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Volunteering with Telfed

Rights and Duties

Telfed – South African Zionist Federation (Israel)

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Telfed

An Introduction

Telfed was founded to serve over 800 “Machal” Southern African soldiers who bravely fought in the IDF during the War of Independence.

Over 23,000 Southern African Olim have enjoyed Telfed’s diverse initiatives, ensuring their integration into Israeli society.
Telfed is an a-political organisation which seeks to include people with diverse opinions and beliefs – derived from its core name The South African Zionist Federation i.e. an organisation which has Zionism at its core but is a federation of expressing that Zionism.

Vision

Telfed is the premier organization which enables former Southern Africans to contribute to Israeli society.

Mission

To promote the quality of life of Southern Africans in Israel while engaging them to participate in and contribute to Israeli society.

What we do

Navigating the Israeli bureaucracy

A full-time Klita counsellor helps both prospective and new Olim find their feet and navigate the intricacies of Israeli bureaucracy by phone, online and face-to-face meetings.

A Telfed representative meets new arrivals at Ben-Gurion airport, takes them by the hand and guides through the daunting first steps of their Aliyah. Regional volunteers gift them with "welcome baskets", offer Shabbat hospitality and even "adopt" them.

In addition, Telfed’s volunteer Regional Committees organise cultural, social activities and community support to make them feel they belong to an active and caring Southern African community in Israel.

PRAS Student Bursaries

Initiated 10 years ago, PRAS has become Telfed’s flagship project, awarding study bursaries each year to students, who commit to 94 hours of community service annually to help others. It is a ‘win-win’ project supporting the continuing education of the younger generation, while teaching them the importance of helping others.

Bursaries for needy students

Telfed administers some 130 Trusts established by farsighted Southern Africans over 50 years. The income from these investments helps to provide 400 study bursaries to needy Southern African Olim and Israeli students. Telfed also supports many academic, cultural and health organisations throughout Israel through these Trust Funds

Social Welfare

Telfed's full-time social worker provides individual and family counselling services, mediates on behalf of Olim with respect to services and entitlements, and helps them apply for financial assistance. The Klita counsellor welcomes new Olim, providing support and guidance through the integration process.

Housing

The ISRENTCO Housing Project in one of Telfed's proudest achievements, providing subsidised rental housing to over 90 families for up to three years. Living together with other Olim helps provide a cushioned landing and these neighbors often form their first "community" in Israel, creating bonds of mutual support and strong friendships.

Employment Counselling

Most new Olim are primarily concerned about quickly getting a good job.. Telfed helps them write their CV's, define and market their skills and prepare for job interviews

Management of Trust Funds

Many philanthropists and benefactors entrust Telfed with managing their trust funds or family foundations. The fruits of such investments enable Telfed to carry out its charitable work of ensuring the welfare and well-being of the Southern African community in Israel, and other sectors of Israeli society. Telfed administers some 130 Trust Funds.

Volunteerism and Social Entrepreneurship

Based on the Southern African Jewish community's tradition of volunteering and contributing to society, this past year Telfed established a Volunteerism Unit to encourage and support volunteer activities. Telfed boasts 24 regional representations throughout Israel with active volunteer committees who are involved in providing support for new Olim, arranging social and cultural activities and new initiatives for social entrepreneur projects which benefit both former Southern Africans and the wider Israeli community.

Volunteering with Telfed

Definitions
All the terms that are used in this document are listed here with their definitions:

Volunteer
A person who acts for others and society out of free will without receiving financial compensation for that work.

Volunteer work
Contribution of time, services, expertise, knowledge, prestige and / or network by volunteering, directly or indirectly, with people (excluding family members), organisations, institutions and/or communities

Organisation that utilises volunteers
1. Foundation, a public entity (e.g. government or municipal) or a business entity, that manages volunteers in order to promote non-profit causes.
2. A group of people working on a voluntary basis - according to set targets, with non-profit intentions.

Director of Volunteers
Volunteer or paid person that is responsible for planning, organisation, management and control (all or some) of the volunteer workers in an organisation. The activities of the Director of Volunteers include responsibility for the activities of the volunteer program, defining tasks, preparation of service givers and professionals who work with the volunteers.

Volunteer rights
The following rights are written in the male form, but equally apply to females.

Fundamental values
The decision to volunteer is solely up to the individual. By volunteering the individual exercises his right within society to do so. The individual also has an obligation to complete the task that he has voluntarily undertaken. This act is not to be taken for granted. As a result, it is the organisation's responsibility to ensure the notification and protection of the rights of the volunteer.

The right to respect
Volunteer's right to be treated with respect and fairness by all officials connected to the volunteering.

