



# Volunteer

## Training

# Booklet

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# Purpose of This

This booklet is provided to help you become a better H.O.P.E volunteer.

Our volunteer orientation can help us better get to know each other, express our views, and volunteer together in a harmonious relationship.

We hope this booklet will allow you to feel comfortable with us. We depend on you and our success is your success. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find H.O.P.E a great place to volunteer.

## Mission, Vision & Focus

### H.O.P.E.'s Vision

A community of involved residents coming together to improve the quality of life in our community.

Mission Statement is to promote activities, enhance communication, and facilitate initiatives that will benefit the welfare of the community and its spirit.

### Focus

Our focus is family, and community services.

### History

In 2009, the H.O.P.E. Family Resource Center emerged from the concerns of the need to help families in the community. In 2005, H.O.P.E. officially organized as a 501(c)4 nonprofit corporation, elected a board of directors and officers, and began soliciting resources for the community.

Since then, H.O.P.E. has grown and expanded its reach beyond simple matters and broadened its mission to support a community that is attractive, safe and a great place to live and raise a family for residents and prospective homebuyers.

As a nonprofit organization, H.O.P.E. depends on the community for support

Our Board of Directors and our members work collectively to protect, improve and strengthen the various communities by empowering residents with information and basic needs that directly impacts their quality of life.

H.O.P.E. partners with a number of community organizations and activities

Through networking, its relationships with government leaders, and pragmatic approach to growth and development, H.O.P.E.'s has succeeded in influencing the way in which

Tax deductible donations for H.O.P.E.'s charitable projects can be made to 501c3 H.O.P.E.

# Volunteer Expectations

## What You Can Expect from H.O.P.E

- ☐ Respectfulness of your commitment, time & confidentiality
- ☐ To be part of a team
- ☐ An inclusive, welcoming culture
- ☐ To be recognized and appreciated for your work
- ☐ The right to say no to projects and tasks that make you uncomfortable

H.O.P.E. is a place where volunteers can expect to be treated with respect. We respect your valuable time and commitment to our programs, and families as well as your right to confidentiality as a volunteer.

## What H.O.P.E. Expects from You

- ☐ Honor your commitment to our programs and family
- ☐ Cooperate with H.O.P.E. Board of Directors and fellow volunteers
- ☐ Be prompt and reliable
- ☐ Maintain a respectful relationship with other volunteers

## Areas in which to Volunteer

- Volunteer Coordinators
- H.O.P.E. Program/Event- community outreach (spring arts festival, event set-ups, takedowns and more)
- H.O.P.E. Sponsorship Committee Volunteers
- H.O.P.E. Community Outreach Volunteers (food, clothing, and hygiene)
- H.O.P.E. Fundraising Event Volunteers
- H.O.P.E. Volunteer of the Year Recognition
- H.O.P.E.: Communities/ Marketing/ Social media, Facebook, Instagram, Event Flyers
- H.O.P.E.: Grants Search and applications

Duties will be assigned to each volunteer by the Volunteer Coordination

- H.O.P.E: Website Maintenance



## Special Events

There may be a variety of special events throughout the year. These include fundraisers, spring and fall events, our holiday gatherings, or appreciation. Volunteer opportunities include serving on planning committees, helping with day of event tasks and more. Dates and times vary.

**Community Service:** If you are seeking community service hours, please let us know. Sign-in sheets are available to help us track your volunteer hours. Please sign in when you begin your volunteer service and sign-out when you are finished.

For volunteer sheets, please see the Volunteer Coordinator to ensure your hours are recorded properly.

**Dress Code:** H.O.P.E. Family Resource Center has a casual dress code, but we ask that your attire be neat and conservative. You are asked to wear a H.O.P.E. T-Shirt and/or a printed Name tag at events that are necessary to identify H.O.P.E.'s presence among other organizations.

## Equal Volunteering Opportunity

H.O.P.E. provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

**Exit Interviews:** In instances where a volunteer voluntarily leaves, H.O.P.E. would like to discuss your reasons for leaving and any other impressions the volunteer may have about H.O.P.E. If you decide to leave, you will be asked to grant us the privilege of an exit interview. We hope that the interview will help us part friends, as well as provide insight into possible improvements. All information will be kept strictly confidential

**Expense Reimbursement:** You must have the H.O.P.E. Volunteer Coordinator's written authorization prior to incurring any expense on behalf of H.O.P.E. To be reimbursed for all authorized expenses, you must submit a request accompanied by receipts and approved by your Volunteer Coordinator and the Executive Director.

**Feedback:** An efficient, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to H.O.P.E., regardless of whether the problems are large or small.

In order to provide for prompt and efficient evaluation of, and response to, grievances, H.O.P.E. has established a Feedback Procedure for all volunteers. H.O.P.E. will give full consideration to every volunteer's opinion. There will be no retribution against or toward anyone for his or her part in presenting grievances.

A grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness while volunteering. A grievance may also deal with an attitude, a statement, or an opinion held by a manager or volunteer.

The Feedback Procedure is as follows:

**1. Address**

If you feel that any Volunteer Coordinators, practice, or action by Hope is unjust or unreasonable, you should report it to the Volunteer Coordinator and discuss the matter confidentially and privately with him or her. If for some reason your Volunteer Coordinator fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a mutually satisfactory conclusion, then proceed to the Executive Director.

