



Volunteer Handbook 2013

Full Name of Volunteer : _____ **Contact Number :** _____

Thank you for joining the Chinese Christian Herald Crusades (CCHC) Volunteer Fellowship. We hope that you have wonderful experience here. The handbook will give you the information you need for a successful journey with us. Please read this handbook carefully. We look forward to working with you and to serving the community together.

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Introduction

*~ Herald Volunteering Fellowship is a loving platform that connects all the volunteers to serve the needs of our community.
There is hidden potential in all of us. Everyone can be someone else's blessing. ~*

CCHC is a nonprofit organization with limited resources. We are committed to serve the general public through the tremendous efforts of our volunteers. The Volunteer Fellowship service includes: services for new immigrants and special needs groups, family ministry, art and cultural activities, administrative duties, etc. Our services cover internal departments as well as external organizations, such as nursing homes, adult care centers, hospice care centers, special needs education, other cultural and art organizations, as well as governmental units, etc. CCHC also provides trainings to our volunteers to help them reach their full potential. Let us work together to share our love with those people in need. From strength to strength, one blessing after another.

CCHC Mission

To lead the lost sheep back to God through community service and evangelical efforts. To be a Christian testimony to the Chinese communities in different cities by living our Christian values of faith, love and care for others.

CCHC Philosophy

- Understand the need of the community: Our ministry is designed to respond to the needs of the people.
- Spread Gospel to all people: Our community is the altar upon which we offer the sacrifice of ourselves to God.
- Unite the churches to fulfill Jesus' command: We are to be an invisible link that binds the churches together.
- Work with Faith: we firmly believe that there is unlimited potential when we work with faith. By relying on God, we can build a ministry that is not limited by geographic boundaries.

Volunteer Fellowship Mission

CCHC's "Volunteer Fellowship" is a platform that brings together all volunteers, Christians and non-Christians, to focus on the needs of our community. CCHC hopes to form a "Love Network" in the community through this Volunteer Fellowship. We want to partner with local churches to mobilize Christians and to give them more opportunities to serve our community. We also want to reach out to different organizations and special needs groups in our community, so we can better serve their needs.

The three objectives of Volunteer Fellowship:

- **Objective 1:** To provide assistance to those in need: We want to fulfill the biblical requirement of "love your neighbor" with our genuine care and dedicated service.
- **Objective 2:** To help our volunteer's with their personal growth: CCHC provides training and various workshops so our volunteers reach their fullest potential. At the same time, we also have an opportunity to bring to those non-believers into the presence of God.
- **Objective 3:** To spread the gospel and be a testimony to our community: Due to the hard work of our Volunteer Fellowship, others come to appreciate the value of being a Christian. We believe part of being a Christian is to share our love for Christ with others. By reaching out to the community, we hope to create new friendships whereby people will feel welcomed into the church and can begin cultivating a relationship with God.



The meaning of “協工” (XIE GONG)

The meaning of “協工” (XIE GONG) is probably the same as the meaning of volunteers. Rather than using “義工” (YI GONG), we think the word “協工” (XIE GONG) can better illustrate the meaning of our work.

1. The “cross” shape is our salvation.
2. Next to the cross is the three “力” (LI) which means “power” in Chinese. That shows the three important aspects of our work: the power of hard work; the power of offering, and the power of faithful praying.

- **Hard Work:** We are all gifted in different ways and can contribute to help others accordingly. We can be a giver, and at the same time, a receiver.
- **Monetary Offerings:** Other than work, you can also make monetary donations to support our ministry so we can reach more people in need.
- **Faithful Praying:** This is something that all of us can do as Christian volunteers in the fellowships. Please pray for our ministry around the world.



Whether you are Christian or not, as one of our volunteers, you are helping others and serving the community in the spirit of love and selflessness. At the same time, you can learn about the Salvation of God, and may eventually become Christian and be a testimony of love to our community.

What Do You Need to Do to Become a Volunteer

As long as you agree with the philosophy of “協工” (XIE GONG) and are ready to commit, you can apply to be a volunteer: Volunteers can serve in areas that they are most interested in. Volunteers can contribute their hard work, help with fund raising, or pray for us.

If you are willing to work with us and make a minimum service commitment of 3-6 months (including service and training), we welcome you to apply to join our Volunteer Fellowship.

