

Volunteers Manual

Southeast Saskatchewan Youth for Christ, Inc

2016



Welcome & Thank You

I would like to thank you for taking the time to consider partnering with us in the ministry of the Southeast Saskatchewan Youth for Christ/Kipling Youth Center. The Youth Center cannot function without the support of community members and we are grateful for the help we receive. I trust that you will be blessed as you serve with us and that you will be challenged to go deeper in your own spiritual journey.

The following pages are designed to give you an idea of what is expected of volunteers and to give you a sense of purpose as we open the Youth Center doors. If we are all on the same page each night, we are far more likely to have a successful ministry.

Again, thank you for considering joining our team!

Blessings,
Brian E. Hopfe
Executive Director

Before we get started

It is mandatory that all staff members and volunteers get a criminal record check done. This must be done before beginning work as a volunteer. The RCMP will be more than happy to do it for you and if you mention it is for the youth center there is no cost!

Target Audience and Main Objective

Our purpose in having a Drop-In Center is to provide an accessible safe place for students to "hang out". In doing this, we are providing a place in which students can:

- find security
- find love (SO IMPORTANT!!)
- view a healthy example of what it means to live a Christian life
- hear the message of Jesus communicated in a loving fashion

Our primary target audience is young people grade 5 to grade 12.

Our main objective in having a drop-in centre is to provide an accessible, safe place for kids to "hang out". In doing this, we are providing a place in which kids can ...

- find security
- enter a loving environment
- provide a safe place for them
- find that they are significant (to the world/community)
- find that they are special to God
- obtain a healthy example of Christian life
- hear the message of Jesus Christ on their own 'turf'

Your Purpose:

It is important to ask yourself why you want to volunteer. Though good can happen, we believe that the greatest vision in the world will not properly succeed, with God's blessing, if the motives of the individuals are improper. Again, ask yourself why it is you want to help out.

Vision Statement

Transforming a Generation, from the inside out

Mission Statement

In partnership with the community, we will empower youth to choose a positive meaningful life, by establishing lasting relationships with them while modelling Christ-like love.

Who are these kids?

We obviously cannot put all the kids that come to the drop-in in the same category. Every one of them is different and we have to meet them where they are. We can, however, determine some categories into which many of these kids will fall. With this section we hope to help you identify some of the types of kids in the Drop-In. Hopefully this will help you to determine some of their individual needs.



Disrespectful

- this personality is very opposed to authority
- will intentionally disregard instructions and warnings of staff at the drop-in
 - it is important to be firm with these kids, but not angry; they may have difficulties at home in which their parents lose patience and yell, so it is important for us to remain calm. Otherwise, they will equate us with their parents and it will be difficult to reach them.
- These kids may be spoiled and simply need a bit more structure or discipline in their lives
- If not dealt with, they can be very disruptive to others at the Drop-In

Dabblers

- at a stage in life in which they are experimenting with alcohol, drugs, sex, or other lifestyle changes
- may be very concerned with popularity (following popular local trends)



- If their experimentation becomes a problem at the drop-in (eg. alcohol), they must be disciplined by being sent home; we cannot have them disrupting others.



Deviant

- this covers a broad spectrum of problems; it could refer to psychological problems, or anything that deviates from what we would consider normal, healthy behavior.
eg) pathological liar, difficulty with reality, socially inept, etc.

- there could be a variety of internal or external factors for their behavior, which could be difficult to determine.
- they need gentleness and a listening ear, but don't believe everything that they tell you and don't be afraid to point out inconsistencies in what they say but remember to be kind and loving when doing this
- these kids are often outcasts, so it is extremely important to befriend them and give them a good example of a well-rounded person. Everyone needs friends, but not everyone has them.

Dysfunctional

- identified by poor social skills and perhaps poor personal care (hygiene etc.)
- due to poor family life, few social skills were taught to them during their childhood.
- they can be difficult to befriend simply because they are not aware how to act around people, so it is awkward for drop-in workers.
- once again, it is extremely important to be a good example for these kids because you may be the only good example that they have.
- once you have established a friendship, it is amazing how much love these kids have to give, but you must remember that they will demand a lot of attention

It is ultimately important that we remember that these types are very general and do not apply to

every youth. We must use our best judgment. Do not label them as soon as they walk in the door; not everyone is dysfunctional or disrespectful, but everyone needs the love of God. The main thing to remember is that when dealing with any youth, it is your example as a Christian that has the most powerful effect on their life. If they see that your life is inconsistent with what you say, or what you stand for as a Christian, you will be labeled a hypocrite by that teen and lose their trust. Your Christianity must be lived first, then spoken!

