



Scalabrini
Centre of Cape Town

VOLUNTEER HANDBOOK



A GUIDELINE TO WORKING AS A VOLUNTEER AT THE SCALABRINI CENTRE OF CAPE TOWN



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Welcome Message

The Scalabrini Centre receives more than 2000 migrant, refugee and asylum seeker clients each month who access a variety of development, welfare, advocacy and outreach programmes.

Here are just some of the benefits of choosing Scalabrini as your volunteer placement:

- ✓ Be part of an exclusive network of global volunteers.
- ✓ Volunteers work directly with clients on a daily basis.
- ✓ Be part of an exclusive network of global volunteers.
- ✓ Volunteers are matched to a position of personal and professional interest.
- ✓ Full and part time positions available.
- ✓ Volunteering at Scalabrini can count toward university credits.



"In almost all cases, migration is not a pleasure but an unavoidable necessity."

SAINT JOHN THE BAPTIST



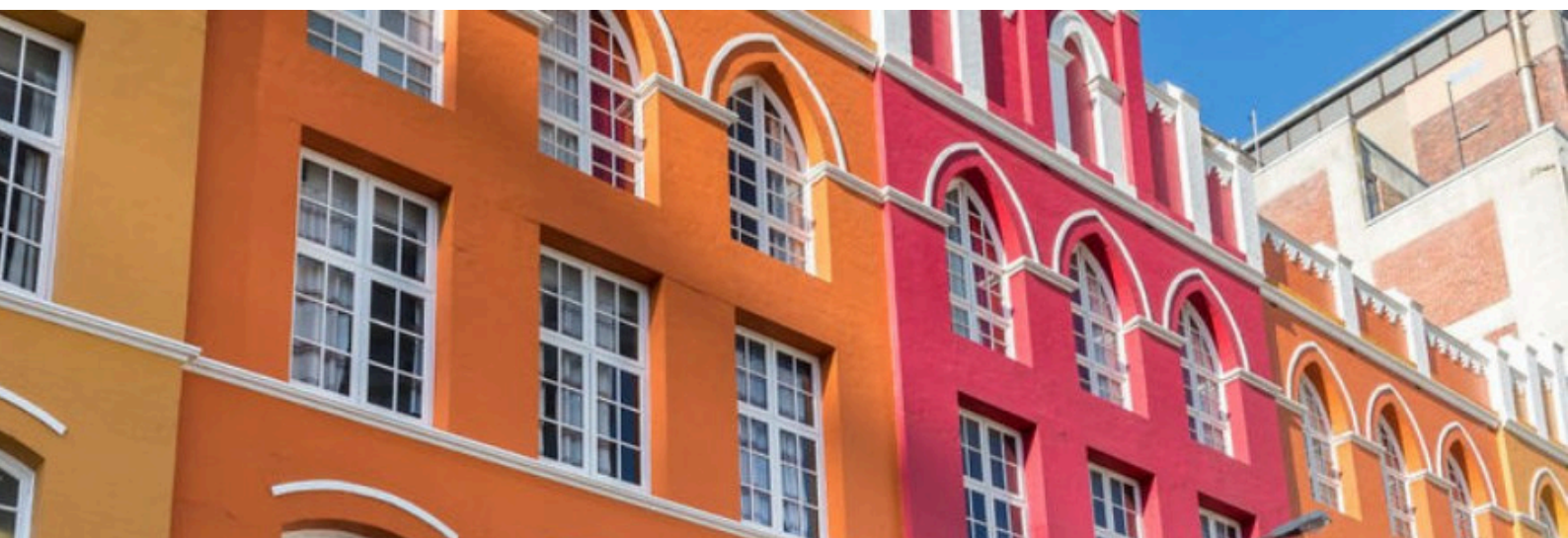
SCALABRINI OVERVIEW

OUR HISTORY

The Scalabrini Centre originally takes its name from John Baptist Scalabrini, the Bishop of Piacenza, who founded the Scalabrini order in 1887 to care for the welfare of migrants. Today the Scalabrini Fathers specifically care for migrants, refugees, and seafarers, interpreting migration as a meeting place for people of different cultures and nationalities. The Congregation and their various lay organisations can be found in 24 nations across Asia, Australia, Africa, Europe, and the Americas.

