



THE COMMUNITY ENGAGEMENT AND SERVICE-LEARNING CENTER  
SERVING THE JOHNS HOPKINS UNIVERSITY SCHOOLS OF PUBLIC HEALTH, NURSING, AND MEDICINE

## MUTUAL EXPECTATIONS OF PARTNERS

SOURCE, the community engagement and service-learning center for the Johns Hopkins University (JHU) Schools of Public Health, Nursing, and Medicine, aspires to maintain productive relationships with its community partners. In order to succeed, these relationships must be reciprocal. Listed below are expectations regarding partnerships between SOURCE and community-based organizations (CBOs). The partnership between SOURCE and a CBO may dissolve if either party does not meet these expectations.

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

### SOURCE is expected to:

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

### CBOs are expected to:

- Orient JHU participants (students, faculty, staff, alumni) to the CBO's mission and goals.
- Outline expectations about the JHU participant(s)' duties so they understand their roles in the designated activity.
- Provide work that is both meaningful and challenging to the JHU participant(s), and is related to their professional or academic skills.
- Provide appropriate training, supervision, feedback, and resources necessary for JHU participants' success in their service opportunity.
- Agree on expected deliverables and duties, and document the agreement with the participant(s).
- Ensure a safe work environment as well as reasonable hours for the participant(s) to perform agreed upon tasks.
- Support an organizational commitment to involving JHU participants in the CBO.
- Be aware of and respect that a JHU participant agreed to a specific assignment, and may not be open to other volunteer duties.
- Update any changes in the CBO's volunteer coordinator, main contact person, address, phone number, or other pertinent information related to involvement opportunities available through SOURCE.
- Report any student, faculty, or staff from the JHU Schools of Public Health, Nursing, and Medicine that collaborates with the CBO to SOURCE.
- Promptly inform SOURCE of any infractions of agreement by a JHU student, faculty or staff.

*(Continued on next page)*

JHU SOURCE

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## JHU Participants are expected to:

- Agree on expected deliverables and duties, and document the agreement with the CBO.
- Meet the time and task agreements set with the CBO.
- Be prompt, willing, respectful, and positive in interactions with the CBO.
- Provide feedback about their experience and its relevance to their field of study through SOURCE's online [Service Reporting Form](#).
- Be open to learning about cultures and lifestyles that are different from their own.
- Speak with their CBO supervisor/partner if uncomfortable or uncertain about their responsibilities.
- Speak with SOURCE if they are displeased with their service experience or would like mediation.
- Adhere to the CBO's rules and procedures, including but not limited to the confidentiality of the clients served.
- Know that JHU students are not able to provide clinical care without the direct supervision of an approved faculty member from their respective JHU school. For example, a medical student must be supervised by a faculty member from the JHU School of Medicine.
- Accept supervision as well as feedback that will enhance their service experience.
- Adhere to HIPPA, human subjects research, and ethical standards.

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