A good tree can't produce bad fruit, and a bad tree can't produce good fruit. So every tree that does not produce good fruit is chopped down and thrown into the fire. Yes, just as you can identify a tree by its fruit, so you can identify people by their actions. Matt 7:18-20

Leadership Styles

1. The Dictator

This kind of leader is generally obsessed with rules and regulations. He is legalistic, and expects and imposes a great deal of corrective discipline. The only kind of humor he uses is sarcasm, used to belittle those under his authority. He tends to raise his voice and use force often, and shows little respect. As a result, those under his authority are often fearful and repressed. They also tend to be quietly rebellious, afraid to defy his authority openly, but always looking for "escape".

2. The Softie

The "softie" is afraid that his charges will not "like" him, so he doesn't enforce any rules and imposes no discipline. He often tries to act completely democratically, but usually fails because he demands no order. He may make threats, but never carries them out, as he can be talked out of anything. The resultant conditions are as follows: those under his authority often become anarchistic. They have little respect for this kind of leader, and constantly test him.

3. The Group Builder

An effective leader must develop a bunch of individuals into one cohesive and complementary group. A group builder does just that. He follows the necessary rules and expects the same from his charges, but focuses them on the most essential rule: mutual respect in all situations. He has a good and ready sense of humor, and shows his love for those in his care. Those under his authority usually respond positively. They are supportive, helpful, and obedient, but enjoy themselves immensely.

The group builder is the most desirable. As leaders, we should strive for this style as it is the most effective and biblical.

I have become all things to all men so that by all possible means I might save some. I do all this .for the sake of the gospel, that I may share in its blessings.

1 Corinthians 9:22b-23

Listening to the youth

Sometimes it is difficult to just start talking to a perfect stranger, but that is your job as a volunteer! It is essential that you are able to get the teens at the Drop-In talking, so that you can develop real and meaningful relationships with them.

What is the most important lesson for a volunteer to learn? ACTIVE LISTENING! Some one once said, "we were given reason." When teens feel to, they feel much more inner thoughts and feelings. listen generally have never effective model to follow. focusing on their own ideas advice. I'm sure we've all concentrating so much on don't hear what the other person is telling us.



two ears and one mouth for a that they are being honestly listened comfortable to open up about their People who do not know how to been taught how, and know of no They are also often self-absorbed, and thinking of comebacks and had conversations where we are what we are going to say that we

But there is no place for self-centered listening in Christian counseling. Jesus' listening methods were never self-centered. He provided a model, always showing interest and care, listening respectfully. This kind of listening builds relationships quickly, and instantly builds up the speaker. Additionally, it helps the speaker to clearly state ideas, problems etc. and to see other options without ever "getting advice".

If we can set up a safe environment and put the needs of the teens first, conversation will begin. If volunteers listen "properly", asking questions that are well-timed and well-planned, conversation will flow. This conversation must be approached carefully and prayerfully, and will lead a bunch of uncomfortable strangers into deep relationships and excellent counseling opportunities, for God's glory.

You do not have to be a professional to be an effective counselor. Counseling is not necessarily a mystical, magical, or professional process. It is simply one person in need reaching out to one

person who cares and who has the love and the skills to help. However, there are certain principles of counseling that can help

1. Love people

To be a counselor, it is important that you really love for people in general and especially the person who comes to you for help. A person will not open up to you, or even seek you out if he knows that you do not care. This love doesn't have to be "gushy or sugary-sweet", nor does it have to be adorned with lots of hugs and "I love you's", but it does have to be genuine.

2. Listen well, speak little

We have already mentioned active listening, but we are going to mention it again because it is extremely important. We have two ears and one mouth for a good reason! Youth often feel that adults do not listen to them. James 1:19 tells us: *Everyone should be quick to listen, slow to speak and slow to become angry.* -- Listen with your ears and listen with your eyes, but listen!

3. Do not overreact

Sometimes a teen may try to test you by telling you a story that may contain little truth. If you overreact, it may be the last time that person will come to you. Sometimes the story is a smoke screen, sometimes a test, and sometimes it is the truth, but the principle is still the same: do not overreact.

4. Get the facts straight, but hear the emotions

Remember, there are always two sides to the story (this is especially true in a teenager-parent conflict). Recognize that like adults, teens can do a con job on you or anyone else. Expect the best, but still get the facts. However, in your desire to know the facts, so not forget the emotional content.

5. Do not be totally non-directive

Ask lots of questions. Several years ago the non-directive approach was paraded as the method for helping people solve their own problems. The basic approach was to rephrase what the counselee had said and by doing so, you supposedly helped him see the problem. Seldom, if ever, did the counselor give advice. In counseling teens it is important to be non-directive at times, but to be totally non-directive is to neglect the role God has given you in their lives. They have come to you because God wants to use you and your wisdom in helping them. Be balanced. Do not be totally non-directive or overwhelming with information and advice.