The Scalabrini Fathers have been providing welfare services in Cape Town to displaced communities since 1994. Beginning as religious assistance to different communities of migrants, the Fathers were soon confronted with the problems experienced by refugees from Angola, the Congos, Rwanda, Burundi and other African communities, and it became necessary to offer more tangible assistance. Starting with the distribution of food and clothing under the Welcoming Programme in 1998, expanding to include a development agenda in 2003, followed by the establishment of Lawrence House, a home for abandoned and orphaned refugee children in 2005; the Fathers formed a secular non-government organisation, the Scalabrini Centre of Cape Town (SCCT) to run these projects.

Scalabrinians care for the needs of migrants and refugees, displaced people, seafarers and others affected by human mobility. Additionally, research is conducted through Study Centres for Migration in New York, Paris, Rome, Buenos Aires, Sao Paulo and Manila. These Centres study the movement of populations around the world, publish peer-reviewed journals and books and organise conferences and seminars.



OUR VISION

To build an open and intercultural society by overcoming every barrier, inequality and injustice – especially among vulnerable people – that can affect the integration of people on the move and South Africans.

OUR MISSION

To welcome, to protect, to promote and to integrate, people on the move into local communities

OUR VALUES



Inspired by the teachings and actions of John Baptist Scalabrini, the Scalabrini Centre of Cape Town offers a welcoming environment that is open to all and where each individual is valued and treated with dignity.



Guided by a sense of humility we promote respect for cultural diversity



***I believe we have created a culture of care.
We remain strongly anchored to our
commitment to advocating for the rights of
people on the move and to actions needed to
contribute to an emotionally just society.***



**GUILIA TREVES -
EXECUTIVE DIRECTOR OF SCALABRINI**

OUR PRINCIPLES

We journey alongside people on the move, supporting the meeting of immediate and longer term needs while promoting and supporting belonging, integration and expression of agency.



1. ACCEPTANCE AND PROMOTION OF DIVERSITY

We promote attitudes and values that appreciate diversity and challenge discriminatory behaviour. We provide opportunities for people to embrace that diversity and celebrate their cultures.



2. APPLICATION OF TRAUMA INFORMED APPROACH

Through a trauma-informed lens we build safe and enabling spaces, empowering all to recognise their resilience and find their voice. Trauma impacts our ability to connect to ourselves and others and to make sense of the world around us. By acknowledging each other we affirm each other's dignity thereby enhancing the wellbeing of all and resisting re-traumatisation.



3. ACCOUNTABILITY TO AFFECTED POPULATIONS AND BEYOND

We commit to be responsible and transparent in all our activities in relation to our beneficiaries, donors, board and beyond. This includes intentionally listening and hearing the voices of people on the move, ensuring meaningful participation in decision making processes affecting them, and adapting and adjusting our actions based on this feedback to enhance our accountability.



4. UNLOCKING AGENCY

We support people on the move to pursue their goals and aspirations as we foster a culture of collaboration, feedback, and empowerment that encourages people to take ownership of their actions and decisions. We believe that every person has the potential to grow, learn, and contribute to their future. We celebrate their achievements and successes and provide opportunities for continuous growth and development.



5. PROTECTION AND PROMOTION OF INTRINSIC RIGHTS

We value and promote the fundamental dignity and life of every person we encounter and strive to ensure that people are treated equally and with respect. We guard against discrimination, exploitation, and abuse of people on the move.



6. CONTINUOUS LEARNING AND RESILIENCE

We deliver relevant programmes in response to trends identified through direct client interactions and informed by client needs. Our trauma informed approach allows for a dynamic and resilient work environment able to adapt to the changing needs and context of people on the move. Our commitment to implementing a Monitoring, Evaluation and Learning framework is supported by a reflective approach.



OUR PROGRAMMES

1 INTEGRATION PATHWAYS: UPLEARN

The UpLearn programme provides academic support and resources to students enrolled in SNHU's Associates and Bachelor's degree programmes. This competency-based degree is a blending of online and in-person learning. Support includes academic advice and planning, access to a computer lab with on-site tutors, group coaching and teaching sessions

3 ADVOCACY

The Advocacy Team works on two mutually informing levels. Firstly, paralegal advice and practical assistance are provided to individual clients on a walk-in basis. Secondly, the Advocacy Team works to drive deeper systemic change in South African society and in the immigration and asylum systems.

5 LAWRENCE HOUSE

Lawrence House is a child and youth care centre registered with the Department of Social Development. The residential facility caters to the particular care and protection needs of vulnerable children and youth who are of refugee and migrant backgrounds. Lawrence House offers these children a therapeutic environment where their holistic development is promoted.

