



VOLUNTEER HANDBOOK

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Volunteering Policies

Below you will find the policies and procedures for volunteer service at Union Gospel Mission. It is our desire to communicate openly about what to expect. If you have any questions feel free to contact the Volunteer Coordinator at any time.

Enrollment

It's easy to get started volunteering at Union Gospel Mission. First attend one of our "*Volunteer Encounters.*" Then fill out the volunteer application and background check consent form and return it to the volunteer office. Volunteer applicants with a criminal history may still be eligible to volunteer. Applicants are evaluated on a case-by-case basis, taking into consideration the past offenses and the type of volunteer tasks requested.

The enrollment process usually takes up to 5 business days after we receive the completed forms. Once you have been cleared to volunteer, you will receive confirmation with a list of volunteers needs. Contact the Volunteer Coordinator to schedule required trainings or scheduling your volunteer service. Depending on availability to attend the "*Volunteer Encounter*" and how quickly we receive the application paperwork back from you, this process could take several weeks.

Group Enrollments

There are volunteer opportunities for groups—families, schools, churches, businesses, etc. and the Mission welcomes these groups. It is not necessary for each group member to submit enrollment forms, one individual representing the group may enroll for the entire group using the group volunteer application. Once the enrollment process, which usually takes 5 business days has been completed the group leader will be contacted via mail or phone about the group volunteer openings. It is requested that at least the group leader attend the "*Volunteer Encounter.*"

Court Ordered Community Service Work

There is an opportunity for individuals to complete their court ordered community service at Union Gospel Mission. Most court ordered community service is done at the Union Gospel Mission Thrift Store in Tigard, OR. If you are interested in doing your community service with us please complete the volunteer application and background check form and submit them to the volunteer office. The enrollment process usually takes 5 business days from the time the completed forms are received. Once you have been cleared to do your community service with us, you will be contacted by phone or mail to set up a schedule.

What is the "*Volunteer Encounter?*"

This is an orientation class offered every 3rd Tuesday of the month from 7pm-9pm for prospective volunteers. It is our desire to partner with you in the God's work through Union Gospel Mission. Attending the UGM Encounter will educate, inspire and broaden your horizons about homelessness and addiction. We recommend that all new prospective volunteers attend one of these meetings. For some positions it is a requirement; this will be listed on the job descriptions.

Placement in Volunteer Positions

After we have received your application and background has been cleared, then we will consider your placement. To do so, we survey the interests, skills, and availability that you indicated on the application. Based upon these and our knowledge of ongoing current volunteer needs at the Mission, we will try to find a mutually agreeable match.

As you consider what opportunities interest you, there are a number of helpful things to know regarding placement:

- **Skills:** Some volunteer positions do require specific skills, education or certification.
- **Faith:** We welcome those of any faith to come and volunteer. You need not be a Christian but we do ask that you be supportive of our programs, which are based upon Christian principles. There are some volunteer positions that by their very nature necessitate the volunteer holding a personal belief in Jesus Christ and agreement with the Mission's statement of faith. If this is the case, it will be listed on the job description.
- **Availability:** Placement often depends on your availability. Some positions require ongoing commitment and others are well suited for a one-time or occasional volunteering.
- **Age:** Age can also be a factor in placement. If you are under the age of 18 it is required that you be accompanied by an adult. (That adult must go through the application process as well). The age minimum for volunteering is 8 years old.
- **Needs of the Department:** The need for volunteers can change. Not all the jobs listed in this handbook are needed at all times. Some are seasonal, and some vary depending on the work load we have and people we are serving. New needs and special opportunities come up from time to time.

Dress Code

This dress code is addressed to all volunteers to prevent accidental injury and because we disciple a variety of men and women with various social vulnerabilities. Thus it is important to observe a conservative dress code. Please comply with these guidelines while volunteering at any of our facilities. If you are dressed inappropriately, you may be asked to reschedule.

Long or short sleeve shirts are permitted. T-shirts are acceptable but should not contain vulgar language, sexual innuendos or advertisements for alcohol and cigarette products. Women, please do not wear halter tops, bare midriffs, low necklines or anything tight or revealing. Pants, shorts or skirts should be knee length or longer. For safety, volunteers should not wear open toed shoes, especially in the kitchen area or where food is being prepared or served.

