



## Volunteer Information Handbook

## Contents

About the Center	3
Vision	3
Mission	3
Core Values	3
Program Overview & Hours	4
Open: Monday- Friday 8:30am to 2:00pm	4
Roles and Responsibilities	5
Executive Director	5
Youth Activity Leader	6
Volunteer	7
Rules	8
Youth Rules	8
Zero-Tolerance Policy	8
Useful Information	9
Receipt and Acknowledgement Form	10

## About the Center

### Vision

The vision of the Clearlake Youth Center is to support our youth, encourage them to identify their goals and dreams, and to live life to its fullest on a path towards emotional, spiritual, and economic success. We pledge to offer a positive support system where learning and development lead to greater possibilities.

### Mission

The Clearlake Youth Center's mission is to reach our youth in Lake County by providing a safe place to explore opportunities that empower them, add value to their lives, develop character, create healthy relationships, and to equip them to reach their highest potential.

### Core Values

- RESPECT:** To demonstrate a deep admiration of others elicited by their abilities, qualities, or achievements as a person.
- EMPOWERMENT:** The process of becoming stronger and more confident especially in controlling one's life.
- ACCOUNTABILITY:** Taking responsibility for one's own actions, decisions, and destiny.
- CHARACTER:** The mental and moral qualities that display honor, integrity, humility, strength, and encouragement.
- HOPE:** The optimistic expectation and desire for positive outcomes in one's own life and the lives of others.

# Program Overview & Hours

Open: Monday- Friday 8:30am to 2:00pm

Youth Program overview

Days	Hours	Activities
Monday	8:30am-2:00pm	Learning Hub
Tuesday	8:30am-2:00om	Learning Hub
Wednesday	8:30am-2:00pm	Learning Hub
Thursday	8:30am-2:00pm	Learning Hub
Friday	8:30am-2:00pm	Learning Hub



## Roles and Responsibilities

### Executive Director

Title: Executive Director

Reports to: Lake County Youth Services

Prerequisite: A person who accepts and follows direction, listens to others, and is encouraging

Characteristics and Skills:

- Self-motivated and a problem solver
- A passion for helping the youth and the community
- Ability to identify issues requiring discretion, and to maintain confidentiality
- Ability to work well with others, supervise and teach

Requirements:

- Pass the interview process
- Complete application, immunizations, background check, and drug test
- Complete the online mandated child abuse report training at [www.mandatedreporter.ca.com](http://www.mandatedreporter.ca.com)
- Detail-oriented
- Grant and fundraising experience
- Strong communication skills, written and verbal
- Public speaking skills
- Computer skills
- Make a commitment of at least 6 months to the Clearlake Youth Center

Main Duties:

- Must assist with grant writing and reporting process
- Responsible for developing and implementing the budget
- Maintain financial accounts and create reports
- Maintain hard & electronic copies of policies, procedures, expenditures, and directories and update changes as needed
- Documented all suspected and alleged child abuse
- Review incident report, file, & document actions taken
- Reviewing and revising the Policy and Procedure Manuals and Handbooks annually
- Work directly with parents, staff, and youth that are experiencing behavior issues. Work as part of a team to ensure the youth are safe, well cared for and are encouraged
- Administer facility rules, safety policies and disciplinary policy
- Provide updated training for safety/fire/child protection/equipment usage
- Train and supervise all staff
- Interview prospective staff and volunteer
- Responsible for hiring, firing, and discipline for staff and volunteers
- Talk with the Activity Leader weekly to go over the weeks progress
- Encourage and motivate staff as needed

## Youth Activity Leader

Title: Youth Activity Leader

Reports to: Executive Director

Prerequisite: A person who accepts and follows direction, listens to others, and is encouraging

Characteristics and Skills:

- A love for teenagers.
- Compassionate, mature, outgoing, and responsible
- Ability to plan, organize, and implement activities
- Organizational and time management skills
- Ability to identify issues requiring discretion and to maintain confidentiality
- Ability to encourage teens
- Be on time

Requirements:

- Pass the interview process
- Complete application, immunizations, background check, and drug test
- Complete the online mandated child abuse report training at [www.mandatedreporter.ca.com](http://www.mandatedreporter.ca.com)
- Make a commitment of at least 6 months to the Clearlake Youth Center
- If you are unable to do your shift, contact your co-worker the night before to see if he/she can cover your shift and notify the Executive Director
- You are a role model for the children. Everything you do should reflect this

Main Duties:

- Talk to the Executive Director weekly on the events of the week
- Manage the front desk and attendance log book
- Answer the phone
- Administer facility rules, safety policies, and disciplinary policy with the assistance of the Executive Director
- Set thermostat to 68 degrees for heat and 72 degrees for cool
- Check and restock First Aid Kits monthly
- Show teens how to use games, computer and equipment in a safe manner
- Provide resources to youth events, counseling, meetings, self-help, and any other services based on the individual's needs.
- Report all suspected child abuse to the Executive Director
- Report all injuries to the Executive Director and fill out appropriate incident forms
- Encourage youth to pick up after themselves
- Make a list of supplies that the center is running low on
- At the end of your shift: pick up trash, straighten chairs, game area and kitchen. Turn off all powered devices. Check inside the building for youth before setting alarm
- In case of an emergency call 911