The Benefits of Being a Volunteer

1. Being a volunteer, you learn to give and in exchange you experience the joy of helping others.
2. Being a volunteer is a good way to connect to the society/community and to practice your skills.
3. Being a volunteer, you learn and you grow through our training process.
4. Being a volunteer gives you an opportunity to network with others.
5. Volunteers get a community service hours certificate. For top performers, we give recommendations that will help you in applying to schools, scholarships and jobs.
6. Your volunteer experiences will help you differentiate yourself in the application process for schools and/or jobs.
7. The Volunteer Fellowship provides free or discounted tickets to various functions and events.
8. We hold Volunteer Fellowship Appreciation Dinner once a year.

* Youth Volunteers (under 21) must attend the orientation in order to get the credit hours.



CCHC Leaders and Ministries

Executive Director: Rev. Pak-Cheung Lo

Assistant Executive Director: Rev. Hung Tse

Assistant Executive Director: Katie Chau

Administrative Director: Atleen Lau

(Photos from left to right)



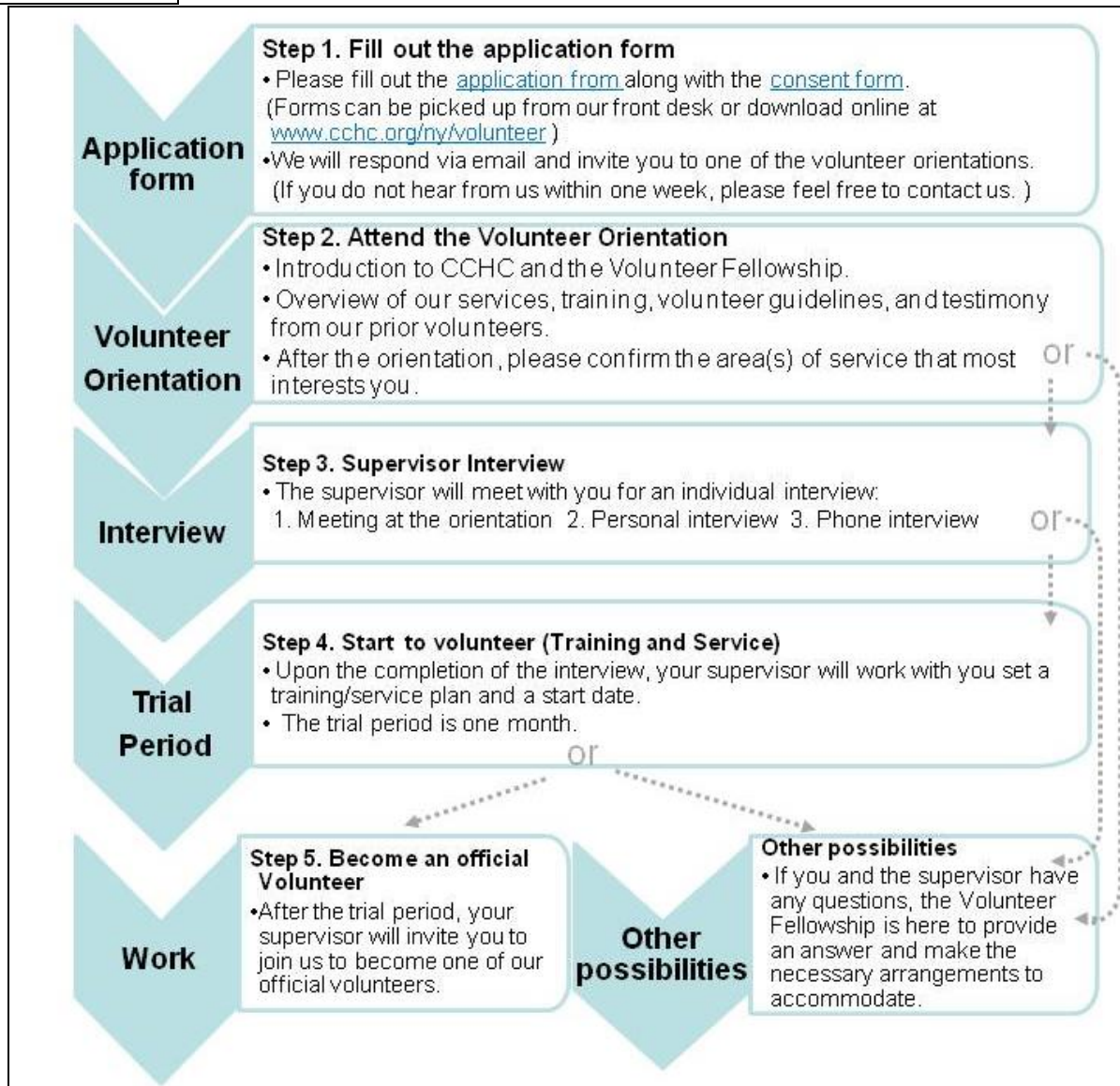
1. **Community Service:** Works with new immigrant families to help them settle and grow roots in the community. Contact: [Christina 718-799-8232](tel:718-799-8232)
2. **Family Ministry:** Focuses on children and teens' character building; works to improve the quality of marriages and strengthens the family foundation. Contact: [Diane Chiang 718-799-8288](tel:718-799-8288)
3. **Caring and Evangelism Ministry:** Coordinates care & evangelism efforts toward senior citizens, college students, teens, cancer patients and their families. Contact: [Vivian Nguy 718-799-8237](tel:718-799-8237)
4. **Art and Culture Association:** Provides cultural and art entertainment to the general public and at the same time provides a platform for the artists to showcase their gifts. Contact: [Nancy Lin 718-799-8262](tel:718-799-8262)
5. **Mass Media:** Audio and video production, media support; Creates a multi-media platform for ministry projects and opens the path for evangelism. Contact: [Karen Zhang 718-799-8225](tel:718-799-8225)
6. **Herald Monthly:** "Explore new directions, report the good news" through literacy. "Herald Monthly" is to be your best friend and the daily bread to your soul. Contact: [Ruth Lee 718-799-8241](tel:718-799-8241)
7. **Herald Education School:** Focuses on teenager's education for a balanced development between academic performance and social skills. Contact: [718-799-8222](tel:718-799-8222) or [718-445-6633](tel:718-445-6633)
8. **Musical School:** Promotes music education; provides and creates opportunities for students to showcase their talents. Contact: [718-799-8279](tel:718-799-8279)

