



**Abbey of New Clairvaux  
26240 7<sup>th</sup> St. Vina, CA 96092  
Volunteer Program**

**From the Abbot**

Welcome to the Abbey of New Clairvaux! For many years, volunteers have been a valuable resource for our monks and staff. By volunteering, you'll not only help our monastery, and the monks, but also strengthen our workplace and promote community involvement. In addition to the commitment of our administrators, and support staff, we must have strong community partnerships. volunteers play a critical role in this effort.

This guide will help you have the best possible experience as a volunteer, it answers frequently asked questions and gives information about the monastery, and your role. The Director of the volunteer Program or your supervisor can answer most of your other questions, but please feel free to contact the volunteer office any time you need its assistance.

Thank you for volunteering. I'm glad you've chosen to be a member of the Abbey of New Clairvaux. You're making a difference to our community.

Sincerely,

Abbot Fr. Paul Mark Schwan

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## **About This Handbook**

Welcome to the Abbey of New Clairvaux. This handbook was prepared to give you some essential information about the policies and expectations of our program.

The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your supervisor and the Director of our volunteer Program if you have any questions about the content of this handbook.

The Abbey of New Clairvaux reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks, or policy guidance provided. Thank you for giving your time and talents to help others. We hope that you find volunteering with the Abbey of New Clairvaux a positive and rewarding experience.

### **Abbey of New Clairvaux Guiding Principles**

**Statement of Charism:** Consecrating ourselves to the Cistercian way of life following the Rule of Saint Benedict.

**Statement of Core Values:** The Abbey of New Clairvaux Core Values were identified by the monastic community and adopted by June 2012:

Hospitality: We believe we uphold the tradition of monastic hospitality by welcoming all people as Christ. We invite visitors to share in the sacred space and contemplative silence of the monastery as well as to welcome opportunities for collaboration with guests, employees, associates and partners in all our endeavors.

Manual Labor: We believe that all the work in the monastery unites our efforts in praising God. Therefore we strive for excellence in all we do, while acknowledging our dependence on God.

Prayer: A loving exchange with God. When we learn to receive the gift of God's presence through loving silence, we are able to develop our personal relationship with Him.

Simplicity: The simplicity and the purity that is toward God.

Solitude: To meditate, pray and reflect on the issues of our lives.

### **Abbey of New Clairvaux Mission Statement:**

Seeking God at this place of New Clairvaux, we are a community of Cistercian monks living the Rule of Saint Benedict. We witness God's love for the world according to the Gospel of Jesus Christ by a life of prayer, labor, and sustainable stewardship of our resources in simplicity and openness to the signs of the time. Our monastery welcomes all people in a spirit of hospitality, and engages others in collaborative relationships.

## **Volunteer Program**

The Abbey relies on countless volunteers to co-labor with us to continue the monastic tradition as stewards, co-creators and partners to glorify God.

### **Abbey volunteer Program Vision Statement**

The Abbey of New Clairvaux Volunteer Program strives to serve and support the monastery in different areas of need and represent the welcoming face of the Abbey of New Clairvaux to the public, and bring a sense of satisfaction and accomplishment to our volunteers.

### **Goals of the volunteer Program**

The main goal of the Abbey of New Clairvaux volunteer program is to assist the monks in achieving their mission to support those coming to seek God.

Generally this is a self -managed program of volunteers based on the size of work and the number of volunteers required to complete the tasks.

The mission of the volunteer Program is to invite people to partner with the monks in a collaborative effort by assisting the Abbey with specific services or tasks. By complementing each other gifts, it is hoped to provide a service experience that is mutually enriching and beneficial to volunteers and monks alike, and build a sense of shared community.

