



caritas
GEORGIA



VOLUNTEER HANDBOOK

Nobody can do everything, but everybody can do something.



Welcoming letter

Dear volunteer!

Thank you for your willingness to work at Caritas Georgia. It is a place where you can really make a difference. Caritas Georgia is helping people all over the country and gives you a possibility to get involved in big act of love. Being a volunteer means understanding, that sometimes giving brings much more happiness, than receiving.

If you have become a volunteer at Caritas Georgia, it means you understand that your work will not always be easy. But the results will be worth working. Being a volunteer means not only giving a piece of bread, but smiling to a homeless, asking about his life and caring about his answer.

Each volunteer means a lot to Caritas. And we hope that God will give you Holy Spirit and strength to find yourself in charitable work and enlighten the burdens of the ones in need.

The vision of Caritas Georgia

Drawing its inspiration from the Gospel, the Church's Social teaching, and the experiences and hopes of people in need, Caritas Georgia is working for the "civilization of love" in the Georgian society and striving to reach:

- the human dignity and the fundamental rights of every child, woman and man are protected and respected;
- peace, freedom, justice, mercy and solidarity are valued and promoted;
- the common good prevails over individual interests;
- disadvantaged persons are empowered to develop their potential in building a better society;
- the natural environment is respected

The mission of Caritas Georgia

Our mission is serving to the poor in Georgia and to the promotion of charity and justice.

To fulfill this mission, Caritas Georgia:

- Adheres to the guiding values and principles of Caritas Internationalis and Caritas Europa;
- Raises public awareness of poverty and injustice and its causes;
- Establishes cooperation with Churches, Church based and secular organizations in the field of diaconal, developmental and social work in order to address issues of poverty and social injustice;
- Designs and implements activities which enable the poor to become agents for change;
- Strives to provide an example of inter-human, inter-cultural and inter-confessional relations;
- Commits itself to on-going institutional development by integrating learning and capacity building into all organizational processes.

The Role of Volunteers

What is volunteering?

Volunteering is a gratuitous, conscious and unpaid activity for the benefit of others, going beyond friendship and family relations.



"...Volunteer work is a way to grow in the self-giving love which gives life its deepest meaning".

Pope Benedict XVI

What motivates people to volunteer?

Ideological, ethical and moral reasons – volunteers want to:

- Work for positive social change
- Share their skills, abilities and knowledge to contribute to a social cause
- Give something back to society, rather than only receive

Personal reasons – volunteers work to:

- Get gratification and satisfaction from helping others
- Learn and acquire work experience and new skills
- Add something new to their CV
- Have an opportunity to interact with a different culture
- Have an alternative experience to standard free time spending
- Make new friends, as well as personal and professional networks

Volunteering in Caritas Georgia

In Caritas Georgia volunteers have a possibility to help different persons in need. Programs of Caritas are working with such types of people as: orphans, refugees, homeless, lonely elderly, sick, socially vulnerable persons, victims of natural disasters and armed conflicts, children leaving on street, and many others.

The relationship between volunteers and Caritas is characterized by the 'Exchange Principle':

Volunteers give:

- ✓ Time
- ✓ Energy
- ✓ Commitment
- ✓ Enthusiasm
- ✓ Knowledge and Skills
- ✓ Experience
- ✓ Friendship

Caritas gives:

- ✓ Orientation and Training
- ✓ Tasks and a Schedule
- ✓ Supervision
- ✓ Support
- ✓ Resources
- ✓ Motivation
- ✓ Recognition

Volunteers receive:

- ✓ Knowledge
- ✓ Experience
- ✓ New Skills
- ✓ Friendship
- ✓ Satisfaction

Caritas receives:

- ✓ Knowledge and Skills
- ✓ Support Achieving Goals
- ✓ Public Awareness
- ✓ Representation
- ✓ Contacts



Before the beginning of voluntary work in Caritas Georgia every volunteer has to get familiarized with the work of Caritas and its projects and actions. Volunteer is free to choose the field where he wants to work (from the presented variants) and in case of being accepted in the project, he has to follow the schedule, code of ethics and other conditions specified in his contract, job description, volunteer handbook or agreed verbally.

At the moment of acceptance in Caritas Georgia, volunteer receives:

- Contract
- Job description
- Volunteer ID card
- Volunteer handbook

Code of Conduct

This Code of Conduct specifies the attitudes and behavior that all Caritas volunteers are expected to maintain. The Code is derived from, and closely related to, the Caritas Code of Ethics which prescribes the basic values and institutional practices of Caritas organizations.

