not** offer payment of any kind for any work performed by our volunteers. Do you understand and accept this?
- ☐ Yes  
☐ No
13. Do you have reliable transportation to get to the office/events? (Volunteers are **not** reimbursed for mileage).
- ☐ Yes  
☐ No
14. Please provide a list of three professional references (name, phone number, email, relationship).
- 1)
- 2)
- 3)
15. Do you have any questions?



# Volunteer Application

Thank you for your interest in volunteering with Raleigh Parks, Recreation and Cultural Resources. Please complete the following application to participate in an ongoing volunteer opportunity with our department. A Parks, Recreation and Cultural Resources staff will contact you with more information on becoming a volunteer and completing a background check.

## Personal Information

Name: \_\_\_\_\_  
Last First Middle Initial

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (home): \_\_\_\_\_ (cell): \_\_\_\_\_

Email: \_\_\_\_\_ Birthdate: \_\_\_\_\_ Age: \_\_\_\_\_

Would you like to subscribe to the Volunteer Services Program monthly newsletter? Yes No

## Emergency Contact Information

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Special Medical Circumstances:

## Volunteer Interests

Please select the following interest(s) in volunteering. For more information on our ongoing volunteer opportunities, visit Raleigh Parks, Recreation and Cultural Resources [Volunteer Webpage](#).

Adopt-A-Park  
*Desired Park:*

\_\_\_\_\_

Adopt-A-Trail  
*Desired Trail:*

\_\_\_\_\_

Invasive Species Program  
*Desired Park/Trail:*

\_\_\_\_\_

Other:

\_\_\_\_\_

Recreation Program Assistant  
*Desired Recreation Program:*

\_\_\_\_\_

Recreation Class Instructor  
*Type of Class interested in teaching:*

\_\_\_\_\_

Historic Resources and Museums Program Assistant  
*Desired Historic Site Location:*

\_\_\_\_\_

## Special Interests or Skills

### Available Volunteer Work Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Available							
Times							

### Frequency of volunteering

Weekly      Bi-Monthly      Monthly      Quarterly

### Please sign below when you have read and understand all statements.

I certify that the statements made in this Volunteer Application are true, correct, and given voluntarily and information may be disclosed to any party with legal and proper interest. I understand that I will not be paid for my services as a volunteer, and I am giving my time freely to the Raleigh Parks, Recreation and Cultural Resources department.

I understand that the Raleigh Parks, Recreation and Cultural Resources Department reserves the right to screen volunteers, and the Department will not accept anyone as a volunteer who would jeopardize any aspect of service or the safety of Parks, Recreation and Cultural Resources customers and staff.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parents/Guardian's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(If volunteer is under 18)

PRCR Site/ Program Supervisor Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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 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

### TO BE COMPLETED BY VOLUNTEER'S PRCR STAFF SUPERVISOR

Supervisor Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Position of Volunteer: \_\_\_\_\_ Volunteer Work Site: \_\_\_\_\_

PRCR Program, Site, or Facility: \_\_\_\_\_

Volunteer Duties:

% of Time volunteer unsupervised by FT PRCR staff: \_\_\_\_\_

% of Time volunteer in contact with minors: \_\_\_\_\_

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 Address: \_\_\_\_\_

Printed Name of Parent/Legal Guardian: \_\_\_\_\_

Date signed: \_\_\_\_\_