Types of Volunteer Fellowship Service < Please See Appendix 1>

Types of Volunteer Fellowship Training < Please See Appendix 2>



Application Process



Grouping Guidelines

1. We encourage all applicants to start with a long-term (3+ months) service group.
2. If the applicant is to support in areas (groups) other than his/her primary service group **on the same day**, please inform the primary supervisor in order to avoid possible schedule conflict.
3. If the applicant is to support in areas (groups) other than his/her primary service group on **different days**, no need to inform the primary supervisor, but please check to make sure there is no conflict prior to making the service commitment.
4. If you are interested in serving more than one long-term service group, please apply directly through Christina Huang, the director of the Volunteer Fellowship. Christina will work with each group supervisor to avoid possible schedule conflict.
5. The directors of different service groups will interview each applicant. Training will be provided accepted candidates prior to service.
6. Please manage your time wisely. We encourage applicants to serve multiple groups within their time and capacity.

Volunteer Guidelines

1. Supervisor :

- 1) The CCHC employee who you work directly with will be your supervisor. Please confirm your contact information and availability with him/her. Please work out the details regarding volunteer assignments with you supervisor as well.
- 2) For other assignments, please contact the corresponding supervisor.
- 3) For any other problems, please contact Christina Huang, the director of the Volunteer Fellowship.



2. Schedule :

1) Hours

- A. Please confirm your availability directly with your supervisor.
- B. Your final schedule is subject to change depending on the circumstances.
- C. While we try to accommodate, we cannot guarantee that every request will be accommodated.
- D. Please inform you supervisor before you come in.
- E. Please inform you supervisor immediately if there is a change in your schedule.
- F. Please report your job progress to your supervisor each time.
- G. Please refrain from engaging in personal activities for prolonged period of time while volunteering unless specifically approved by the supervisor. We prohibit the use of internet to access any websites containing violence or adult content.

2) Timesheet

- A. Your supervisor will keep a timesheet for you as part of our record.
- B. Please complete the Timesheet and have it approved by your supervisor each time before you leave. If you are working on multiple projects at the same time, please have other supervisors approve your timesheet as well.
- C. The service hour certificate may be applied once a month. You need the following before applying for a service hour certificate: 1) attend the Volunteer Orientation and serve for at least one month. 2) Complete the certificate application and submit it to your supervisor. The Volunteer Fellowship will return the certificate to your supervisor in one week.

- 3. Meal Allowance :** Volunteers who work at CCHC for more than four hours on the same day are eligible to receive a Café coupon from the supervisor. (Please complete the timesheet accordingly.)

4. Location :

- 1) Please confirm the time and location for volunteering with your supervisor.
- 2) If the location is at CCHC, please confirm your seat assignment.
- 3) If the location is outside of CCHC, please fill out the Volunteer Consent Form.

5. Job Duty :

- 1) Your supervisor will review the job assignment and timeline with you.
- 2) Please fulfill your current job assignment before accepting a new role, or make sure there is no scheduling conflict.