“Individuals who care for those in need must first be professionally competent: they should be properly trained in what to do and how to do it, and committed to continuing care. Yet, while professional competence is a primary, fundamental requirement, it is not of itself sufficient. We are dealing with human beings, and human beings always need something more than technically proper care. They need humanity. They need heartfelt concern.”

(Deus Caritas Est, #31)

1. Values, Conduct and Ethics

- Adhere to, or at least understand and respect the social and moral values and teaching of the Catholic Church
- Ensure at all times that their personal and professional conduct is of the highest standards, and is seen to be so
- Act in good faith and treat other people with dignity and respect, creating an environment that celebrates diversity
- Respect all human rights and challenge discrimination, harassment, abuse, neglect, and exploitation that infringe the rights of others
- Respect the privacy of the beneficiaries (ex. not to take pictures without their permission): please be informed that pictures of children cannot be published on the media/social networks
- Avoid “impos[ing] one’s faith upon others ... realiz[ing] that a pure and generous love is the best witness to the God in whom we believe and by whom we are driven to love” (Deus Caritas Est #31c)
- Refrain from making racist, sexist or otherwise offensive statements publicly or privately
- Take reasonable action to protect others from harm
- Observe the laws of the country in which they are working, within the bounds of conscience

*All Caritas volunteers
are expected to:*

Code of Conduct

- Respect and be sensitive to local customs and culture, dress accordingly
- Ensure that they, and any staff that they manage, act in accordance with health, safety and security guidelines, and endeavour to safeguard others
- Ensure that Caritas' reputation is not be brought into disrepute
- Maintain the confidentiality of any information or knowledge obtained during the exercise of their duties with Caritas
- Perform their duties competently and with love, without prejudice or discrimination of any form, and maintain Caritas' preferential option for the poor
- Keep in mind local sensitivities when expressing and practicing their respective beliefs
- Welcome, and build solidarity and cooperation with people from other Caritas organisations
- Agree to the definition of volunteering
- Uphold and work to the 'Principles of Volunteering'
- Value and respect the role of coordinator and managers of volunteers;
- Respect and collaborate with the Caritas staff;
- Constantly strive to improve the skills required for their work by participating in training programs;

2. Conflicts of interest, coercion and corruption

- Avoid using positions of power conferred by their roles as Caritas volunteers to exert pressure, or extract favours or personal gain economically, professionally, politically or sexually
- Declare any potential or actual conflicts of interest (financial, personal or familial) in matters relating to Caritas' work to their supervisor or other senior manager in writing
- Refrain from accepting any favours, bribes or other forms of personal enrichment from beneficiaries, partners or contractors under any circumstances (In order to respect national and local traditions and conventional hospitality, minor token gifts can be accepted on behalf of Caritas but should be declared).



3. Protecting Caritas property and exercising stewardship

- Ensure that Caritas' assets and intellectual property are not misused and are protected from theft, fraud or other damage
- Maintain appropriate standards of honesty and integrity in financial accountability



4. Personal conduct

- Refrain from carrying of any weapons on any Caritas business or property (owned or rented) including accommodation/ office/vehicles etc.
- Refrain from using recreational drugs or consuming excessive quantities of alcohol
- Ensure that their sexual conduct is appropriate at all times

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5. Voluntary activities

- Notify volunteer managers or volunteer coordinator of any issue that might affect their ability to perform their functions (health or other factors) or cause harm to themselves or others, as soon as possible and before the commencement of the voluntary work
- Report in advance any change in their conditions of volunteering

Breaches of the Code

Any breaches of the Code of Conduct will be investigated, and may lead to disciplinary measures.





Useful information:

My line manager is:
I can contact them on:

My volunteer role is:

I joined Caritas Georgia on:

My volunteer coordinator is:
I can contact them on:




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კარიტასის ოფიციალური გვერდი

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VOLUNTEER'S PRAYER

Give us, O Lord, understanding of Your Word,
simple wisdom of the heart that hears
and sees Your presence,
looking at the face of another person.

Give us, O Lord, understanding the weakness,
modest wisdom that sees your beauty,
surrounding us in life.

Give us, O Lord, the wisdom of the cross,
that begins to recognize the Life,
not subject to decay,
after all the points when death has shown its face.

Give us, O Lord, the knowledge of joy,
in the middle of the various difficulties
experience of hope in moments of despair.

Give us, O Lord, to carry the knowledge of Your sensitivity
to all neighbors suffering among us
especially when their life is harsh and cruel.