



Core Values and Desired Culture:

G	Gospel Oriented	We are all called to live the gospel message
R	Respect & Dignity	We will treat each individual with dignity and respect
A	Advocacy	We will serve as advocates for those without a voice
C	Compassion	We will treat each individual with compassion
I	Instill Hope	We seek to instill hope in each person we meet
O	Obstacles are opportunities	We will turn obstacles into opportunities
U	Unconditional acceptance	We will walk beside and not judge
S	See the face of Jesus in everyone	We will look for the face of Jesus in everyone

Our Missions:

St John Homeless Shelter is a not-for-profit, seasonal emergency shelter for adult men and women. Our mission is to ensure that homeless individuals in our community with un-met needs have access to a safe, warm and caring environment.

Micah Center is a not-for-profit, year-round, daytime resource center for adult men and women. Our mission is to guide and connect individuals within the greater Green Bay area who are experiencing or at risk of homelessness, to the appropriate resources within our community.

# St. John's Volunteer Manual 2018-2019

Thank you for your interest in volunteering at St. Johns Homeless Shelter and the Micah Center! There are numerous ways and various times of the day that you can get involved at the Shelter and Micah Center. Volunteers do not work between 10:00 pm and 5:30 am.

## **Volunteer Application Process**

Volunteers must be adults (18 years & older) to volunteer on-site. All new volunteers must complete an application and agree to a background check. Return completed applications to St. John's Homeless Shelter or the Micah Center ("Attention: Volunteer Coordinator"). Please allow up to three weeks to process your application. Once a background check is completed, the Volunteer Coordinator will contact you and you will be able to select the way(s) that you'd like to volunteer. Please note on the back page of your application which options interest you. If you do not hear back from the Volunteer Coordinator three weeks after submitting your application, please contact the volunteer coordinator, Brooke at (920) 436-9344, ext 203 or email [bgraham@sjehs.org](mailto:bgraham@sjehs.org) with any questions, concerns or assistance in determining your volunteer niche at the shelter.

## **Scheduling Procedure:**

Once you are approved as a volunteer, you will be emailed the link to Volgistics, our online volunteer calendar. Here you will be able to see the shelter needs and sign up for shifts that match your availability and interest.

If you do not have an email, or use the internet, please feel free to call the Volunteer Coordinator at (920) 436-9344, ext 203 to schedule a time to volunteer.

If you plan on coming in for the same shift each week and do not intend on signing up on Volgistics, please let the Volunteer Coordinator know. It is important that we know who is coming in at night so that we can make calls to last minute volunteers if necessary.

## **Cancellations**

If for some reason you need to cancel your scheduled volunteer time you can do so using Volgistics. If it is less than 24 hours before you are scheduled to volunteer, please call the Volunteer Coordinator on her cell at (920) 301-0909 or call direct to the shelter and speak with a staff member so that a replacement can be found.

## **Shelter Confidentiality Policy**

The shelter asks every volunteer to sign a Confidentiality Agreement that protects the privacy of all guests at the shelter. It is vital that every volunteer understand the importance of respecting the privacy of each person staying at the shelter and that the sharing of any information regarding a shelter guest be done only necessary for the proper provision of

service to that guest. Volunteers should not ask for any personal information about a guest from the staff or from the guest themselves. Guests and/or their personal situations should not be discussed outside the shelter with others.

### **Volunteer Boundaries**

Volunteers are not to provide any personal information of their own including last name, phone number and address. Volunteers should not be Facebook friends with a shelter guest or offer guests rides. Personal contact with a shelter guest outside of shelter can lead to complications and volunteers are required to refrain from doing so. Volunteers developing personal relationships with guests outside the shelter may be removed from active volunteer status. If you find yourself faced with a situation where someone has been a friend or acquaintance prior to your encountering them in shelter, please bring this to the attention of the Volunteer Coordinator so we can help you establish appropriate boundaries. This policy is in effect to protect both our volunteers and our guests. Any questions regarding this policy may be directed to the Volunteer Coordinator or Executive Director.

### **Communication from Volunteer Coordinator**

Please check notices on the Volunteer Bulletin Board located in the hallway by the Volunteer Entrance at St Johns (Jefferson St parking lot).