6. Tell a few stories... share your life experiences

Storytelling is one of the most effective ways to help people learn to deal with their conflicts and problems. Jesus was a master storyteller as he shared parables of truth that people could remember and reflect on. Tell a few stories and let God use your life message - the important truths he has taught you on your spiritual pilgrimage. Teens can learn from mistakes - even yours, so share how God has taught you in the midst of personal failure and success. You might also tell a story from someone else's life or a biblical story that will help convey the truth.

7. Be Biblical

All Scripture is God-breathed and useful for teaching, rebuking, correcting and training in righteousness so that the man of God may be thoroughly equipped for every good work.

- 2 Timothy 3: 16-17

When a teen comes to you for counseling, he or she knows at least two things: you care about them and you are committed to Jesus Christ and the Word of God. That is what makes you unique, use your uniqueness and the truth God has given in his word. Teach about forgiving when forgiveness is needed. Teach about avoiding every appearance of evil when that is required. Encourage them that the Holy Spirit dwells in them as Christians and they are not alone in the temptations that come. Give them a sense of perspective and hope, let them sense the fact that God is never finished with them and that he loves them unconditionally. Bring God's perspective without apology, yet gently and lovingly to the situation, to do that means that you need to spend time with the Word yourself so that you can more effectively use this great tool.

8. Pray for people you counsel

The prayer of a righteous man is powerful and effective - James 5:16b

You may not feel righteous, but you are righteous in Jesus Christ and you can expect your prayers to be powerful and effective. Personal care and personal prayer are a dynamite combination, do not neglect either.

9. Keep a secret... hold a confidence

Confidentiality is important in counseling. If someone asks you to keep a matter secret, do so. If the "secret" is something that a parent or legal authority should know, do not promise that you will keep it a secret. Reason with the teen about sharing it with the parent or authority (volunteer to go along to show your support). If the person refuses to share it with anyone and yet you know you must, inform him or her before you take it to another person.

10. Get some help

When you realize that a situation is potentially dangerous (suicidal, extremely violent, psychological illness) get some help. Make a referral to someone more competent to handle it. It protects you from wrongly handling the situation and provides them with greater resources.

Evangelism:

What is it and why *do* it?

"To evangelize is to spread the good news that Jesus Christ died for our sins and was raised from the dead... and that as reigning Lord He now offers the forgiveness of sins and the liberating gift of the Spirit to all who repent and believe... Evangelism is the proclamation of the historical Biblical Christ as Savior and Lord, with a view to persuading people to come to him personally and so be reconciled to God... The results of evangelism include obedience to Christ, incorporation into his Church, and responsible service in the world."

- Lausanne Convention

To evangelize is to: - bring the truth

We are commanded: - we to make disciples, we are to move out, we will have the

Our Motivations: - Christ's love for Christ and our privilege - to serve Christ, to



How not to do it!

good tidings, preach good news, witness to

have authority from God, we have a task - go into the whole world - start at home and Lord with us always

command, His love, and His judgment, our responsibility to him, evangelizing is a witness brings joy, fear of the Lord

How do I do it?

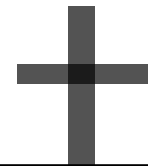
Quite honestly sometimes it is difficult to share our faith because we don't know where to start and what to say. We are scared and think I will screw it up but here are a few ideas to keep in mind that may be of help to you.

Youth are not interested in church, religion, denominations etc. In fact, these things may even seem intimidating to them. You need to start with things they know about.

Unchurched teens and sadly even church youth often don't know right from wrong, so to them, sin is a non-issue. Perhaps you should begin with their pain; it is something that they understand. Friends and relationships are very important to teens, so it is a good starting point in your conversation. Something like "so how are things at home" or "do you have any siblings".

It is good to have a pre-determined strategy for presenting the Gospel biblically. It may be helpful to work through a tract with the youth. The following is an excellent format for presenting the gospel.

4 STEPS To Salvation



4. You must personally trust Jesus to be your Savior.

To all who received him, He gave the right to become children of God. All they needed to do was to trust him to save them. -John 1:12

3. Jesus Christ died and rose again so that your sins could be forgiven. *He died once for the sins of all of us guilty sinners, although he himself was innocent of any sin at any time, that he might bring us safely home to God -1 Peter 3:18*

2. Your sin keeps you from having a personal relationship with God. *- Yes, they have all sinned; all fall short of God's glorious ideal - Romans 3:23*

1. God loves you and wants a personal relationship with you. *- For God so loved the world that He gave His only Son, so that anyone who believes in Him shall not perish but have eternal life. - John 3:16*



It is important to have a pre-determined strategy for presenting the Gospel biblically. It may be helpful to work through a tract with the youth. The following is an excellent format for presenting the gospel.