The right partnership
An individual's choice to volunteer expresses willingness to give of him and collaborate. Thus, this choice requires the organisation to fulfill a partnership role with the volunteer and ensure the fulfillment of his rights. The rights of a volunteer allow him to share his volunteer work, planning and related decisions and to feel free to express opinions and make suggestions.

The volunteer has the right to know why a particular job needs to be done and what the expectations are and to receive any pertinent information related to that specific volunteering job.

The volunteer has the right to receive instruction and supervision of his work.
The volunteer has the right to choose a role in accordance with his personal qualifications, education and values after taking into account the goals and needs of the organization.

The right to information
The volunteer has a right to access information on issues related to volunteering in the organization, policies, procedures, work plans and public financial statements.

The right to equality
The volunteer has the right to not be discriminated against based on their sex, sexual orientation, personal status, pregnancy, parenthood, age, race, religion and nationality, country of origin, ideological outlook, political party affiliation, or military reserve duty. These rights might be waivered when the character of a specific task demands a specific type of volunteer.

Volunteer's right to determine the limits of his volunteering
The volunteer has the right to determine the limits of his volunteering.

Right to privacy
The volunteer is entitled to protection of privacy whist volunteering. No information will be given about him, subject to the law, without his consent.

The right to receive a work plan
The volunteer has the right to a work plan that guides new and veteran volunteers and contains updated information on the organization as a whole, including the particular role of that volunteer. This information is to assist the volunteer in effectively fulfilling his role.

The right to training
The volunteer has the right to receive initial and ongoing training on issues related to his volunteer position.

Promotion and personal development
The volunteer has the right to be presented with applicable volunteer opportunities for the advancement and personal development in the field of volunteering. This will depend on preferences, skills, and abilities and will take into consideration the needs of the organization.

The right to adequate conditions
The volunteer has the right to receive the physical support and resources required to perform his volunteering, taking into account the organization's resources.
The volunteer has the right to an adequate work environment that ensures health and safety, both physically and mentally.

The right to feedback
The volunteer has the right to receive feedback from the organization regarding his level of performance and the organisation's level of satisfaction. .

The right to Insurance
The volunteer has the right to be insured by Bituach Le'umi (National Insurance) or any other insurance that at least provides the rights granted by Bituach Le'umi in the case of injury etc.

The right to appraisal and recognition
The volunteer has the right to receive appreciation and recognition from the organization for the effort invested and results achieved in filling the position.

The ability to participate in events and conferences
The volunteer has the right to participate and be active in the organization's general events as much as possible, whilst being a partner and/or a part of the team in the organization.

Termination of Volunteering
The volunteer has the right to terminate his service with the organization after giving reasonable advance notice. If it's an ad-hoc volunteering a notice should be given at least a week in advance. If it is a long term volunteering – a month in advance.

Volunteer duties

Duties to the organisation
The volunteering is a partnership between the organisation and volunteer. This requires a series of obligations in terms of the partnership between the volunteer and the organisation where he volunteers.

The volunteer has the obligation to:

- commitment and loyalty towards the organisation;
- Act and comply with all applicable rules while volunteering with the organisation.
- Act in accordance with the objectives of the volunteer organisation – the organisation's expectation is that the volunteer identifies with the organisational goals.
- Protect the reputation of the organisation and represent it with respect.
- Protect the property of the volunteer organisation.
- Respect and act according to the rules of the organisation, including procedures, rules of conduct, norms of behavior and specific organisational requirements.
- To strive towards achieving excellence at the professional level required in any position he chooses.

- Strive for constant professionalism, while participating in training and receiving guidance from the organisation on an individual and team level.

- Inform in advance of any changes in the terms of volunteering. It is the responsibility of the volunteer to advice of absence and changes in the work plan. In addition, to the volunteer must advise of changes in contact details.

- not to receive any benefit of any kind from the contacts of the organisation or other stakeholders (non-receipt of benefits)

- Refrain from acting in a conflict of interest and to inform the organisation in case of such a conflict of interest between the parties, the volunteer's role in the organisation or its membership and activities.

- Inform the Head of the Volunteer division about anything that may affect his ability to perform his duties (health wise or otherwise), or may cause damage to others or himself, before the start of the voluntary activity or as soon as possible thereafter. .

- Inform the organisation when he encounters behavior that does not meet the ethical criteria of the organization. This includes violation by the organisation itself, managers, employees and volunteers. Reporting can be done through the formal channels of the organisation or through any other legal channel.

- Respect the client and treat him with dedication, responsibility, patience and tolerance without discrimination or bias, while respecting the differences between people.

- Cooperate with all the other volunteers in the organisation as well as employees and treat them with respect, fairness and impartiality.