Also, keep an eye out for email updates from the Volunteer Coordinator which can include volunteering needs, shelter/supply needs, general updates, volunteer orientation, scheduling, etc. Our staff keep the shelter's Facebook page updated regularly as another "real time" way to stay connected to events at the shelter. Finally, you can learn more about upcoming events on the shelter's website: [www.stjohnhomelessshelter.org](http://www.stjohnhomelessshelter.org).

### **Operational vs. Non-operational Volunteers (St. Johns & Micah Center)**

The shelter has numerous ways for community members to get involved based upon their interests, comfort levels and availability. Operational volunteers are present while the guests are in shelter allowing a volunteer a lot of time for relationship building with guests utilizing services.

Meanwhile, non-operational volunteers are "behind the scenes" working to ensure the flow and operations of the shelter and Micah Center when guests are not present.

Volunteer Position Descriptions, outlined as follows, highlight opportunities available to volunteer both operationally and non-operationally.

### **LEAD VOLUNTEERS (Operational)**

The evening can be a busy time, with the guests arriving and the meal being served. Many volunteers are needed to assist staff and to serve the guests during this time. The staffs' first responsibility is to respond to the needs of the guests, and often times cannot give the volunteers the full attention they need to get oriented to their tasks and provide answers to their questions. The role of a Lead Volunteer is to put a knowledgeable, experienced person in charge of the

volunteers so that volunteers can get the attention and guidance they need. The Lead serves as a link between the volunteers and shelter staff. The Lead will serve as a support person for the volunteers, welcoming them, providing them direction, and answering any questions they may have along the way.

### **First Shift Leads (4 – 7:30 PM)**

#### **Responsibilities:**

- Arrive by 4 PM to get ready for the arrival of evening volunteers. Plan to stay until 7:30 PM
- Sign log-in sheet, put on nametag, check-in with evening staff to see if there is anything specific they need help with that shift, and check the schedule to see which volunteers are signed up
- Check meal schedule (posted on fridge) and white board on fridge for info on that night's meal
- Plug coffee in to begin brewing
- Hospitality volunteers come in at 4:30. Welcome them, make sure that they sign in and wear their name badge. See if any of them are first time volunteers and if there are any questions from the group. Lead a discussion among the volunteers as to who will cover what tasks during the shift. Let the volunteers know that they can come to you with any questions or concerns. You are in charge of facilitating their volunteer experience so it is important that they feel they can come to you with anything.
- Put out snack. Try to use up whatever leftovers we have around without putting out an entire meal. Focus on fruits, veggies, salads, half sandwiches or maybe a light soup leftover. The meal groups expect our guests to be hungry so we need to make sure that there is still some room in their stomachs for the actual meal.
- Watch for the group bringing in the meal. Meal groups have been advised to bring the meal to the back door (near kitchen) and have been told that there will be help carrying the meal in. Please encourage them to move cars around to the main parking lot, freeing up the backdoor parking for the church. Make sure the meal volunteers sign in and put name tags on when they arrive. Write what meal group will be serving and their menu on white board outside of serving window.
- Designate one Lead to help in the kitchen and one Lead to help on the floor. The Lead in the kitchen should answer any questions the meal volunteers have and advise them on policy (i.e., serving until 7 PM, no seconds until everyone served, etc.). Orient them to where things are located in the kitchen. Help in whatever needs arise. If it looks like we will run out of food before 7 PM it is up to the Lead to assess what other foods can be put out.
- Check in with volunteers throughout the shift, making sure they are comfortable with task(s) and answer any questions they have. Make sure the Locker Room Supervisor stays by the locker rooms during the designated times (posted on the outside of the locker room) and is keeping an eye on guest movement in and out of the locker rooms.
- Set an example for other volunteers by engaging guests in friendly conversation.
- Help clean up in kitchen post meal

### **Second shift Lead: (7:00p-9:00p)**

### **Responsibilities:**

- Check with first shift Lead volunteer regarding any issues from first shift
- Help clean-up kitchen from dinner if needed
- Gather light snacks to serve at window
- Sweep and mop kitchen floor
- Feel free to visit with guests
- Fill coffee pots for next morning
- Fill clothing orders if there are orders to fill
- Monitor men's locker room as listed on schedule by locker room
- Restock plates, cups, napkins, plasticware if needed
- Check refrigerator and freezer for outdated food
- Hospitality volunteers come in at 7:30. Welcome them, make sure that they sign in and put on a name badge. See if any of them are first time volunteers and if there are any questions from the group. Lead a discussion among the volunteers as to who will cover what tasks during the shift. Let the volunteers know that they can come to you with any questions or concerns. You are in charge of facilitating their volunteer experience so it is important that they feel they can come to you with any questions or concerns.

