

Mutual Expectations of Partners

SOURCE aspires to maintain productive relationships with its partners, and the relationships must be reciprocal in order to succeed. Listed below are expectations regarding partnerships between SOURCE and community-based organizations (CBOs). The partnership between a CBO and SOURCE may dissolve if either party does not meet these expectations.

Note: *These expectations have been developed and approved by SOURCE's Community Council and Governing Board.*

SOURCE (Student Outreach Resource Center) is expected to:

- Advertise and recruit volunteers to serve all partnering CBOs.
NOTE: We are unable to guarantee volunteers, but will make every effort to publicize CBO needs.
- Serve as an advisor on logistical, risk management, and troubleshooting issues.
- Be familiar with the purpose and programs of all partnering CBOs.
- Promote civic engagement opportunities on campus and in the community.
- Provide information about our schools, students, academic calendars, and special programs.
- Strive to continually improve our services by evaluating the effectiveness and appropriateness of those services and involving all stakeholders in that process.
- Inform CBOs of any feedback received from students and faculty who have worked with them.
- Serve as a coordinator between faculty, students, and CBOs to supplement/facilitate service-learning.
- Keep records of service-learning agreements, project goals, and completed activities.
- Offer consultations with CBOs interested in strengthening their partnership with the Johns Hopkins University Schools of Medicine, Nursing, and Public Health, and knowledge of service-learning.

Community-Based Organizations are expected to:

- Orient students to the CBO's mission and goals, as well as expectations about the student's duties, so that they can better understand their role.
- Provide work that is meaningful and challenging to the student, related to their coursework and skills.
- Provide appropriate training, supervision, feedback, and resources necessary for student success in the service opportunity.
- Agree on and document, with the student, the expected deliverables and duties.
- Ensure a safe work environment and reasonable hours for the student to perform service.
- Have an organizational commitment to involving students in your CBO.
- Be aware of and respect the fact that the student has agreed to a specific assignment and may not be open to other volunteer duties.
- Update any changes in the CBO's volunteer coordinator/contact person, address, phone number, or other pertinent information related to the involvement opportunities available through SOURCE.
- Notify SOURCE when any student, faculty, or staff from the Johns Hopkins University Schools of Medicine, Nursing, or Public Health collaborates with the CBO.
- Inform SOURCE quickly of any serious infractions of agreement by a student.

Students are expected to:

- Agree on and document, with the CBO, the expected deliverables and duties.
- Meet time and duty agreements made with the CBO, and provide adequate notice of absence if needed.
- Be prompt, willing, respectful, and positive at their CBO.
- Provide feedback about their experience and its relevance to their field of study through SOURCE's online feedback and reflection form.
- Be open to learning about cultures and lifestyles different from their own.
- Speak with their supervisor if uncomfortable or uncertain about their responsibilities.
- Speak with SOURCE staff if they are displeased with their service experience or need mediation.
- Adhere to the CBO's rules and procedures, including the confidentiality of the clients served.
- Know that they are not able to provide clinical care without the direct supervision of a faculty member from their Johns Hopkins University school (i.e. a medical student must be supervised by a JHU SOM faculty).
- Accept supervision and feedback that will enhance the learning experience.