**2. Meet with the Executive Director**

Following the meeting with our Volunteer Coordinator, if you are still displeased with the decision rendered, you should bring the problem directly to the Director. The problem will be discussed with all concerned and a final decision rendered. The Director's decision will be binding on all. The sole purpose of this Feedback Procedure is to give each volunteer and H.O.P.E an opportunity to address any problem, complaint, friction, or grievance.

When volunteering your time with H.O.P.E., we ask that you refrain from soliciting any political and religious beliefs. We ask that you maintain a caring and professional relationship with the people we serve throughout your time as a volunteer. We ask that you do not solicit your own business enterprise or any other private charities.

**Identification:** While volunteering with H.O.P.E., we ask that you wear a H.O.P.E. T-shirt and/or a printed Name tag to identify yourself as a volunteer.

**Standards of Conduct**

By agreeing to volunteer with us, you have a responsibility to H.O.P.E. and to your fellow volunteers to adhere to certain guidelines for conduct. H.O.P.E. to keep the rules to a minimum. The purpose of the rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected. When each person is aware that he or she can depend upon fellow volunteers to follow the rules of conduct, then our organization will function more efficiently for everyone.

**Substance Abuse** H.O.P.E. has no desire to intrude into its volunteers' personal lives. However, any use of mood-altering substances may have an adverse impact on our organization and on H.O.P.E.'s reputation. Therefore, all volunteers are expected to report to the events and activities free of the effects of any mood-altering substances.

The possession, sale, or usage of mood-altering substances while volunteering is a violation of safe volunteer practices and will be subject to dismissal from volunteering as a H.O.P.E. representative.

Volunteers who show signs or evidence of having consumed alcohol and/or drugs will not be permitted to participate with Hope and will be dismissed from all volunteer activities.

### **Termination Policy**

H.O.P.E. is an at-will organization and has the right to terminate a volunteer without cause but will always consider the cause leading to the termination. In general, failure to adhere to H.O.P.E.'s Rules is cause of immediate release.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of organization funds, equipment or materials
- Falsifying statements on the volunteer application or during the interview process

**Illegal, violent or unsafe acts**

- Abuse or mistreatment of volunteers, members or board members
- Unwillingness to support and further the mission of the organization

## Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of H.O.P.E. If you have questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your volunteer coordinator for an explanation.

If a volunteer violates any rules established by H.O.P.E., including the following rules, that person may be subject to discipline up to, and including, immediate discharge as a volunteer.

- Negligence or any careless action that endangers the life or safety of another person. • Possession or consumption of alcoholic beverages is prohibited at any H.O.P.E. event designed for the participation of minors.
- Possession or use of all illegal drugs or other illegal substances is prohibited.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives while volunteering.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on agency premises or when representing H.O.P.E.; fighting, or horseplay, or provoking a fight on agency property, or negligent damage of property.
- Threatening, intimidating or coercing fellow volunteers on or off the premises - at any time, for any purpose.
- Theft of organization property or the property of fellow volunteers or clients; unauthorized possession or removal of any organization property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.
- Dishonest, willful falsification or misrepresentation of your application for volunteering or other volunteer records; alteration of organization records or other agency documents.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or engaging others to do the same.
- Immoral conduct or indecency while volunteering with H



# Volunteer Agreement (Volunteer Copy)

I, \_\_\_\_\_, agree to serve as a volunteer for H.O.P.E. Family Resource Center and work together with others to support activities benefiting our community.

By signing this form, I acknowledge that I have been given a copy of the H.O.P.E. Family Resource Center Volunteer Booklet.

I understand that it summarizes H.O.P.E.'s volunteer guidelines and expectations of me as a volunteer.

I understand that volunteering with H.O.P.E. is not for a specified term and is at the mutual consent of H.O.P.E. and myself.

I agree to abide by the Rules laid out in the Volunteer Booklet. By signing this form, I agree to:

- ✓ Honor my commitment to the program
- ✓ Cooperate with the H.O.P.E and fellow volunteers
- ✓ Be prompt and reliable
- ✓ Notify the volunteer coordinator of any changes to your commitment as a volunteer
- ✓ Maintain a respectful relationship with the public and other volunteers
- ✓ Model professional behavior, through both dress and decorum
- ✓ Discuss any and all issues with the Volunteer Coordinator
- ✓ Promote the safety of the public, and volunteers by adhering to H.O.P.E. rules and guidelines

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Print Name

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Signature

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Date

# Volunteer Agreement (Organization Copy)

I, \_\_\_\_\_, agree to serve as a volunteer for and work together with others to support activities benefiting our community.

By signing this form, I acknowledge that I have been given a copy of the Volunteer Booklet.

I understand that it summarizes Hope volunteer guidelines and expectations of me as a volunteer.

I understand that volunteering with Hope is not for a specified term and is at the mutual consent of Hope and myself.

I agree to abide by the rules laid out in the Volunteer Training Booklet. By signing this form, I agree to:

- ✓ Honor my commitment to the program
- ✓ Cooperate with the H.O.P.E. and fellow volunteers
- ✓ Be prompt and reliable
- ✓ Notify the volunteer coordinator of any changes to your commitment as a volunteer
- ✓ Maintain a respectful relationship with the public and other volunteers
- ✓ Model professional behavior, through both dress and decorum
- ✓ Discuss any and all issues with the Volunteer Coordinator, when necessary
- ✓ Promote the safety of the public, and volunteers by adhering to H.O.P.E. rules and guidelines

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Print Name

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Signature

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Date