2 INTEGRATION PATHWAYS: EMPLOYMENT ACCESS

This programme assists people who are migrants with Job Readiness they have also added the Business Development, English, and UpLearn programmes. We not only look at what employment they will be able to obtain, but also whether further study or business development would be more valuable to them; and if their level of English is adequate to support the goals, they have set for themselves

4 WELL-BEING & DEVELOPMENT

The programme offers assistance to any migrant and refugee in need, by assisting individuals with access to basic services and assistance with advice/application for voluntary repatriation. The desk also manages a limited assistance programme which offers direct support to emergency and special cases.

CODE OF ETHICS

When you decide to volunteer, you need to understand the responsibility that comes with this kind of activity. And despite the fact that it is an unpaid position, you are expected to commit and respect the guidelines.



✓ HELPFULNESS

Be willing to help. While you do your job, be flexible enough to help others whenever possible.

✓ INNOVATIVE

Share your suggestions and ideas with your supervisor whenever you find an area for development. But don't expect to have all your ideas put into practice

✓ COMMITMENT

Think twice before applying. Make sure you have enough time to volunteer, and mark it as a priority on your calendar. Commitment is the key.

✓ RELIABILITY

Do not drop out, unless you have an emergency. Otherwise, you are expected to offer your services until the end of the assigned period.

✓ ON TIME

Show up on time. Just like going to work or attending a meeting, it is important always arrive on time. And if you can't be there on time, make sure you inform your supervisor, because people count on you as a volunteer

✓ CULTURE

Be friendly, but don't over do it. Enjoy meeting new people while you volunteer, but avoid wasting your time in chatting instead of getting things done.

✓ CONFIDENTIALITY

Do not over-share. As a volunteer, you might read or hear some confidential information, which you are expected to keep to yourself, and not share it with the public.

✓ TRAUMA INFORMED APPROACH

A trauma-informed approach means recognising and understanding the impact of trauma on individuals and adapting practices to support their needs. It involves being aware of the prevalence of trauma, acknowledging its effects on behaviour and well-being, and creating an environment that prioritises safety, trust, and empowerment.

DRESS CODE

WHAT DOES **NOT** BELONG IN OUR WORK PLACE?

REVEALING CLOTHES /
UNDERWEAR
SHOWING

SPAGHETTI STRAP TOPS
SHOWING BRA STRAPS

TOO TIGHT FITTING
CLOTHES/SHOW CLEAVAGE, ETC

LEGGINGS, WITHOUT
APPROPRIATELY COVERING
YOUR BOTTOM

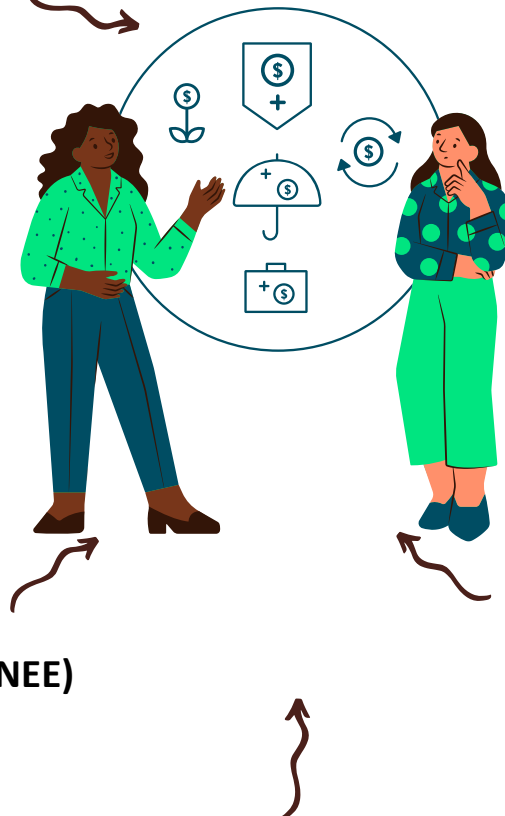
MINI SKIRTS/DRESSES/SHORTS
(NOT MORE THAN A
HANDBREADTH ABOVE THE KNEE)

OFF SHOULDER TOPS/DRESSES/BOOB TUBES/TANK
TOPS (TUMMY SHOULD BE CLOSED)

NO PROFANITY /
INAPPROPRIATE PRINT

DIRTY/
WRINKLED CLOTHES

TORN JEANS
(NO TARES ABOVE THE KNEE)



HEALTH & SAFETY

SCCT is committed to ensuring the health, safety and welfare of all staff, volunteers, children, clients, mandataries (agents, contractors or subcontractors) and visitors in its working environment by endeavouring to protect the health, safety and welfare of all members of its community. SCCT will ensure that management, staff and volunteers are aware of their health and safety responsibilities.