Working with LifeChange Men and Women

In almost every volunteer position with Union Gospel Mission you will be either working alongside or being supervised by one of our LifeChange residents. These men and women are a part of a four year faith based addiction recovery community we call LifeChange. The purpose of LifeChange is to attain stable sober living, experience full spiritual life in Christ, heal from deep inner hurts, develop work skills and career direction, become a responsible person, relate well to others and learn to serve and give to others.

Safe Boundaries with LifeChange Residents

We encourage volunteers to get to know the LifeChange men and women within the context of their volunteer position. Often these friendships encourage and bless LifeChange and the volunteer! There are certain volunteer positions designed for mentor type relationship with LifeChange residences; if you are interested in this volunteer role contact the Volunteer Coordinator for more information. Also:

- Do not date or pursue a romantic relationship with people in LifeChange.
- Do not be involved in counseling people in LifeChange; instead, refer them to a staff member.

Safe Boundaries with our Homeless Guests

We encourage volunteers to get to know the people we serve. Healthy relationships foster life transformation. However, be aware that people who are disadvantaged have learned to survive by becoming adept at using others. Most of our volunteers should not give their address, telephone number, e-mail or any other personal information to any guests. In most cases, volunteers should remain on a first name basis. Also:

- Do not give or loan money to anyone.
- Do not give rides or take anyone to your home without approval.
- Do not be alone with someone of the opposite sex.
- Do not leave personal belongings unattended.

Confidentiality

Keep all information that is obtained directly or indirectly concerning those in LifeChange confidential. Do not share such information with anyone in writing, including news agencies. Photos of our homeless guests are not to be taken without their permission.

Attendance

The staff and residence of LifeChange rely on volunteers to accomplish many tasks and it is important to be there as scheduled. Please sign in and out when you volunteer at any facility, event or project. Be punctual and conscientious. If you are unable to fulfill your commitment, notify the Volunteer Coordinator at least 24 hours in advance. We do understand that emergencies can come up and just ask that you notify the volunteer office as soon as possible if you are going to miss your shift.

Meals

Meals are available daily at the downtown mission facility and volunteers serving during mealtime are welcome to eat.

Reporting Volunteer Hours

Volunteers are asked to keep record of the time they serve at the Mission. There is a sign-in sheet provided at both the Thrift Store and the downtown Mission. It is important to sign in when you arrive and sign out when you leave so we can have an accurate record. It is also important in case of emergency for the Mission to have a record of all persons in the building.

Thrift Store

All volunteers at the Thrift Store are welcome to shop and purchase items through the check out like any other customer. If you have a need and would like a discount or free item please ask the Thrift Store manager. The manager does make exceptions based on need. No one is allowed to take items without asking the manager first. Taking an item without asking the manager is considered stealing and will result in termination of volunteer status.

ID Badges

We require all volunteers to wear name bags while volunteering. This is a safety precaution and helps staff, volunteers and LifeChange residents identify one another. All badges should stay onsite in the designated area when you are done volunteering.

Personal Belongings

Volunteers are responsible at all times for their personal belongings. We encourage you do not bring purses, wallets, cameras, large amounts of money and other valuables when you come to volunteer. The Mission is not responsible for lost or stolen items. When volunteering at the downtown LifeChange Center you may put your personal belongings in the Contact Booth but we cannot guarantee they will be protected and watched at all times.

Reassignment, Termination or Inactive

If you need or want to change your volunteer status from active to inactive or vice versa, please contact the Volunteer Coordinator as soon as possible. If a volunteer is unable to provide a satisfactory or useful service or if the volunteer position is not currently needed the Volunteer Coordinator will attempt to reassign the volunteer to another task. The volunteer relationship may be terminated in the case of non-compliance with volunteer policy, or behavior that is angry, threatening, harassing or disrespectful of other volunteers, staff, LifeChange residences or our guests.

