

We are delighted that you have decided to become a volunteer for the neighbourhood help service Zürich, Kreis 3 (District 3) as a volunteer. We would like to share some important points with you:

Requirements

All assignments are voluntary. You have the opportunity to choose your own area of work. The volunteer coordinator will be happy to help you with this. For your assignment you will need some time and the willingness to get involved with other people.

Duties

As soon as your assignment is firmly planned, you are expected to honour the agreements you have made. If you wish to give up your activity, you must inform the person you are accompanying and your coordinator to get support at an early stage. It is important for us to receive feedback from you. In particular, you must inform us when an assignment has ended. If something does not meet your expectations please also let us know. Together we will look for a satisfactory solution.

(NBH Kreis 3 Tel. 044 465 45 80 kreis3@nachbarschaftshilfe.ch)

Confidentiality

You agree not to pass on any data or anything you saw or heard during your assignments to third parties. The duty of confidentiality is the basis for a mutual relationship of trust. If something concerns you, please always contact the volunteer coordinator as soon as possible – they are also bound by confidentiality.

Time frame

As a rule, each assignment should not exceed two hours per week. Deployments are assistance among neighbours, but never a cost-effective substitute for professional services.

Accompaniment/recognition

The coordinator responsible for accompanying the neighbourhood help will accompany and support you during your assignment - if necessary and desired. Neighbourhood Help offers regular exchanges of experience and classes for volunteers. At the end of the assignment, we will be happy to issue a confirmation on request. (It can be helpful for your career planning)

Financial matters

Your assignment is basically an unpaid work - but of course it should not cost you anything. Therefore, all costs incurred in connection with your assignments must be reimbursed by the person seeking help. Expenses include actual expenses such as travelling expenses, meals, entrance fees. We ask you to settle the reimbursement of expenses up to CHF 20 per assignment directly. If the expenses exceed this amount, this must be agreed with the neighbourhood help.

Insurance

Should you cause any damage toward the person seeking help, the neighbourhood help organization provides liability insurance. Cases of damage must be reported to your neighbourhood help organization immediately.