### **Qualifications:**

We ask that all Volunteers have significant volunteering experience prior to engaging in a Lead role. Volunteer can discuss this option with the Volunteer Coordinator and then shadow a Lead Volunteer if desired.

### **Commitment/Hours:**

First Shift Lead: 4:00p-7:30p

Second Shift Lead: 7:00p-9:00p

Leads can volunteer regularly throughout the week on a set schedule or intermittently.

## **HOSPITALITY VOLUNTEERS (Operational)**

### **First Shift Hospitality Volunteers**

Hospitality Volunteering is an opportunity to create a warm, inviting environment for guests and to connect on a one-on-one basis whether by sharing a meal, playing cards, or simple conversation. Hospitality volunteers are able to escort non-volunteer approved meal servers to share a meal with guests.

### **Responsibilities:**

- Sign log-in sheet at front entrance and put on your nametag
- Check in with Lead Volunteers and see what tasks need to be done. Potential tasks include:
  - Putting away food and donations
  - Getting snack ready for 5 o'clock open
  - Checking bathrooms for hygiene items, toilet paper, etc.
  - Restocking these items if necessary

- Making sure there are bins ready for new guests
- Checking to see if any loads of laundry need to be done
- On Wednesday and Sunday hand out clean sheets, collect & bag dirty linens
- Please feel free to sit down and visit with guests when they arrive. Ask them how their day was, how they are doing, etc. St. John's stresses community and what a better way to do so than by conversing with one another!
- Filling guest requests by gathering donation slips near kitchen window and log items given.
- Serve the meal (if there are not enough meal servers present)
- Monitor the locker room if no one is signed up as Locker Room Supervisor.
- Please remember to sign-out at end of your shift!
- These are just a few of the tasks that a hospitality volunteer may assist with. There are sometimes other day-specific tasks that staff will ask for help with as well.

### **Second Shift Hospitality Volunteers**

#### **Responsibilities:**

- Sign log-in sheet at front entrance and put on your nametag.
- Check in with Lead Volunteer and see what tasks need to be done. Potential tasks include:
  - Filling guest requests if needed
  - Cleaning up kitchen area
  - Putting out evening snack
  - Warming up meals for late-arriving guests who have proof of employment or are late arriving new guests (check with staff)
  - Making lunches for guests on the 'Approved Lunch List'
  - Helping with guest laundry if necessary
  - Check supply of breakfast food for next day – notify staff of immediate needs (milk, etc.)
  - Checking bathrooms and replenish toilet paper, hand soap, and paper toweling when needed.
  - Chatting with guests. Play a card or board game. Get to know the individuals you are serving!
  - Monitoring locker rooms if no one has signed up as Locker Room Supervisor
- Please remember to sign-out at the end of your shift!
- These are just a few of the tasks that a hospitality volunteer may assist with. There are sometime day-specific tasks that staff will ask for help with as well.

**Qualifications:** Able to work around large groups of people. Must be at least 18 years of age as with all other positions.

**Commitment/Hours:** Volunteers can serve regularly or intermittingly.

First Shift: 4:30p-7:30p

Second Shift: 7:00p-9:30p

## **Breakfast Server (Operational):**

The Breakfast Servers are often the first interaction a guest has each morning. As guests wake up in an emergency shelter and prepare to start their day, it can be filled with a lot of stress and apprehension. A warm smile and light conversation as you serve the food and pour the coffee can set an individual on the right track to leave the shelter motivated to take the steps necessary to move towards self-sufficiency. Imagine a night filled with 40 “roommates”, lots of snoring and perhaps a late night intake that disrupted one’s sleep. Now, imagine a warm smile and genuine compassion greeting that individual a few hours later. You have the ability to make that difference.