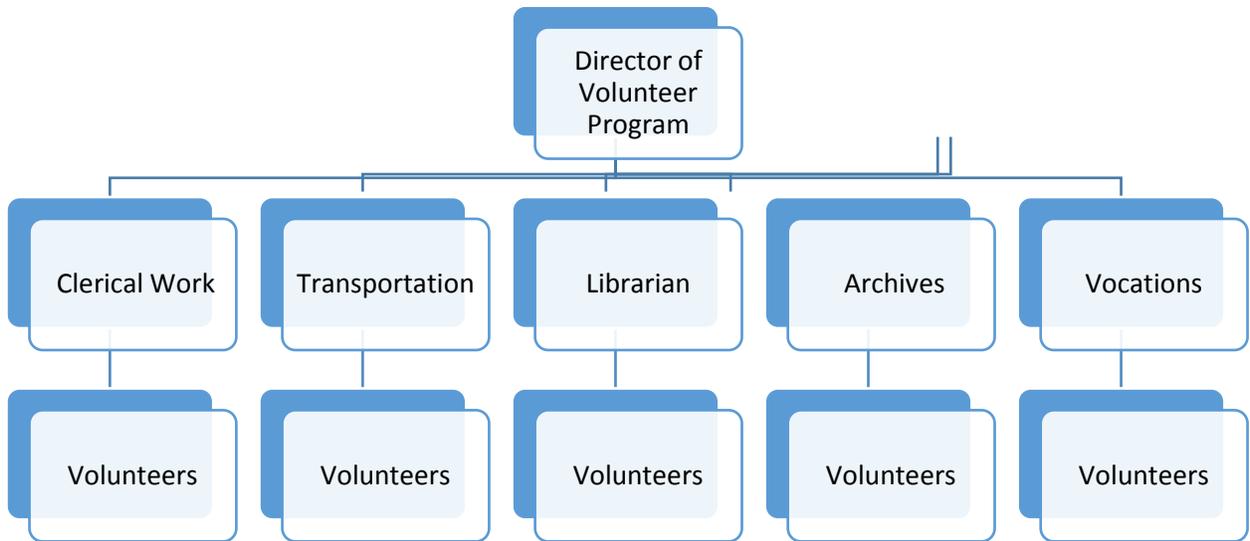
### **Organizational Structure**

A Lead person is appointed to provide work organization information, assign duties and provide answers to questions to volunteers assigned to specific areas.

The volunteers work under the leadership of the Lead person who is supervised by the Director of the volunteer program.

The organizational chart for each type of program is shown below.

This organizational chart is flexible and can be modified as required by the needs of each program. For programs where one or few volunteers are required there will not be Lead person, instead the individual volunteer works directly with the head of the department in need of support.



## **Scope of New Clairvaux volunteer Program**

The following areas are considered for possible volunteer opportunities:

1. Landscape
2. Development Office / Docents
3. Building maintenance
4. Special events
5. Guest House
6. Clerical work
7. Transportation
8. Library
9. Archives.
10. Vocation

### **Director of the volunteer Program**

#### **Job Duties and Responsibilities:**

Be in charge of the volunteer Program.

Work with departments heads to assess needs and interest.

Promote the program and recruit new volunteers.

Ensure application process and conduct interviews.

Provide initial orientation and ongoing mission integration (charism, policies, etc.).

Maintain volunteers' files and paperwork required by the program.

Match volunteers to departments.

Evaluate volunteers and resolve issues.

Schedule, supervise and coordinate the work of lead persons

Coordinate volunteer appreciation programs and events.

Lead and Conduct volunteer entrance and exit interviews.

Support and communicate the mission, vision and values of the Abbey and ensure adherence to the cultural values of the company.

Oversees the creation and distribution of printed materials promoting the volunteer program and ensures it meets and abides by the ANC guiding principles.

### **Lead Person**

#### **Job Duties and Responsibilities:**

Working with the Director conduct interviews, evaluate and support volunteer's hiring decisions.

Keep track of volunteer's work hours.

Match volunteers to specific areas of responsibility.

Evaluate volunteers under his/her direction and review with Director.

Schedule, supervise and coordinate the work of volunteers

Evaluate needs, workloads and assign volunteers to specific jobs  
Support and communicate the mission, vision and cultural values of the Abbey and ensure the volunteers are aligned with those values.

### **Selection and Recruiting Process**

Volunteers will be selected by following this procedure:

1. Post notices in our Web Site, social media, and place ads in our winery, guest house, the church and other areas where visitors gather.
2. Create a brochure which is consistent with our communication and place them in the winery, church and other areas in the monastery.
3. Utilize word of mouth communication to let people know of our needs.
4. All volunteers must file an application and describe why they are interested in our volunteer program. Application will be available in our web site, by e-mail and we can provide hard copies for hand written applications.
5. The Director of volunteers will coordinate interviews that can include department heads and lead persons as needed.
6. Volunteers must pass background and references checks.

### **Interview Process**

1. The interviews allow us to talk to potential volunteers and understand their reasoning for wanting to support the monastery and their intentions for helping us.
2. The interviews will be conducted by the Director of the volunteer program, the General Manager and the monk / department head in charge of the department in need of the services.
3. During the interview, we must identify the type of skills the volunteer can offer in regard to the monastery needs, hours and days available, type of commitment (long / short term) and whether or not he / she would like to lead a team of volunteers and coordinate this work.
4. After the interview the applicant will be notified of his / her acceptance within an acceptable time frame. Hiring is conditional to applicant passing our background check.

### **Joining our volunteer Program**

After a successful interview and when ready to bring a volunteer on board the following process will follow:

1. Fill out the different required forms and sign a volunteer agreement
2. Attend our orientation program
3. Assignment of duties explanation
4. Be assigned a parking space. (Generally use guest parking lot on south wall of winery warehouse).
5. All volunteers will be required to sign the New Clairvaux Confidentiality Agreement.

