

# Memorandum of Understanding

## CODE OF CONDUCT FOR VOLUNTEERING AT UNCSO

*This memorandum of understanding shall support both, UNCSO and volunteers who come to work with it in finding an ideal way of cooperating for the time they work together. It shall clarify which kind of conduct and mind set best contribute towards a productive, effective and joyful atmosphere through which both, the volunteers and UNCSO can best benefit and reach the common purpose of supporting the children placed in the programme.*

### **UNCSO**

...offers any volunteer with a mind-set as per below the opportunity to contribute to a meaningful support programme for children in need, an opportunity to experience a different culture and get to know many wonderful people who we are sure will become very dear to you. UNCSO guarantees to treat you respectfully, to care about your well-being, to provide guidance and safety to the best of its ability, to be available in case of problems or questions you may have and to support you in situations you may find difficult to process.

UNCSO is looking forward to welcome you with open arms and to make you part of the UNCSO family!

### **As a volunteer,**

#### CULTURAL CONTEXT

... I am aware that I am in a cultural context which may be new to me. I am prepared to see, hear and experience things which may not correspond with the values and norms from my own cultural context, but I am open to this new context. I am interested in learning about the new cultural context I am in and will try my best to adapt to it. I understand that I am a guest in this context and I will deal respectfully with the culture(s) and ways of living of the different people I meet while I am here. I will do my best not to judge immediately. If I have a severe problem with something I see, hear or experience, I will do my best to address it in a respectful, constructive and appropriate way. I will do my best to carefully listen to and understand the other side.

#### WORKING COMMITMENT TO UNCSO

... I am aware that I came to UNCSO to contribute something. While UNCSO will respect my free time before and after working hours, I realize that I have a working commitment and will respect it. It is self-evident for me that I prepare for my work, that I am on time for my work and that I treat the property of UNCSO with care. I will do my best to be a productive team player during my work, who addresses conflicts in a constructive manner and reliably cooperates with and reports to the Project Manager. I understand that as a volunteer I am part of UNCSO and represent it not only during my working hours. I am aware that people in Usakos (the children,

their parents, etc.) will associate me with UNCISO also during off-hours and I am willing to respect this and act in the organisation's best interest at all times.

#### ALCOHOL, SMOKING AND DRUGS

...I am aware that alcohol is a problem in the community of Usakos and an issue many of the project's children have to deal with in one way or another. I am ready to respect this in such ways that I will never drink in front of the children, bring alcohol to the center or show up drunk there. I understand that as Usakos is a small town, I have to act responsibly during my free time in Usakos to be a role model/positive image to the children who I may also come across during non-working hours. It is also self-evident for me that as in any other job, it is a poor performance to show up with a hangover for work and I understand that in the particular case of working with children it is an absolute no go. Also with regard to smoking I will act as a role model towards the children. I understand that drugs are illegal in Namibia and will respect that.

#### WORKING WITH CHILDREN

...I am aware that working with children requires patience, determination, commitment and sensitivity and I am willing to apply these attributes to my best ability when working with the children. I am willing to do my best to understand the children's different concerns, to listen to them and to treat them respectfully. It is self-evident for me that the use of violence against children is an absolute no go. I am committed to act as a positive influence towards the children.

#### STAYING IN THE HOUSE OF THE PROJECT MANAGER

...I am aware that I am staying in the house of another family. I am willing to respect their way of living and property and I am open to be integrated into the procedures of the house. In relation to the first point of this memorandum (cultural context), I understand that some things may run differently in this house than they do at my home. I am open to learn, listen and adapt to the house rules and the culture of the family I stay with. Should any conflict come up, I am willing to address it in a constructive manner. It is self-evident for me that I clean after myself, that I treat any items I use with care, that I respect the private property of everybody I live with and that I generally conduct myself as a house mate I would like to live with myself.

As a volunteer, I hereby declare that I have carefully read the above, fully agree with it and will do my best to apply it. I understand that failure in conducting as per the above will have consequences and may result in the determination of my work for UNCISO.

*Date, place, signature of volunteer*