## Volunteer

Title: Volunteer

Reports to: Youth Activity Leader

Prerequisite: A person who accepts and follow directions, listens to others, and is helpful

Characteristics and Skills:

- Care for teenagers
- Compassionate, mature, respectful, and responsible for their own actions
- Ability to follow directions
- Ability to identify issues requiring discretion, and to maintain confidentiality
- Peace maker; not prone to drama
- Ability to be helpful when needed
- Be on time

Requirements:

- Must be at least 18 years or older
- Pass the interview process
- Complete application, immunizations, background check, and drug test
- Complete the online mandated child abuse report training at [www.mandatedreporter.ca.com](http://www.mandatedreporter.ca.com)
- Make a commitment of 6 months to the Clearlake Youth Center
- You will be supervised under the training and direction of the Youth Activity Leader for 6 months before running an activity independently
- There will be a probationary period of 6 months working with other volunteers and staff to ensure the volunteer is trained
- Once you are on the schedule, you must notify the Activity Leader the night before if you are unable to volunteer that day
- You are a role model for the children. Everything you do should reflect this

Main Duties:

- Talk with the Activity Leader to find out how you can help
- Show teens how to use the games, computer and equipment in a safe manner
- Administer facility rules and safety policies
- Report all suspected child abuse to the Youth Activity Leader
- Report all injuries to the Youth Activity Leader and complete an incident report
- Encourage youth to pick up after themselves
- At the end of your shift: turn off all powered devices
- In case of an emergency call 911

## Rules

### Youth Rules

Please ensure all students adhere to the following rules

#### Rules

- No drugs, violence, alcohol. Weapons or gang related activity (see Zero-Tolerance Policy).
- Each student is to sign in and sign out daily at the front desk.
- Keep the youth center clean.
- Practice kindness with no bad words or attitudes.
- Be safe by not climbing, jumping or sitting on equipment and tables.
- Always listen to direction from staff.
- Respect others with no screaming, yelling, or whistling in the common area.
- No running, riding bikes, or skateboarding etc. anywhere in the building.
- No loitering at the front desk or wandering in non-permissible areas.

#### 4 strikes rules

- Strike 1- Warning
- Strike 2- You will not be allowed to participate for the rest of the day and asked to leave the premises. Your parents will be contacted.
- Strike 3- Parents will be notified in writing.
- Strike 4- Youth members will not be allowed to attend the Clearlake Youth Center and the parents will be notified.

### Zero-Tolerance Policy

The Clearlake Youth Center has a zero tolerance for drugs, alcohol, violence, weapons and gang related activity. To maintain a healthy environment, all participants must agree to refrain from the following:

- 1) **Possession of, or under the influence of, any illegal/ controlled substance:** such as drugs, alcohol, tobacco, prescription medications, and any other controlled substances.
- 2) **Abusive language:** any language that threatens physical harm/danger to another person, or is deemed abusive and degrading by the staff.
- 3) **Threatening behavior:** any behavior that is viewed by staff as threatening to another person including verbal threats or physical damage/harm.
- 4) **Inappropriate computer usage:** any activity or sites viewed by staff as inappropriate including sexually inappropriate movies, websites, and television.
- 5) **Fighting:** any behavior that is viewed by the staff as engaging in physical contact with the intent to harm another person. This includes, but not limited to, hitting, slapping, biting, throwing objects, kicking, shoving, slamming or scratching.
- 6) **Possession of any weapons:** any object viewed as a weapon by staff.
- 7) **Illegal activity:** any activity that would require contact and/or involvement with the Police or Sheriff's Department.



## Useful Information

Location: 4750 Golf Ave. Clearlake, CA. 95422

Phone number: 707-994-5437

Website: [www.clearlakeyouth.org](http://www.clearlakeyouth.org)

Email: clearlakeyouthcenter@gmail.com

In case of an emergency: dial 911 for the Police Department or Fire Department.

Fire extinguisher: Located on the wall by the front entrance door & kitchen pantry

First Aid Kit: Mounted on the wall in the kitchen and two on the floor by the office

Paper or garbage fire: call 911 and use fire extinguisher

Kitchen/grease fire: call 911 and use fire extinguisher (small stove fire may be extinguished by placing a lid over the fire or turning the stove off) **Be Safe**

Evacuation Doors: Front door, side door, and boxing room door

Youth Leader contact information

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## Receipt and Acknowledgement Form

I have received the Clearlake Youth Center Volunteer Information Handbook. I have read it over and acknowledged the contents, requirements and expectations of the center and my role as a volunteer.

\_\_\_\_\_ I have read and agree to follow the guidelines of this handbook which includes, but not limited to, the Youth Rules and Zero-Tolerance Policy.

\_\_\_\_\_ I understand that no volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar items or benefits) for services rendered as part of his or her volunteer service.

\_\_\_\_\_ I authorize the Clearlake Youth Center and its staff to use photographs and video footage taken during activities for promotional, instructional, and educational purposes. The intent is to show how the center supports and encourages kids throughout the community.

\_\_\_\_\_ I have received a copy of the Volunteer Code of Conduct Policy and will abide by its guidelines.

**By signing below, I accept and agree to follow what is outlined in the Volunteer Handbook.**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date