6. Background check.
7. Final approval of application by Director of volunteer Program.

**Background Check:** Will be requested after volunteer agrees to provide the services and upon his / her authorization.

**Policy:** The Abbey complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of the volunteer program.

The Abbey reserves the right to revise, modify, delete or add to any and all policies, procedures, or volunteer rules, stated in this handbook.

Volunteers are requested not to use the golf carts or bicycles used by the monks or employees or the Abbey of New Clairvaux.

We ask our volunteers not to initiate conversations with the monks or employees and under no circumstances go to a monks' private room.

**Orientation Process:**

Provide a brief history of the program.

Describe the value provided by volunteers.

Benefits.

Expectation of volunteers.

Follow up Lead person / supervisor instructions.

Provide material on the monk's history and charism.

Respect for the monks life style and requirements.

Interaction with monk's limitations and exclusions.

Proper attire to abide by our dress code.

Commitment to a least 6 months.

Be on time and as per schedules.

Checking in and out protocols.

Use of time sheets review.

Emergency and Safety Procedures.

Incident / Accident Reports review.

Smoke and Drug free facility.

Use of Telephones.

Commitment to respect the Monastic way of life.

Auto Insurance.

Liability Insurance by the Abbey.

Conflict Resolution:

1. Lead Person
2. Department Head
3. Director of volunteers
4. Abbot

Tour of Facility.

HIPAA (Health Insurance Portability and Accountability Act) privacy and confidentiality issues.

Confidentiality Agreement Review and signature requirement.

Volunteer Hand Book review.

Exit interviews for volunteers leaving the program on their own.

### **The Protocols and Policies of the volunteer Program**

Volunteers are assigned to certain areas of work based on their interest and expertise. Please follow our schedule as discussed with your direct supervisor.

#### **Supervision of volunteers**

The Director of the volunteer program will be responsible for supervising the Lead person.

#### **Clothing**

Comfortable and Modest clothing.

Long shorts are acceptable for both men and women.

No tank tops.

#### **Meals**

Volunteers who plan to work over five (5) or more hours / day are allowed to enjoy a meal at St. Luke dining room but must alert in advance the Director of volunteers. We will need at least a day's notice to put volunteers on the meal count.

#### **Emergency Contact**

In case of an emergency please contact the supervisor in charge of the tasks assigned to you. For medical emergencies dial 911.

#### **Sexual Harassment**

The Abbey of New Clairvaux is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. The Abbey of New Clairvaux encourages volunteers to bring any incidents of sexual harassment to the immediate attention of the Director of the volunteer Program, a direct supervisor or Human Resources.

#### **Safety and Liability**

Abbey of New Clairvaux aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of his / her service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to their supervisor. Our general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at Abbey of New Clairvaux direction and within

the scope of their duties. The general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions. In some instances, volunteers must sign a release absolving Abbey of New Clairvaux of liability when volunteers voluntarily and knowingly subject themselves to certain risks while performing their services on behalf of Abbey of New Clairvaux. Contact the Director of the volunteer Program with questions or for more information.

### **Inside Information**

Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by The Abbey of New Clairvaux.

### **Conflicts of Interest**

The Abbey of New Clairvaux is judged, in large part, by the individual and collective performance of its volunteers. The Abbey of New Clairvaux must recognize the importance of a volunteer's duty to the Abbey, and to its members and supporters, to act in a manner that merits public trust and confidence. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of the Abbey of New Clairvaux and will preserve and strengthen public confidence in our activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of the Abbey of New Clairvaux. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of Abbey of New Clairvaux business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Participation in any activity prohibited by this Policy can result in the termination of volunteer service.

### **Conflict Resolution**

There are times when conflict is an inevitable part of work. We've all seen situations where people with different goals and needs have clashed, and we've all witnessed the often intense personal animosity that can result. As a guideline, we would like to offer you the following steps in trying to resolve conflict with your counterparts, before if needs to be escalated to the next level. If this does not work you need to bring the issue to your Lead persons' attention. He / she will work with you in trying to resolve the conflict with the other party involved.

If the Lead person can't resolve the conflict to mutual satisfaction then the Lead person will bring the issue to the Department's head, this person is usually a departmental manager or

someone else who is in charge of the particular area and the type of volunteer work you are doing.

If this is unsuccessful, then the conflict is escalated to the Director of the volunteer program and, if this also fails it will be elevated to the Abbot whose determination and decisions on the conflict are final.

Before you bring a conflict to the Lead person, try the following steps, however if you feel you need help with these tasks, do not hesitate to ask the Lead person to help you:

**Make sure that good relationships are a priority.** Treat the other person with respect. Do your best to be courteous, and to discuss matters constructively. Tell the other party that you respect his / her points of view, and that you appreciate his / her cooperation and desire to resolve the situation. Also make it clear that everyone needs to work together to build and preserve relationships that allow the organization to achieve its goals.

