



Jusoor Volunteer Guidelines and Agreement - Lebanon Program

Thank you for your interest in volunteering with Jusoor to help advance the education of Syria's children and youth. This document provides information that shall guide your volunteer-engagement with us. If you have any questions, please do not hesitate to ask.

1. About Jusoor

Jusoor was founded in 2011 as a non-governmental organization whose mission is to bring together and engage the global Syrian expatriate community in efforts that will help Syria and its people realize their full potential. The organization currently has over 120,000 individuals in its network from over 40 countries. Programs have focused on education, and include a refugee education program for children in Lebanon, a global university scholarship program, and an entrepreneurship training program.

Jusoor is a non-political organization with strictly no ties to any political entity. Jusoor's programs do not differentiate according to political views, ethnicity, religion or gender.

2. Responsibilities of volunteers

a) Commitment and reliability

The school is not a drop-in centre for volunteers. Volunteer should be present at the times previously committed to, and should inform the Principal in advance if they cannot come.

b) Attitude and behavior

The volunteer is expected to dress and behave appropriately while in school. e.g. no shouting, swearing, bad language etc., and no low cut shirts or t-shirts that contain offensive language.

c) Break time

Volunteers may or may not have the same break times as teachers. This depends on the initial agreement with the Principal.

d) Safety and child protection

Volunteers should be aware of the need to ensure the safety of the children at all times, and prevent accidents or possible harm, for example, by not allowing the children to run out into the street. Volunteers must follow codes of conduct for Child Protection- for example, Not use language or behavior towards children that is inappropriate, harassing, abusive, sexually provocative, intended to humiliate or culturally inappropriate. They must never physically discipline a child, never single out a child for special attention, refrain from inappropriate physical contact, and report any observed or suspected incidents of violence or abuse against children to the Principal.

e) Protocol and confidentiality

Volunteers should seek permission from the teachers before photographing the children. They must also commit to not talking about individual children or staff members outside the school, and keeping all information about the children confidential.

f) Respecting the school environment

The use of mobile phones in classrooms is not allowed. Smoking is not permitted on school grounds. Volunteers must observe all school rules, and follow the instructions of staff.

3. Problems in class, discipline, and feedback and support mechanisms

Volunteers are not expected to deal with matters of classroom discipline. They should follow the teacher's lead in maintaining order in the classroom- for example, insisting that children raise their hand before speaking, and inform the teacher when a student is acting with impunity. Their presence in the classroom can be very helpful- for example, by standing near a child who constantly talks. The volunteer should ask the teacher for feedback at the end of the lesson, ask for suggestions or advice on how to improve their assistance, and be prepared to offer observations on particular activities or children's abilities.

4. The role of the volunteer in the classroom

The volunteer, no matter what age or experience, is not a substitute or replacement teacher. Instead they are there to support and assist the teacher to achieve the learning objectives planned for that lesson. Their presence allows the class teacher to be better prepared for each activity, spend more time with each pupil, cater for the pupils who finish the activities quickly or need more help than the others, practice the new knowledge, work in groups or focus on remedial work. In some cases, the teacher may ask the volunteer to lead the class, but must ensure that the volunteer is clear about the objectives and how to reach them.

The teacher can ask the volunteer at the end of the lesson what she/he felt worked well, and how they (as a team) could have done anything differently. The teacher should also give feedback to the volunteer, ideally citing examples of helpful or supportive actions. Activities will vary based on the level of the children and the subject being taught.

Examples of what a volunteer can be asked to do in the classroom:

- Prepare and hand out paper, pencils/ colours etc.
- Collect notebooks and check/ correct homework or exercises
- Practice repeating numbers/ letters/ sounds/ vocabulary/ spelling/ multiplication/ etc. with individuals or small groups of pupils
- Keep score as the teacher orally tests/ quizzes different groups of children
- Assist the children to organise their work or manipulate some equipment



- Listen to the children read
- Read aloud to the children, tell a story or teach a song
- Play a game with the children
- Work with small groups of children on new or to review work
- Stick pictures or examples of the children's work on the walls or hanging line
- Help the children practice their English
- Help the children clean/ decorate the classroom
- Engage in or lead new activities in coordination with the teacher

5. Volunteer agreement

I have read, understood, and consent to the guidelines above.

As a volunteer with Jusoor, I understand that I must hold any information about a student's academic progress, behavior, or a school-related incident completely confidential and must restrict all communication about a student (other than my own child) to the teacher, the guidance counselor or the school's administration. I also acknowledge that I will not contact a student's parent or guardian unless specifically authorized by the school principal.

With the exception of verbally and politely requesting the students' attention, I am not to otherwise discipline students. I further understand that it would be inappropriate for me to be alone with a student and I promise to always work in full view of school staff and never behind closed doors.

If the school at which I volunteer has additional rules and procedures for volunteers, I agree to read and adhere to them at all times. If the school at which I volunteer offers an orientation or training program for volunteers, I agree to attend and participate.

Full name: _____

Address line 1: _____

Address line 2: _____

Email: _____

Phone number: _____

Signature: _____

Date: _____