OUR PARTNERSHIP AGREEMENT

Union Gospel Mission Commits to you:

We highly value our volunteers, and will endeavor to:

- Treat you as a partner in the ministry of the Mission.
- Offer you a suitable assignment with consideration for your personal preferences, temperament, life experiences and skills.
- Provide effective training for your tasks.
- Offer you constructive feedback about your work.
- Offer you information about new developments and opportunities.
- Offer you a variety of experiences.
- Allow you to be heard and free to make suggestions.
- Give you recognition and appreciation for your generous service.

We Ask You to Commit to:

- Be timely and reliable in the fulfillment of your duties and accept supervision graciously.
- Speak and behave in a manner consistent with the faith and values of UGM.
- Hold in confidence any information gained about those we serve at UGM.
- Be supportive of Mission staff and LifeChange residents' decisions.
- Take concerns or suggestions to the Volunteer Coordinator.
- Be flexible when changes are needed.
- Make a conscious choice to encourage others, instead of tearing others down.
- Ask questions if you need clarity.

UNION GOSPEL MISSION **STATEMENT OF FAITH**

We believe:

the Bible is the Word of God.

there is one God, eternally existing as Father, Son and Holy Spirit..

Jesus Christ was born of a virgin, lived a sinless life, died on the cross, rose from the dead, and will come again in power and glory.

people are saved by grace through faith in Jesus, and that faith is expressed by confession and repentance.

the Holy Spirit empowers believers to know and worship God.

MISSION STATEMENT

At Union Gospel Mission it is our mission to feed the hungry, restore the addict and love our neighbor.

“For I was hungry, and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in...” Matthew 25:35

Volunteer Positions

The following is a brief summary of the volunteer positions available at Union Gospel Mission. Contact the Volunteer Coordinator if you are interested in learning more about a specific position.

ADMINISTRATION

Data Entry

This position assists the Volunteer Coordinator with data entry of volunteer applications and reporting.

Event or Special Project Coordination

This position assists in coordinating special projects to benefit the homeless and needy. For example the Hope Totes in April and year round clothing and food drives.

Lobby Desk

This position includes answering phones, greeting visitors and other general office tasks.

Office Assistant

Office Assistants support us by assisting with a variety of administrative and clerical tasks.

HOMELESS SERVICES

Hospitality Ministry

This includes serving in our day room giving out clothing and other items the homeless need as well as handing out beverages and snacks.

Outreach Ministry

Listening & sharing with people the love of Jesus and the ways UGM can help them.

Evening Ministry

Evening ministry includes meeting the physical and spiritual needs of those that come into our doors. This includes serving the dinner, preaching, praying and listening to the men and women in need.

Special Events

Volunteering at one of our big events includes serving/preparing food, handing out clothing or other items, cleaning and various other tasks.

LIFECHANGE

Education

These positions include teaching classes for the men and women residents in LifeChange. Some of these classes include basic grammar and English skills, computer skills, Bible, theology, healthily relationship skills and more.

Discipleship (Paraclete) Ministry

A Paraclete is a volunteer that comes along a man or woman in LifeChange to encourage, build up, walk with, listen too and share Christ's love.

THRIFT STORE

Book Organizer

We receive a lot of book donations and the book organizer functions like a Librarian to sort through the books and manage an organizational system that makes it easy for customers to find books.

Bric-a-Brac Worker

Bric-a-Brac worker sorts and arranges all donations that are not clothing, accessories, books, or furniture. This mostly includes electronics, household items and seasonal items.

Cashier

The cashier runs the till and greets customers as well as does some light cleaning during slow times.

Clothing Room Sorter

The Clothing Sorter goes through clothing donations, determines if something is sellable, prices items, organizes them and puts them on the sales floor.

Dispatch

This position covers the phones for the Thrift Store and organizes the delivery and pickup of donated items.

Dock Crew

The Dock Crew receives and sorts donations from the drop off area. This crew also does other special projects at the store like cutting wood and running the car wash station when the weather is good.

Sales Floor

The Sales Floor position includes greeting the customers, assisting them with questions and oversees the overall cleanliness and appearance of the sales floor.