



VOLUNTEER HANDBOOK



The City Mission welcomes you as a volunteer. Volunteers will be viewed as valued partners.

This means that we will seek quality volunteers with proven character, commitment, and competency. Volunteers selected will be placed in a wide range of duties, including spiritual ministry and leadership. Staff will accept, involve, supervise and recognize the volunteers in their department. This also means that we will seek their input and consider their perspective in decision making. Involvement of volunteers allows us to reach many more in need, enables us to accomplish ministry at reduced cost, and gives us opportunity to train those joining us in the strategies that are being successfully applied to community needs.

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Volunteer Program

Definition of Volunteer

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of The City Mission. A volunteer must be officially accepted and enrolled by The City Mission prior to performance of the task. Unless specifically stated, volunteers shall not be considered as employees of The City Mission.

Service at the discretion of The City Mission

Volunteer services at The City Mission is an at will arrangement. The City Mission is free to conclude the volunteer's service at any time and for any or no reason, with or without notice. Similarly, the volunteer is free to resign at any time, for any reason, with or without notice.

We do encourage commitment in volunteer ministry. We want volunteers to see themselves as a valuable partner who will be counted on, to understand the importance of long term relationship building in effective ministry, and to model commitment to those we work with. Volunteers are to be held accountable for showing up on time for volunteer commitments and called when they do not.

Volunteer Screening Process

Before volunteering, the following steps are required:

- › Understand and adhere to The City Mission Volunteer Handbook.
- › Attend a Prospective Volunteer Introduction.
- › Read and sign a Waiver and Volunteer Agreement.
- › Complete an online application.
- › Complete a Statement of Faith and Questionnaire.
- › Background Check and Fingerprinting*
- › Attend an onsite interview.

**Required at the discretion of The City Mission*

What you can expect...

We want to form strong volunteer relationships where all involved are recognized as contributors to the success of The City Mission's goals. In doing so, there are some general expectations to be recognized by both parties.

From The City Mission, volunteers can expect:

- › To be included on the purpose and ground rules of The City Mission.
- › To be well equipped with the skills and training for the position.
- › To be given meaningful assignments and effective supervision.
- › To be treated as valued contributors of The City Mission.
- › To be recognized and appreciated for work done.
- › To participate in open and honest communication.
- › The City Mission to select the most qualified volunteer for each position.

- › Volunteer information to be kept confidential.
- › Professionalism and integrity in all operations of the Volunteer Department.

From volunteers, The City Mission can expect:

- › Volunteers to adhere to The City Mission's code of conduct at all times.
- › Volunteers to attend specified orientation and training programs presented by The City Mission.
- › Volunteers to seek assistance or guidance when necessary as well as document and submit reports of unusual incidents.
- › Volunteers to maintain agreed upon schedule or modify schedule in advance if necessary.
- › Volunteers to be held to a standard of quality service such as a paid worker of The City Mission.

Prohibited Behavior/Conduct

It is also the responsibility of the volunteer to perform his/her duties to the best of his/her ability and in accordance with the standards as set forth in his/her position description. As in any organization, a code of conduct is necessary to establish and maintain a productive, safe, and respectful working atmosphere. Any volunteer conduct that interferes with the effective operation and mission of TCM is prohibited. The performance standards listed below, and others that may be established from time to time, are not all-inclusive. Rather, they are published to provide a general understanding of what the Mission considers to be unacceptable conduct. These rules of conduct are merely examples of the types of behavior volunteers are prohibited to partake in.

- › Volunteer will not participate in any action or statement that might significantly affect or obligate The City Mission without seeking prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, solicitation for funding, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of The City Mission as specifically indicated within their ministry descriptions and only to the extent of such written specifications.
- › Volunteer will not receive any type of personal or monetary compensation for their role at The City Mission.
- › Volunteer will not implement new services of The City Mission without the consent of Mission management.
- › Volunteer will not steal, abuse, or misuse company property, materials, or supplies or that of staff.
- › Volunteer will not use discourtesy or rudeness in dealing with staff of the Mission and/or clients, volunteers or others with whom we engage in ministry/business.
- › Volunteer will not harass, threaten, attempt or afflict bodily harm to another while on The City Mission property or while working.
- › Volunteer will not use abusive, threatening, or obscene language, written or verbal.
- › Volunteer will not make false or malicious statements concerning staff, clients, or the organization.
- › Volunteer will not harass, bully, or persistently criticize staff, clients, or other volunteers.
- › Volunteer will maintain the confidentiality of all privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves The City Mission overall.

Social Media Policy

The City Mission believes that Social Media tools are powerful and their impact on TCM and those we serve is of vital concern. We want the excitement and hope of what we do to be a powerful presence on Social Media, as it has been within the community for over a century. We've also seen the need to safeguard our staff and our clients against potential dangers. We have set the following policies and guidelines for effective use of existing and future social media tools.

Respect for Those We Serve

Much is worth sharing at TCM, and doing so is vital to sustaining our mission. As you do so, consider the following to ensure the trust and safety of our clients.

- Unless it is impossible, always let the client, volunteer, sponsor, or donors know what you would like to share and get their approval before doing so.
- Unless you are referring to a public figure (i.e. sports figure, media personality, recognized community leader, etc.) or staff member, mention first name only.
- If a parent is present, please ask them for permission to mention or use a picture of their child.
- Public knowledge of their location can put some clients at risk (especially at Laura's Home and Pathways). Be certain your post is safe before you upload.
- Avoid posting words or images that could cast our clients in a negative light, even in misinterpretation.
- Give your pictures and words a second look for mistakes and to consider how they could be misinterpreted to avoid embarrassment for you and TCM before sharing.

*** There are always new situations and room for interpretation in areas that require personal judgment such as these. Please contact the Social Media Manager if you have any questions or concerns.*

Grievances

The volunteer department is available to hear grievances from volunteers. Volunteers submitting grievances will be first encouraged to interact directly with staff leading volunteers in the department to resolve their differences. If the grievance continues the Volunteer Supervisor will serve as a neutral person to listen to both perspectives. We will only hear grievances that the volunteer is willing to express in the presence of the offending party. The direct supervisor of the paid staff involved will always be notified of a grievance and will be involved in any meetings that take place. The goal of the hearing grievances is to resolve conflicts and restore relationships not assign blame. If an appropriate resolution cannot be achieved, the volunteer may be encouraged to end their volunteer assignment rather than cause division. Also, paid staff may be referred to supervisory staff for appropriate discipline. Both paid staff and volunteers will be accorded the same fair, dignified, and equal treatment and access throughout the process.

Individual Compliance Agreement

**Compliance agreement is signed electronically when volunteer submits The City Mission online volunteer application.*

I, volunteer, confirm that I have read the Volunteer Handbook. I understand its terms. I have had the time and opportunity to read and ask questions regarding the Volunteer Handbook and this Agreement. I agree to abide by all rules and guidelines contained within them.

Group Compliance Agreement

** Compliance agreement is signed electronically when volunteer submits The City Mission online volunteer application.*

As the designated group leader, I, volunteer, confirm that I have read the Volunteer Handbook. I understand its terms. I have had the time and opportunity to read and ask questions regarding the Volunteer Handbook and this Agreement. I agree to abide by all rules and guidelines contained within them. Furthermore, I agree to insure my group has a thorough understanding of the Mission's Volunteer policies. Also, I agree to provide the Volunteer Supervisor a list of my group member's names, addresses, phone number and email addresses (if needed) before beginning our volunteer assignment.