Drop-In Discipline

A. What is discipline?

1. related to word "disciple"
2. procedure to promote learning
3. Implies submission (to a degree) to authority

B. Why discipline?

1. essential for effective learning
2. essential to enjoyment
3. reflects the seriousness of good behavior in life

C. Preventative discipline

Solve the problem before it becomes a problem...

1. through preparation
 - be ready for problems
 - have alternate plans or ideas to distract from the problem
2. through prayer
 - absolutely essential at all times
 - should be specific to disciplinary situations
3. know the teens
 - develop friendships
 - people are more likely to listen to a friend



4. avoid "power vacuums"

Do not create a situation that requires more authority than you are willing or able to provide!



D. Some do's and don'ts...

Do - start with positive reinforcement

- use their names - learn them quickly
 - it inspires responsibility
 - it inspires a sense of worth
- be consistent
- have a sense of humor
- be enthusiastic; it's contagious!
- analyze bad behavior and try to solve it.
- deal with teens as individuals - distinct
 - special
 - worthy of respect

Don't - try to win a popularity contest

- meet yelling with yelling
- hold grudges - we must forget reputations; Jesus met people where they were
- nag and threaten - command, warn and
- use any corporal punishment
- be sarcastic - it breeds resentment



act.

E. Reward and punishment

1. compliment vs. reprimand

- positive behavior must be reinforced
- General reprimands/general compliments are useful

Disciplinary Actions

Warn once, let them know what they are doing wrong, why it's unacceptable and what the consequences will be.

For example: *"That is disrespectful. If you do that again, I will have to ask you to leave."* If they continue, follow through with the consequences.

*** Be sure to fill out an incident report should any serious incident occur! ***

When a teen is banned from the Drop-In -- "the time depends on the crime"

1. Intentional abuse of staff or property results in 2 WEEKS banning
2. Serious fights will result in 1 MONTH banning.
3. We don't forbid swearing, but we do let kids know that we prefer to hear other language. If the swearing is excessive, or the language becomes rude/crude or abusive, they are given one warning and then banned for 1 WEEK.
4. If a teen comes in under the influence of drugs or alcohol, they are asked politely to leave. If not sure check out with the breathalyzer. Please be sure to notify the rest of the staff of your actions so we all are aware of what has taken place..
5. Notify the supervisor to call the police immediately if there is drinking or dealing on the premises, those involved will be banned for 1 MONTH (drinking), 2 MONTHS (possession), and 4 MONTHS (dealing).
6. If a teen brings a knife or gun to the Drop-In, the police should be called immediately to escort the teen home and show the weapon to the teen's parents.

Staff & Volunteer Code of Conduct

As a staff member or volunteer of the Drop-In, you are expected to conduct yourself in a manner which will in no way embarrass or discredit the ministry of the Youth Center, but rather enhance it. Being in ministry does not mean that you are expected to live a perfect and sinless life. We all fail and all need forgiveness. However, there are certain ideals that are important for each board member, staff member and volunteer to seek to hold to. In saying this, we realize that not everyone is at "the same place on life's road" yet the goal should be the same, to be men and women of integrity. Kipling Youth Center Believes the following is as things deemed to be not in conformity with Biblical Standards:

1. Use of non-medical drugs
2. Engaging in obsessive gambling activities
3. Engaging in any deceptive behavior
4. Adherence to, or participation in, sectarian and cultic practices
5. Engaging in racist conduct or expressing racist view points
6. Use of profane or blasphemous language
7. Engaging in any behavior contrary to the Criminal Code of Canada

8. Consumption of alcoholic beverages to get drunk
9. Engaging in any type of sexual relationship beyond that of one married man or woman
10. Engaging in any type of sexual relationship with any of the youth
11. Engaging in, or promoting/supporting the homosexual lifestyle
12. Engaging in sexual assault or harassment
- 13.

Other information you need to know

- Any messes made should be cleaned up by the person responsible - if the facility is damaged in any way, the person(s) responsible will be required to pay for the damage - make them talk to the supervisor
 - People sitting in vehicles in the parking lot will be asked to either leave or come into the drop-in.
 - Only staff and volunteers are allowed in the Kitchen
 - Grades 5 to 12 are allowed at the Drop-In.
 - Excessive PDA's (public displays of affection) like kissing, sitting on each other and inappropriate touching are not allowed
 - Should a noteworthy situation arise (serious fight etc.) you should fill out an incident report speak to the supervisor about where to find the recording book.
 - Cleaning up at the end of the night is a responsibility of all staff. You may also give a student a pop if they help with the cleaning.
 - **YOU ARE NOT ALLOWED TO GIVE YOUTH A RIDE HOME** from the Drop-In unless there at least two adults in the vehicle and never are you allowed to be one on one with any youth!
- *** **YOU CAN NOT** talk to a youth in an unsupervised setting ie) A room with the door closed!! Rather, talk to him/her individually in a visible location, this is for your protection.