**Separate people from problems.** Recognize that, in many cases, the other person is not "being difficult" – real and valid differences can lie behind conflicting positions. By separating the problem from the person, you can discuss issues without damaging relationships.

**Listen carefully to different interests.** You'll get a better grasp of why people have adopted their position if you try to understand their point of view. It's important that everyone understands each party's underlying interests, needs and concerns. So, take a positive stance, keep the conversation courteous, and avoid blaming anyone.

Ask for each person's viewpoint, and confirm that you need his or her cooperation to solve the problem.

**Listen first, talk second.** You should listen to what the other person is saying before defending your own position. They might say something that changes your mind. Encourage him / her to also listen to your own points of view, without defending his / her own position. Make sure that each one has finished talking before someone speaks, emphasize that you want to resolve the situation through discussion and negotiation, and ensure that listeners understand the problem fully by asking questions for further clarification.

Be sure to focus on work issues, and leave personalities out of the discussion. You should also encourage the other party to:

Listen with empathy, and to see the conflict from each participant's point of view.

Explain issues clearly and concisely.

Encourage people to use "I" rather than "you" statements, so that no one feels attacked.

Be clear about their feelings.

Remain flexible and adaptable.

**Set out the "facts."** Decide on the observable facts that might impact your decision, together.

You'll need to agree the problem that you are trying to solve before you can find a mutually acceptable solution, and you should agree the facts that are relevant to the situation.

**Explore options together.** Be open to the idea that a third position may exist, and that you might reach it jointly. However, you may also have uncovered some serious differences. This is where a technique like **win-win negotiation** can be useful, so that you can find a solution that satisfies everyone. Or, you might need to take action to change the fundamental circumstances that have caused the conflict.

By asking each other to help generate solutions, you ensure that everyone feels included and that the two of you are more likely to be satisfied with the outcome. Brainstorm ideas and be open to all suggestions, including ones you might not have considered before.

You can often prevent contentious discussions from turning bad by following these guidelines, and they can help you avoid the antagonism and dislike that can cause conflict to spiral out of control.

### **Return of Property**

Volunteers are responsible for Abbey of New Clairvaux property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteer's possession or control. All property must be returned on or before your last day.

### **Motivation and Recognition Program**

In order to retain, motivate and reward our volunteers a recognition program will be designed as described below.

Volunteers are asked to report their service hours once a month to the Director of the volunteer program. You can either e-mail the hours or use a time sheet that will be provided to you. We ask you that you do this so we can use this information for reporting purposes and recognition to our volunteers.

We are planning a volunteer appreciation day to honor and recognize our volunteers for their support to our mission. Volunteers will have the opportunity to earn service thank you pins according to the following table:

Black Pin for 100 hours of service  
Red Pin for 300 hours of service  
Silver Pin for 500 hours of service  
Gold Pin for 1000 hours of service

These are awarded at the annual appreciation day and are cumulative.

## Grounds Keeping Program

### Training provided by Cellarer

Grounds-Keeping volunteers provide a pleasant outdoor environment by ensuring that the grounds of the monastery are attractive, orderly, and healthy.

Ideal volunteers are those with experience in areas, such as landscaping, lawn mowing, trimming, edging around walks, flower beds and walls, planting trees, shrubs, bushes, ornamental plants or others; however, we are willing to work with volunteers without this specific experience. Some of other work may include lifting up to 50 lbs., fertilizing and watering lawns, landscapes and gardens.

The following protocols and policies are established to ensure a smooth program with the volunteers and all the guests at the monastery.

1. For grounds-keeping work and when possible each volunteer will be solely responsible for the maintenance and up-keep of that specific area. He / she “will own” the area. Responsibilities include pruning shrubs, cutting down branches on trees and shrubs, spraying roundup or fertilizer as required. If a monk asks you to do something, please bring it to the attention of the Lead person of your program before doing that task.  
The ultimate approval depends on the Director of the volunteer Program or if needed the Abbot and he is responsible for final authorization of new or unscheduled work.
2. No volunteer may use any motorized or electrical equipment. For other tool’s usage you must follow all safety precautions, including using safety glasses and or equipment when required. Certain equipment of the monastery is off limits, like tractors, mowers, construction and farm equipment and machinery. Please do not use any these equipment.
3. Our equipment is serviced by our mechanic and only he is responsible for these duties. Do not make repairs, change oil, fix issues or engage in any repair or maintenance activity with any of the equipment in the monastery. If you are aware of a problem with the equipment, immediately report the issue to the responsible party or your leader.
4. No volunteer or retreatant trained or untrained may use any motorized or electrical equipment if helping in the lawns. They can help by utilizing their hands and must report to a specific Volunteer or Brother who is responsible for them and their work.
5. No Volunteer, unless they have been trained on their proper application and used the required protective equipment, may handle any Chemical. Br. Luis is responsible for this area and he will be the only one who can authorize a volunteer to apply any type of Chemical or weed killers.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

## **Machinery, Equipment and Tools for Grounds Keeping Work**

### **Training provided by Cellarer**

The Abbey will provide Machinery, Equipment and Tools required to complete the grounds work and they will be located on a secure location where access will be restricted.