- Not disclose nor to inform any person, authority or organisation, through written or verbal means, of any information received by him as a result of his volunteering, unless given express permission to this effect by the organisation or where provided for by law. This includes:

A. Information about the organisation, senior officials and volunteers, funding sources, donors.
B. Contact information of members of the organisation

<u>Stopping the Volunteering</u>

Any volunteer who does not meet the obligations listed above will be brought before the Volunteer committee of the organisation. This committee is authorized to act on behalf of the organisation and included in its powers are the options to stop the volunteer from volunteering in that specific position or to prevent them from volunteering on behalf of the organisation entirely. Such a decision will only be taken after arguments have been presented from both sides.

Volunteer committee –

The Volunteer committee's aim is to assist with the proper functioning of the Volunteer division. The Volunteer Committee guides policy decisions within the volunteer department and ensures the proper treatment and representation of all Telfed volunteers. In addition to that it coordinates various volunteer activities, for example: Regional activities, TECI, Database project, financial department, PRAS scholarships etc. Meetings are once every two-three months.

Volunteer committee members:
Dave Bloom – chairman
Andi Saitowitz – Head of the Regional Development project
Alex Tolkin – Head of the database project
Mel Cohen – TECI project
Perli Kaplan (PRAS representative)
Zvi Green – Treasurer of Telfed, Finance and Investment com.

What is special about Telfed as a volunteer organisation?

- Telfed is an organisation that is led by volunteers and views the role of a volunteer with great importance.

- There are many possibilities of volunteering within Telfed. The diversity is great and each volunteer can find a role suitable for themselves.

- At Telfed, each volunteer will receive general training, vocational training and support. Especially at all times - personal attention and appreciation. This will be given as appropriate and within the budget limits of the organisation.

- Volunteers are an integral part of Telfed, along with the staff employed by the organisation. Volunteers have an opportunity to influence and affect changes.

- Telfed allows volunteers to either be part of an existing project or to create their own agreed upon project – both will receive full support from the organisation.

- Volunteers are full partners in our vision. The Volunteers are trained to be ambassadors of the organisation with regards to the goals, mission and vision.

- The former Southern African community living in Israel, through Telfed, has an opportunity to both strengthen their values and educate Israeli society. This is achieved through giving back to the community by volunteering on various social projects.

Volunteer Opportunities

Telfed offers a wide variety of volunteer roles. Each volunteer is an integral part of the team unit where he works. It is possible to volunteer ad - hoc or on a long term basis.

The existing opportunities in Telfed (which may change from time to time) are:

- Become a leader or a part of a regional committee. Roles include welcoming new olim and assisting them in settling in the community by way of networking.
- Be a part of or create a social project to assist the wider Israeli society.
- Be a part of TECI (Telfed Ethiopian Community initiative). There are various roles within TECI, they include: mentoring students, teaching English to adults or children, assisting with fundraising or any other projects that are on the go.
- Be a part of the office and database volunteers
- Be a part of one of the many committees within Telfed that are in charge of a wide variety of topics. These include fundraising, housing, financial assistance, media, scholarships, social welfare.

We would love to meet with volunteers who have ideas of their own for new projects. Together, with the volunteer, we will look at the feasibility of the project and try our best to implement it.

Different levels of volunteering

- Volunteer ad - hoc (one - time)

This can be done by once off volunteering or by volunteering for one particular project.

- Long-term volunteer

This is usually done within the many various committees that exist within Telfed. These include:

a. EXCO (Executive committee) - where all Lay leaders of the organisation, together with the professional staff, meet and discuss policy decisions, hear report backs and ensure the smooth running of the organisation.
b. Directorate – this is a smaller committee that deals with the operational side of the organisation. It derives from the EXCO.
c. BOG (Board of Governors) – this is the committee of people that have led the organisation for many years and therefore respected and cherished and involved.
d. Sub-committees – These deal with specific issues relating to the goals and mission of Telfed. Included are Keren Telfed, Finance and Investment, Fundraising, Media, Aliyah Projects, TECI, Endowments and Scholarships, financial assistance, Isrentco.
e. 8 Regional Facilitators – Each Facilitator is supporting 2 to 3 regional committees, especially the social projects part of the committees.
f. 24 regional representatives ranging from cities as far south as Eilat, up to Carmiel in the North.

Where to begin?

Step 1: Contact the head of the volunteer division.
Step 2: Have a personal interview and presentation of the volunteer options available within the organisation. The volunteer also receives a volunteer kit with all the necessary information.
Step 3: Orientation to the organisation
Step 4: Training for the specific role to be played by the volunteer
Step 5: Support throughout the period of volunteering.

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