



## Your Role as a VIP Volunteer

As a VIP Volunteer there are many ways you contribute to bettering the Jewish community. In addition to being dependable, and adhering to the code of ethics, there are a few other notable expectations:

- **You are a *Liaison* to our community:**
  - Your role is to be observant and be a connector for our community members.
- **You are a *Co-advocate*:**
  - Community members who are unable to speak and/or act for themselves look to others for support. This may mean that you encourage them to advocate for themselves by suggesting they contact Jewish Family Services (JFS) for help.
- **You are a *Federation Representative*:**
  - As a VIP Volunteer, you share a responsibility to be knowledgeable about the Jewish Federation of Greater Raleigh and our services and that you compose yourselves respectably. It is important that you are equipped with information should a community member ask.
- **You are a *confidant*:**
  - Community members may confide their or their family's financial and/or emotional troubles to a trusted volunteer and may directly or indirectly ask you for help. You should resist the natural impulse to help the client financially, or provide counseling, and neither offer nor agree to do so. Instead, advise him or her to work with JFS to deal with the issue. You should also immediately report the information you receive to the Volunteer Engagement manager or another Federation Professional.

If you ever have any questions about Federation and our programming or services, or have any concerns about any community members or clients, please contact the Volunteer Engagement Manager at 919-585-1499 or email: [Tracy.Jacobsen@ShalomRaleigh.org](mailto:Tracy.Jacobsen@ShalomRaleigh.org)





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### Confidentiality & Privacy

Privacy	Confidentiality
<p><b>Privacy</b> is the control over the extent, timing, and circumstances of sharing oneself (physically, behaviorally, or intellectually) with others.</p>	<p><b>Confidentiality</b> pertains to the <b>treatment of information</b> that an individual has disclosed in a relationship of trust and with the expectation that it will not be divulged to others without permission.</p>
<p><b>Privacy is...</b></p> <ul style="list-style-type: none"> <li>• About people</li> <li>• A sense of being in control of access that others have to ourselves</li> <li>• A right to be protected</li> <li>• Is in the eye of the participant</li> </ul>	<p><b>Confidentiality...</b></p> <ul style="list-style-type: none"> <li>• Is about identifiable data</li> <li>• Is an extension of privacy</li> <li>• Is an agreement about maintenance and who has access to identifiable data</li> </ul>

**Ensuring confidentiality is a legal, professional and moral responsibility of all people associated with a social service delivery.**

#### What would confidentiality include?

- Do not discuss confidential information with family or friends
- Avoid discussing contacts, names, and circumstances in public places.
- You might talk in generalities about what you are doing and about the participants, volunteers and staff with whom you interact, but nothing that identifies a specific person or any details.
- It is not acceptable to presume that any personal information about any staff, board, volunteer, participant or general member is common knowledge (such as age, marital status, disability, etc.)
- Confidentiality restrictions apply even after you have stopped volunteering for JFS.

#### Limits of confidentiality:

- When a client discloses intentions or a plan to harm another person
- If a client states or suggests that he or she is abusing a child (or vulnerable adult) or has recently abused a child (or vulnerable adult), or a child (or vulnerable adult) is in danger of abuse.
- Mental Health care professionals are required to report admitted prenatal exposure to controlled substances that are potentially harmful.