The Director of the volunteer program or Monk in charge of the volunteer program will be responsible for securing a location, creating and using an inventory control document to account for all machinery, equipment, tools and supplies for these needs.

During a work day, the leaders of the program will assign tools as required for the work, will have all volunteers sign up for the required tools and at the end of the work day he / she will return all tools used during the work day to the leader volunteer or assigned person and will have this person sign the sheet acknowledging the return of tools used and any supplies left for future use. All tools should be returned to their original location in the storage area and after each work day is completed.

See appendix A for the control document.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

## **Grounds Keeping Identified Abbey of New Clairvaux Lawns**

### **Training provided by Cellarer**

Each of the following areas will have an assigned team of volunteers who will be the owners of the area and report to an elected leader from the team. The members of the team agree to follow up and respect the team leader instructions and tasks assigned for the completion of the work.

The Lead person or monk in charge of the program will develop the work schedule with the team leaders who are responsible for coordinating and assigning individual work and scheduling tasks with each volunteer.

Identified monastery areas outside the Cloister Area

1. Guest House Area
2. Area in front of the Vineyard.
3. East side of the Winery / Red Barn
4. Area West side of the Office Building
5. Parking area around the new church

Identified monastery areas in Cloister Area.

6. Area behind the block wall by Italian Cypress
7. Music Building Area
8. Old Home Orchards Area

9. Cloister Wall and “pool” Areas
10. Area South side of Novitiate Office and Chapter Room
11. Area East of Novitiate office.
12. Area by large pool, East of Kitchen and Refectory
13. Area South side of Novice Wash Room
14. Area South side of the Library
15. Area West side of Wash Room
16. Area by the Bells in front of Main Rd.
17. Area South of Cemetery
18. Cemetery Area
19. The Park Area
20. Dorms area on its South side
21. Dorms area on its North West side
22. Dorms area on its North East side

**Work Setting and Location:** Any area of the Abbey of New Clairvaux Grounds. The work is outside and volunteers are exposed to changing weather and potentially dusty environment. Areas may be impacted by odors from the application of chemicals, weed killers and others products used during farming and landscaping operations.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

### **Development Office Program**

**Training provided by Development Director or Assigned employee from the office.**

The Development Office is a special place motivated by a very specific mission and philosophy. We require volunteers in the following areas:

#### **1. Office and Donor Support:**

Volunteers must be able have good listening skills, be sensitive to others, open-minded and comfortable giving and receiving feedback. Volunteers should have a high degree of initiative, and the ability to work productively in a changing environment and be excited to contribute with ideas to improve the organization and overall office systems and procedures.

Although you will only be working directly with our donors on a limited basis, it is important to support the Abbey’s mission and understand our work. Volunteers also collaborate with direct service staff, providing input on how to best serve our donors.

#### **Duties:**

Supporting our funding efforts requires normal office duties, such as filing, organizing, mail preparation, answering phones, contacting donors, answering general questions from visitors and other related duties.

Volunteers will learn the history associated with the monastery and be able to properly communicate with others and help staff with diverse tasks.

We are looking for enthusiastic, committed individuals who are excited to support a mission-driven team, who enjoy behind-the-scenes work in support of a great cause.

May also help to coordinate activities with a team of other volunteers and staff to complete tasks related to fundraising campaigns.

**Preferred Qualifications and Skills:**

Good communication skills.

Detail-oriented.

Ability to multi-task.

Some computer experience and internet tools are ideal.

Ideal experience working in an office environment.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

**2. On - Call volunteers**

These individuals will assist with special projects, e.g., seasonal mailings, prepare collateral materials for donor events and/or department specific special event support, both on and off-site. Ideally, current donors are the most likely prospects to assist us. As we grow, our identified needs will be clarified, as well as the structures to support them through the volunteer Program.

**Preferred Qualifications and Skills:**

General office work experience.

Dependable

Comfortable working in a team environment.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday. Some weekends may be available as per our special events.

**3. Docents Program:**

Docent volunteers serve as guides and educators on the history of the Abbey of New Clairvaux and the artifacts and buildings. This is an outdoor program that provides an opportunity to learn and share the extraordinary history of the monastery, the Cistercian monastic life, learn about the local indigenous people who used to live in this area including its history and cultural significance and the history of the property.

Volunteer Docents have the opportunity to develop a “sense of place” and appreciation for the area - recognizing they play a role in preserving and protecting the cultural resources of the Abbey of New Clairvaux, by sharing their gained knowledge with others.

The volunteer docent interacts heavily with the public; therefore, he / she must be friendly, outgoing and comfortable speaking in front of large groups.