Safety Guidelines

It is important to act responsible at all times. This involves thinking carefully about how you behave and making smart decisions so you can avoid situations that expose you, other volunteers, staff, clients or visitors to risk unnecessarily.

Workplace Security & Monitoring

We prioritise the safety of all people on the premises or on any other work-related trips. Our buildings are CCTV monitored to ensure the safety of all occupants but most importantly as a security measure, as CCTV monitors help record and survey both internal and external areas, resulting in a robust security solution

Drug & Weapon Free Workplace

By volunteering at the Scalabrini Centre of Cape Town you hereby consent to undergo a narcotics or breathalyzer test should the Organisation suspect that you are abusing narcotics and/or alcohol during your working hours or that you are under the influence of alcohol and/or narcotics on the Organisation's premises and/or during working hours. No weapons will be permitted on the premises or at any SCCT related event.

Safety Guidelines

It is important to act responsible at all times. This involves thinking carefully about how you behave and making smart decisions so you can avoid situations that expose you, other volunteers, staff, clients or visitors to risk unnecessarily.

Evacuation Plan

Familiarise yourself with the emergency evacuation routes. All layouts have been placed on every floor, specifically behind each door. In an event of a fire or any emergency that requires all staff to exit the building, follow the evacuation route arrows that will lead you to the emergency assembly point.

EMERGENCY CONTACTS

SAVE THESE NUMBERS ON YOUR PHONE

EMERGENCY CALL FROM CELLPHONE

Mobile: 112

Telephone: 021 480 7700

FOR ALL EMERGENCIES

POLICE STATION

Mobile: 021 467 8078

Operations Room: 021 467 8006/7

28 Buitenkant St, Cape Town

FIRE BRIGADE

Mobile: 107

Telephone: 021 444 8963

Roeland St, CBD, Cape Town

POLICE – FLYING SQUAD

Mobile: 10111

Telephone: 086 0010 111

Cnr Buitenkant & Albertus
Street, Cape Town

REPORT A CRIME/CRIME TIP-OFF

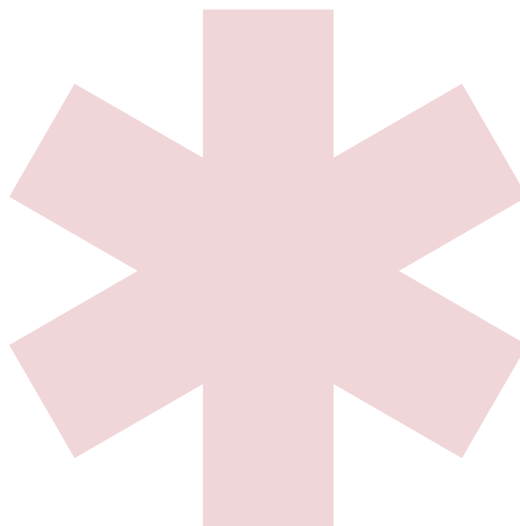
Mobile: 10111

Telephone: 08600-10111

SKYE ELEVATORS

24 hour line: 021 712 6699

WhatsApp line: 067 352 8851





ACCOMMODATION

Stay with us and give back at the same time! All of the revenue generated by the Scalabrini Accommodations goes directly towards sustaining the Scalabrini Center of Cape Town.

Scalabrini Accommodation provides the following:

- Full laundry service
- Wifi
- Communal Kitchen & TV Room
- En-suite bathroom in each room

Scalabrini Accommodation is located within the heart of some of Cape Town's best restaurants, shops and bars. We are in close proximity to Camps Bay Beach, Long Street, V&A Waterfront, Table Mountain, Signal Hill and more.

Restrictions:

- Strictly no smoking allowed on the premises
- No weapons or drugs are allowed
- No loud noise or parties are allowed. It is a quiet building that is very sensitive to disturbance.

To book accomodation, click here



PARKING

PLEASE NOTE THAT WE DO NOT PROVIDE PARKING. HOWEVER, THERE IS PAID PARKING AVAILABLE ON COMMERCIAL STREET, ALONGSIDE OUR OFFICE BUILDING.



CITY OF CAPE TOWN

Our top tourist attractions include:

- Cape Town Beaches
- Cape Winelands
- Boulder's Beach
- V & A Waterfront
- Cape Point
- Table Mountain
- Robben Island
- Kirstenbosch Bontanical Gardens
- Lion's Head

For more info, click here