- 6. Dress Code: Everyone at CCHC is encouraged to dress appropriately in order to maintain a professional image.**

- 1) Dress appropriately.
- 2) Mini-skirts, skin tight or see-through clothing are not allowed. Slippers and flip flops are not allowed.
- 3) Above are the basic guidelines. Please check with your supervisor if you need further clarification.

7. Equipment:

- 1) The computers, phones and copiers in the office are strictly for business purposes only. They are not to be used for personal reason. Supervisor approval is required for any personal use of the machines. Priority will be given to employees using the machine for business purposes.
- 2) CCHC passwords are not to be share.
- 3) All the equipments, resources and files are properties or intellectual properties belonging to the organization. CCHC will pursue legal action for any misuse or theft of the property.



8. Housekeeping:

Please make sure to keep all service areas and equipments clean after each use.

9. Health and Safety:

Please take care of your own safety. Please sign and hand in the consent form to Volunteer Fellowship before you start to work.

10. Activities:

- 1) You are welcomed to use our space outside of your volunteer hours. Please limit your usage to the Café area and be considerate of others..
- 2) The office hours of CCHC are Monday to Sunday 10:00AM to 5:30PM. Please do not stay after 6:00PM unless your supervisor is present.
- 3) Smoking, drinking, gambling, activities containing any violence and sexual conduct of any kind is not allowed in CCHC.
- 4) CCHC reserves the right to change its policy and not allow the personal use of its community center.

11. Code of Conduct :

CCHC is a community center. Please avoid any intimate contact with others and/or refrain from any public display of affection.

12. Children Protection :

In order to protect children (under 12 years old) and our volunteers, please follow our policy below closely.

DO NOT

- 1) Please do NOT stay with a child alone.
- 2) Please do NOT change diaper or undress a child. Please ask your supervisor or the appointed volunteer for assistance if needed.
- 3) If your are the appointed volunteer to accompany young children to the bathroom, please limit the number of children to no more than three at a time.
- 4) Please avoid inappropriate physical contact with children
- 5) Please avoid rowdy behavior with the children.
- 6) Please do not give any food to children without permission from your supervisor.

DO

- 1) Please do give priority to children when there is a line for using the bathroom.
- 2) For safety reason, please make sure the floor is not wet prior to the children using the bathroom.

***if necessary, we will do the background check on our volunteers working with young children.**

The Code of Ethics of Volunteers

- 1) I am here to offer my help with sincerity and commitment.
- 2) I am here to offer my ability to help others, and not to pursue any personal interests.
- 3) I am here to serve whole-heartedly, and not to seek any special privilege.
- 4) I am to be objective, and not to make any decision based solely on personal reasons.
- 5) I am to offer advice patiently, respect others' opinions, and not to act beyond my administrative duty.
- 6) I am here to learn and grow, and not to confine myself to my own limit.
- 7) I am here to do my best to fulfill my job duty and to be a responsible worker.
- 8) I am to cooperate fully with all the rules and regulations.
- 9) I am to treat others with compassion and to be a team player.
- 10) I am here to improve myself and to fulfill my goals of helping others.
- 11) I am here to help others, to respect their privacy and to create an environment of mutual trust and respect.
- 12) I am not here for a personal gain nor have any business/political motives.



The Principal of Volunteering

Corinthians 13:4-8

Love is patient, love is kind.

It does not envy, it does not boast,
it is not proud.

It does not dishonor others, it is not
self-seeking, it is not easily angered, it keeps no record of wrongs. Love does
not delight in evil but rejoices with the truth.

It always protects, always trusts, always hopes, always perseveres.

Love never fails.



Other Information for Volunteers

- 1) If you have any questions or concerns, please contact Christina Huang, the Director of the Volunteer Fellowship.
Tel: 718-359-2030x8238 or Email: mona@cchc.org
- 2) For more information, please visit our website at www.cchc.org/ny/volunteer)
or join us on Facebook at www.facebook.com/heraldmissioncenter .
- 3) Please provide your updated e-mail address. We will contact you via e-mail.
- 4) CCHC Address : 156-03 Horace Harding Expressway Flushing, NY 11367, USA



Volunteer Response Form

I am willing to follow the guidelines of CCHC Volunteer Fellowship. As a volunteer, I represent CCHC. I will maintain a professional image and work to serve the needs of the community.

(* For the volunteers who do not follow our guidelines, CCHC reserves the right to decline your application and/or to terminate your service)

Name : _____

Signature : _____

Phone Number : _____

Orientation Date : _____