**Duties:**

Ability and willingness to show up and provide tours to visitors as required by the program; sometimes in a short notice.

Works closely with the appropriate partners to coordinate the activities and support training new volunteers/docents.

Partners with the Development Office and other volunteers to create meaningful experiences. Requires outdoor work, frequent standing and sitting throughout the day.

**Preferred Qualifications and Skills:**

Be able to properly relate the history of New Clairvaux, the Cistercians and local history.

Ability to collect, organize and present data and information.

Ability to work well with a diverse group of people of various age, educational, ethnic, and socioeconomic backgrounds.

**Other requirements:**

Willingness to work weekends when needed.

Some but not all, may be required to safely lift or carry items weighing up to 20 pounds

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday. Some weekends may be available as per our special events and tour requests.

**Work Setting and Location:** Can be office environment and / or in any other area of the Abbey of New Clairvaux property. Outside work with exposure to changing weather, dust and may be impacted by odors from the application of chemicals, weed killers and other farm products.

**Work Setting and Location:** Abbey of New Clairvaux Development office or other offices.

## **Building Maintenance Program**

### **Training provided by Cellarer**

Facilities require a certain amount of upkeep to look their best, maintain a safe environment and serve their intended function. Volunteers will conduct regular inspections in their own assigned areas to determine any needs, report them to their assigned Lead person and after work is approved perform the necessary work or repairs.

Some of the work activities include: painting, minor electrical, or other recognized crafts for the purpose of maintaining and repairing the building fixtures.

**Duties:**

Volunteers for our buildings will do a variety of jobs which may be different on a day to day basis such as: painting, fixing a broken garbage disposal, replacing a faucet, or installing a new outlet in an office.

Volunteers will handle repairs that require basic skills as an electrician, carpenter, plumber, mechanic, painter, HVAC technician and roofer. However, volunteers must always remain aware of their limitations when they lack of expertise or knowledge of local ordinances requirements. They will notify the proper person responsible in these cases.

**Preferred Qualifications and Skills:**

The skills requirements are based on the area of work and expertise required by the job, and may include:

- Knowledge of general building maintenance.
- Principles of plumbing, painting, and electrical work.
- Principles of heating, ventilation and cooling systems.
- Locksmithing.
- Security systems.
- Following standard safety practices.
- Ability to schedule preventative maintenance services.
- Operate a variety of hand and power equipment in a safe and effective manner.
- Ability to climb ladders.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.

Establish and maintain effective working relationships with others during the course of work.

**Work Setting and Location:** Any of the Abbey of New Clairvaux Buildings. Work may be inside or outside buildings and volunteers may be exposed to changing weather and potentially dusty environment. Work areas may be impacted by odors from the application of chemicals, weed killers and others products used during farming and landscaping operations.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday. Some weekends may be available as per our special events.

**APENDIX A  
 ABBEY OF NEW CLAIRVAUX  
 Machinery, Equipment and Tools**

**Date:**

Volunteer	Equipment	Time	Time	Received by	Comments
Name	Required	Taken	Returned	Name	



Volunteers also provide pre-event, on-site and post-events support. This opportunity requires a being detail-oriented, organized and self-starter.

**Duties:**

Special Events volunteers assist with tasks such as: moving / receiving of event related supplies or materials for the event, check-in and registration, record keeping, mailings, trend research, marketing assistance and other tasks as assigned.

Help organize events, recruit volunteers and plan activities.

Work collaboratively with our Special Events team and be given the opportunity to help drive event strategy, problem solve and shape each of our special events.

Requires attention to detail, organizational skills, a passion for events and creating a high quality guest experience.

Office work may include answering and returning phone calls, follow-up with inquiries, communicating with event vendors, and assistance with event records.

Be comfortable assisting and building relationships with visitors, supporters and other volunteers.

**Preferred Qualifications and Skills:**

Ideal experience will be relevant event planning and/or nonprofit development work.

Good verbal, written and interpersonal communication skills.

Preferred basic office and organization skills.

Be sociable and operate with integrity.

Team-oriented, work well independently and be able to set and accomplish goals.

Some tasks may require to lift and/or move up to 50 pounds and stand for long periods of time; however, this requirement is not mandatory to be able to participate in this program

**Work Setting and Location:** Can be office environment and / or in any other area of the Abbey of New Clairvaux property. Outside work with exposure to changing weather and potentially dusty environment. Work areas may be impacted by odors from the application of chemicals, weed killers and others products used during farming and landscaping operations.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday. Some weekends may be available as per our special events.

**Transportation**

**Training provided by Cellarer / CNA for medical needs.**

The volunteer driver is responsible for doing errands, taking monks to doctor appointments, loading or unloading the vehicle as needed and ensuring the safety of the vehicle occupants.

A valid driver license is required and the Abbey reserves the right to check the volunteer's driving record, before he/she is allowed to provide this service to the New Clairvaux.

