

# NorQuest International Volunteer Program Handbook

## Organization Information:

- **Name:** NorQuest International Volunteer
- **Mission and Vision:** At NorQuest, we aspire to be a place where people come to transform their lives and find a place to belong. Our relentless focus on meeting students where they are, creating systemic change, and being responsive brings to life our efforts toward building a truly anti-racist, equitable, diverse, and inclusive college.
- **Contact:** For inquiries, contact [getinvolved@norquest.ca](mailto:getinvolved@norquest.ca) or [Nicolas.martinmartin@norquest.ca](mailto:Nicolas.martinmartin@norquest.ca)

## Volunteer Program Overview:

Our Volunteer Program at NorQuest International is designed to engage students as ambassadors of NorQuest College while providing them with valuable skills for personal and professional growth.

- **Purpose:** To serve as ambassadors, gain essential skills, and contribute to NorQuest events and activities.
- **Work:** Volunteers assist in executing events, collaborating with the team, create and produce content, marketing, and supporting various tasks.
- **Goals:**
  1. Develop leadership abilities.
  2. Gain event planning and organizational experience.
  3. Improve soft and hard skills.
  4. Serve fellow students and the college community.
  5. Enhance interpersonal and soft skills.

## Volunteer Roles and Responsibilities:

- **Volunteer Roles:** Opt-In for events/activities – Choose from available events and commit a minimum number of hours. Remember to track your hours
- **Respect your commitments:** Once you are confirmed for an event, you need to be there.
- **Minimum Hours:** Commit at minimum to 8hs per term.

## Volunteer Roles Description

### Event Connection Volunteer

Is creating fun for others while having fun yourself, something you're interested in? **Our Event Connection Volunteers support the success of the events organized by NorQuest International (NQI).** Be the friendly faces students can connect with!

In this role, you get to practice your communication skills, learn to work with a team of volunteers, bring your unique talents to enhance student experience, and network with others.

We host a variety of exciting social, cultural, and educational events for NorQuest students. You will surely find something to volunteer at that will fit your schedule and interest.

#### Key Responsibilities:

- Engage with students, welcome them, and connect with them during NQI events.
- Set-up and tear down chairs, tables, booths, stage, etc.
- Design and decorate the event space.
- Serve food and drinks.
- Maintain the cleanliness of the event space.
- Manage lines, watch for any hazards, and make sure to report any safety issues.
- Tear down and clean up after the events.

#### Skill Qualifications:

- Flexible, committed, and open to learning.
- Enjoys connecting with others.
- Friendly and approachable.
- Willing to contribute their talents and skills to the team.
- Creativity is a plus!

#### Time Commitment

Volunteering at our events may vary between *one to six hours per event*. You can choose a shift that works for your schedule.

## Marketing & Promotions Volunteer

Do you love engaging with others and have creative ideas in promotions? **Our Marketing and Promotions Volunteers help us reach more students by sharing our programs, services, and events to them.** Be the champions in encouraging others to get involved at NorQuest!

In this role, you get to use your creativity in marketing, improve your communication skills, and help engage the NorQuest community.

### Key Responsibilities:

- Engage with students in-person and promote NQI's events, programs, and services.
- Put up posters in designated areas around the campus.
- Cut and distribute promotional materials to students on campus.
- Connect with other NorQuest service areas to drop off promotional materials such as the Centre for Growth and Harmony, Learner Centre, Information Desk, etc.

### Skill Qualifications:

- Confident to talk to other people or willing to learn how.
- Has initiative and is a self-starter.
- Ability to work with a partner or a team.
- Creative and flexible.

### Time Commitment

You will go out for promotions around the campus for *at least an hour per shift* during peak hours when students are gathered in spaces like the cafeteria, Learner Centre, Atrium, etc. You can choose a shift that suits your schedule.

## Content Creation Volunteer (photography & videography)

Are you good in creating fun and engaging content? **Our Content Creation Volunteers help us capture the highlights of student life and create content to publish online and on print.** Be the ones to captivate NorQuest International students through creative content!

In this role, you'll get to practice your photography and videography skills, learn how to use these photos and videos in various formats, and work with talented peers.

### Key Responsibilities:

- Create a shot list before the events to determine which shots to take that will work with our content in mind.
- Take photos and videos (staged or candid) during events and send them to the NorQuest International team in a timely manner.
- Contribute creative inputs to content creation for NorQuest International's social media posts.
- Respect people who do not want their photo or video taken.
- Make sure to always have the photography signage (this event is being photographed and/or recorded) up before taking any photos or videos.
- Direct staged photography / videography.

### Skill Qualifications:

- Creative.
- Has attention to details.
- Able to take photos and videos.
- Familiar with photography and videography techniques such as lighting, shooting in different angles, and use of camera accessories.
- Understanding of handling photo and video files including saving and transferring them.

### Time Commitment:

The Content Creation Volunteer shifts vary between *one to six hours per shift* before, during, or after our events. You can pick a shift that fits your schedule.

### **Volunteer Requirements:**

To become a NorQuest International volunteer, you must meet the following criteria:

- Be a current NorQuest College student or an alumni within 6 months after graduation.
- Embrace respect, acceptance, and approachability.
- Commit to the events you sign up for.
- Refrain from using strong scents due to our scent-free campus policy.
- Maintain professionalism and practice good hygiene.
- Prioritize classes over volunteering.
- Sign the consent and release form.
- Keep open communication with the Volunteer Administrator.
- Seek guidance when needed.
- Foster camaraderie and mentorship among fellow volunteers.
- Plan ahead for reference letters.
- Embrace the spirit of fun.

### **Volunteer Training:**

- Training sessions will be provided before each event, tailored to its requirements.
- Completion of training is mandatory for event participation.

### **Volunteer Schedule:**

- Access the platform to view and apply for available events.
- Upon approval, commit to the hours for the selected event.

### **Code of Conduct:**

- Demonstrate respect, kindness, and good hygiene.
- Arrive promptly for events and training.
- Engage respectfully with fellow volunteers and participants.

**Communication:**

- Stay informed through the app for event updates.
- Monthly emails will outline upcoming events, followed by event-specific details.

**Recognition and Rewards:**

- Your participation hours are tracked and acknowledged.
- Certificates are awarded upon reaching milestones.
- Eligibility for the Community Developer Award.
- Upon request, receive recommendation letters for job applications.

**Feedback and Improvement:**

- We value your feedback to enhance the program.
- Foster open and honest communication with the Volunteer Supervisor.
- Share ideas to improve events and the volunteer experience.

## FAQs:

**How can I sign up for the volunteer program?** To join the NorQuest International Volunteer Program, express your interest by emailing [getinvolved@norquest.ca](mailto:getinvolved@norquest.ca).

**Can I request a reference from the NorQuest International Office?** Absolutely! We provide references based on evaluations and notes in your file.

- Criteria for Letter of Reference:
  1. Request 3 weeks in advance.
  2. Complete a minimum of 20 hours per term.
  3. Maintain good standing with NorQuest College.

**What are the requirements to become a Volunteer?** Volunteers must be:

- Current NorQuest students (or alumni within 6 months of graduation).
- Attend in-person training.

**When will I know if I got the volunteer position?** Applicants will be notified within 1 week of submitting their applications. Shortlisted candidates will be called for an interview. Successful applicants will be notified.