Other requirements include:

1. Confidentiality - volunteer is required to sign an agreement to keep confidentiality (i.e. not repeating what may have been said in the car other than to the Infirmaries or Health Care Coordinator if it concerns the brother's health)
2. Communication - contact information required (text/call for confirmation pickup or to inform Health Care Coordinator of being late); also note any unusual behavior / basic observations and keeping health care coordinator informed if anything is noted.
3. Initial in-service - orientation to cover monastic health care policies in place, procedures, etc.
4. CPR / First Aid trained - if possible and knowledge of which monk may or may not receive CPR (to be covered in initial orientation - most senior monks have signed a DNR-Do Not Resuscitate).

**Duties:**

Operate vehicle according to assigned schedule.

Assist wheelchair and mobility to limited persons as they enter or exit the vehicle, including assistance with seating, securing seat belt, securing wheelchairs and other assistive devices.

Regulate heating, lighting and ventilation systems for passenger comfort.

Comply with local traffic regulations, report delays or accidents.

Visually inspect the vehicle before departing and ensure it has sufficient gas for the trip.

Provide assistance as necessary to or from the main door of the place of destination.

Keep records of trips by signing in / out on the travel recording sheet located in the main office.

Must be competent in driving habits, courteous, patient and helpful to all passengers.

**Preferred Qualifications and Skills:**

25 years of age or older.

Must be able to pass a child and adult maltreatment screening.

Must be able to pass a background screening.

Must be able to pass a drug screen.

Must be able to push pull and lift 40 pounds.

Experience in driving and / or working with elderly or disabled ideal.

Good and clean driving record with not major offenses.

**Work Setting and Location:** Volunteer will be driving a company vehicle and traveling to different places and towns. Exposed to changing weather and potentially dusty environment in some areas of the monastery and while driving may be impacted by odors from the application of chemicals, weed killers and others products used during farming and landscaping operations.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

### **Training provided by Monk Librarian**

Volunteer Librarians are responsible to perform related library services that may include selecting, acquiring, cataloguing, classifying, circulating, and maintaining library materials; and furnishing reference, bibliographical, and readers' advisory services. May perform in-depth, strategic research, and synthesize, analyze, edit, and filter information. May set up or work with databases and information systems to catalogue and access information. Search standard reference materials, including on-line sources and the Internet, in order to answer monks' reference questions. Analyze monks' requests to determine needed information, and assist in furnishing or locating that information.

### **Duties:**

Teaching monks or other users to search for information using databases.

Keep records of circulation and materials.

Check books in and out of the library. Explain to monks the use of library, resources, equipment, and services, and provide information about library policies.

Review and evaluate resource material, such as books and catalogs, in order to select and order print, audiovisual, and electronic resources.

Code, classify, and catalog books, publications, films, audiovisual aids, and other library materials based on subject matter or standard library classification systems.

### **Preferred Qualifications and Skills:**

Communication skills: Librarians volunteers need to be able to explain ideas and information in ways that monks / users understand.

Computer skills: Use computers to help research topics, classify resources, create databases, and perform administrative duties if needed and required.

Initiative: Be able and willing to continually update their knowledge on changes to be effective in varying circumstances.

Interpersonal skills: Volunteer Librarians must be able to work both as part of a team and with the monks and their own personal charisma and needs.

Problem-solving skills: Conduct and assist with research. This requires being able to identify a problem, figure out where to find information, and draw conclusions based on the information found.

**Work Setting and Location:** Abbey of New Clairvaux offices and library.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

## **Clerical Work Program**

**Training provided by the department head or assigned departmental employee.**

Volunteers for this program are responsible for performing many different miscellaneous clerical and administrative duties in an office setting.

Assists others in filing, organizing files, shredding old documents, answering phones, greeting clients and restocking supplies.

**Duties:**

Answer phones and greet clients warmly.

Assist in filing duties. Reroute calls to appropriate people.

Help organize office activities.

Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.

Take and deliver messages.

Perform data entry.

Restock supply closet with printing paper, ink, pens, paper clips, staplers, files and folders, and correction fluid.

**Preferred Qualifications and Skills:**

Good reading and writing skills.

Good grammar and spelling.

Preferred keyboard skills.

Good communication.

An ability to work individually and as part of a team.

The ability to concentrate on the tasks required.

Attention to detail.

Be punctual and reliable.

**Work Setting and Location:** Any of the Abbey of New Clairvaux offices.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

## **Archives Program**

### **Training provided by Monk Archivist**

Volunteer Archivists are responsible for the provision, care and management of permanent collections of information that are intended to preserve the past of Abbey of New Clairvaux and allow others to discover it. Responsible for assembling, cataloguing, preserving and managing valuable collections of historical information.

**Duties:**

May be required to help evaluate, select, retrieve, arrange materials and answer enquiries, organize publicity events such as talks and exhibitions and making the archives accessible to a wide range of users.

Storing and preserving perishable documents

Producing teaching materials

May recommend the acquisition of new collections

Archivists may be involved in the care and provision of certain types of information, such as maps, videos or parchment, or in information relating to a specific subject or area of interest.

**Preferred Qualifications and Skills:**

An interest and awareness of history and the value of archives.

Inquisitive, methodical and logical.

Organized, with excellent administrative skills.

IT-literate.

Able to work in a team, friendly and able to relate well to a wide range of users.

Good verbal communicators and able to carry out independent research.

Forward-thinking, with an ability to anticipate and prepare for changing demands for and uses of archived information.

Ideal education / skills: A volunteer holding an ARA (Archives and Records Association) accredited postgraduate diploma and /or accredited master's course.

**Work Setting and Location:**

Abbey of New Clairvaux Archive's office.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday.

**Guest House - Holidays and Weekends Program**

**Training provided by the Guest House Master.**

The purpose of this volunteer position is to provide the ministry of presence, help and hospitality to guests and visitors who come to our monastery Welcome Center on Holidays and Weekends when regular guesthouse staff is not available.

**Duties:**

Be present to visitors and make all feel welcome.

Provide information and answer any questions visitors may have about the monastery, retreatants program and other matters.

Direct requests for assistance

Be familiar with guesthouse policies and practices

Be familiar with the guest house area & monastery buildings so as to direct guests appropriately.

Be familiar with the monastery programs, date and time of prayers, special events.

Serve retreatants needs as required.

Arrange with guest chaplain for Confession and/or Spiritual Direction requests of retreatants

Open and close the Welcome Center.

Keep an eye on the bookstore and ensure merchandise is properly accounted for.

Help guests with bookstore payments.

Open and close the South Road deer gate.

Know and respect monastery 'chain of command'; keep supervisor informed of activities.

**Limitations:**

No booking retreats by volunteers  
No use of Welcome Center computer  
No getting meals  
St. Luke's will be cared for by other staff

**Preferred Qualifications and Skills:**

Great attendance, good work quality, positive contributor.  
Ability to work well with others and in a team environment.  
Honesty: truthful, trustworthy  
Innovation: assist in resolving situations and concerns that may come up.  
Friendly and positive attitude, provide a smile and warm welcome to all who come.  
Willing to become familiar with Benedictine spirit of hospitality.

**Work Setting and Location:**

Primarily office environment, possibly other area of the Abbey. Area may be impacted by odors from the application of spray used during farming and landscaping operations.

Typical work hours: Anytime between 8:30 am – 5:00pm on weekends and holidays.

**Abbey Vocation volunteer program****Training provided by the Vocation's Director.****Purpose:**

The purpose of this volunteer program is to assist the Vocation Director in the promotion of monastic vocations to the Abbey of New Clairvaux. There are many different levels of involvement possible. Volunteer work may include: helping in the planning, design, production and distribution of vocational material and information about monastic charism and life at New Clairvaux; being available for consultation within their own field of expertise as relates vocation promotion; performing clerical functions such as research and non-confidential data entry; or simply being available to encourage and outreach to potential candidates in their own local environment.

**Duties:****Parish/local outreach level:**

Receive promotion material from Vocation Director and place in local parish, Newman Center or other areas for potential candidates  
Being available to encourage and outreach to potential candidates in their environment  
possible some kinds of work at the Vocation Office at New Clairvaux.

**Vocation material production and distribution level:**

Use of creative skills to consult with Vocation Director in vocation material production  
Use of own contacts to distribute materials.

**Clerical level:**

Use computer skills to transfer data to word document (non-confidential material only)  
Engage in various internet research at direction of Vocation Director and create reports on findings  
Create electronic database of contact info for future potential outreach.

**Consultation and Contact level:**

Consultation with Vocation Director within own field of expertise (i.e. marketing, youth ministry, etc.)  
Provide references when advisable for additional contacts useful in vocation promotion, networking

**Preferred Qualifications and Skills:**

Willing to growth in knowledge about the Cistercian charism and monastic life as lived at New Clairvaux Abbey.  
Eagerness to spread the Good News of Monastic Life with others in a friendly, gently, prudent way.  
Creativity in discovering new ways of outreach  
Able to work well with the Vocation Director and others on Vocation team/ volunteer Network.

**Work Setting and Location:**

Primarily within one's own environment area and environment, possibly some kinds of work at the Vocation Office at New Clairvaux.

Typical work hours: Anytime between 8:30 am – 5:00pm Monday-Friday. Some weekends may be available as per our special events.

Volunteer Name \_\_\_\_\_

Volunteer Signature \_\_\_\_\_

Date \_\_\_\_\_

**By signing this document I acknowledge receipt of a copy of the volunteer Hand Book and my commitment to abide by the Principles and Guidelines as written on this Hand Book.**