### **Responsibilities:**

- Arrive at 5:30am and ensure the coffee has been started
- Warm up any leftovers that can provide protein for the morning meal
- Set up juice, milk, cereal, fruit, toast & hard-boiled eggs and toast for continental breakfast
- Heat any casseroles or hot breakfast items that have been donated to the shelter
- Ensure the paper products, cups, napkins and flatware are stocked
- Check food quantities and shelter night count with staff to ensure adequate breakfast supply
- Open the doors and begin serving breakfast once the breakfast tables are down (approximately 6:15)
- Replenish food as necessary
- Serve guests until 7:30 am- allow for seconds as quantities allow
- Close up serving window at 7:30 and return items to their original location
- Wash up dishes and serving utensils
- Place coffee grounds (decaf) into the large urns in preparation for evening meal
- Wipe down all counters and sweep floor

### **Qualifications:**

- Ability to serve with a smile on your face at the crack of dawn

### **Commitment/Hours:**

5:30am-8:30am

Many volunteers serve breakfast on the same day each week. Volunteers are able to join the regular rotation or serve intermittently

## **Meal Servers**

The shelter provides guests with a hot meal each evening. All of our meals are donated by groups or individuals who show their support for the shelter and guests through their gift of cooking. This position is to help those who are interested in providing a home-cooked meal for shelter guests. Since the shelter isn’t coded to cook meals on-site all meals must be prepared off-site prior to serving.

Dinner Meal Serving does not require one to be an approved volunteer. For more information please contact the Meal Coordinator, Mike Westenberg, at [mwestenberg@stmattsgb.org](mailto:mwestenberg@stmattsgb.org) 920-435-6811, ext 306 or visit [www.stjohnhomelesshelter.org](http://www.stjohnhomelesshelter.org) for a current list of meal provider sign-ups.

### **Office Reception Volunteers (Non-operational):**

Office reception volunteers have the opportunity to answer the door and phone, and accept donations, which at times may require light clerical duties. In the meantime, Office Reception volunteers can write thank you notes to donors, however the main objective of the Office Reception Volunteers is to answer the phone and relay messages.

#### **General Responsibilities:**

- Answer the door and phone and direct people to the correct staff program or location.
- Accept donated goods and complete donation receipts for tax purposes
- Log all financial donations in monetary binder and place secured donations in lock box
- Write Thank-You notes to donors
- Perform light clerical duties.
- Photocopy forms as needed for general intakes
- Refer to the Office/Phone Reception binder located in the staff office for more information.

**Qualifications:** Light clerical duties and reception skills.

#### **Enhanced Responsibilities as capable/desired:**

- Assist staff with data input and update shelter information as necessary.
- Assist with filing and record-keeping as identified by staff.

**Enhanced Qualifications:** Basic Computer skills and knowledge Word and some software usage.

#### **Commitment/Hours:**

The Office Reception position consists of one shift from 9am-4pm Monday-Friday during the shelter season (November-April 30). You can sign up for the 9:00am to 12:30pm; 12:30pm to 4:00pm; or both shifts if you prefer the full day.

In the off season receptionists are needed 9am to 3pm Monday-Wednesday.

Volunteers may serve regularly or intermittently.

### **Laundry (Non-Operational)**

Laundry volunteering is a great opportunity to help out “behind the scenes.” We all know how nice it is to have clean clothing at our disposal- take advantage of this opportunity to provide clean clothes for someone in need! When guests

come into shelter they have the opportunity (thanks to you) to have their clothes washed as well as their pillows. Also, when guests move on from shelter and leave their clothing to be “recycled” the items are washed and then re-stocked in the donation room for others to use.

**Responsibilities:**

- Assist other volunteers and sometimes staff with guest laundry (up to 10 guests per day)
- Please be willing to assist with other basic tasks if needed.
- Wash clothes, pillows, and towels from morning showers.
- Restock items in laundry room, towel rack, and donation room.
- Set up bins with bedding and pillows for new shelter intakes.

**Qualifications:**

- Neatly fold laundry items
- Place and retrieve laundry into stacked washers

**Commitment/Hours:**

Volunteer mornings from 9a-12p

**Donations (Non-Operational)**

Donation volunteers accept, sort, and organize donations and can also help with laundry if/when needed and vice versa. St. John’s operates primarily on donations, of food, clothing and financial gifts. This particular volunteer role works with the clothing items, so if you would like to make someone’s day by picking out the nicest clothes you can gather for the donation room, this is the position for you!

**Responsibilities:**

- Sort, label and organize clothing donations
- Identify items which could be better utilized by another non-profit and make a call to assess their needs
- Remove items that are stained, torn, or in other poor condition
- Identify clothing and hygiene needs and report to Volunteer Coordinator so these items can be requested on wish list.
- Label areas of the donation room for incoming clothing
- Assist with filling donation requests based on item and size
- Log all donation requests in Guest Binder and notify staff of excessive requests
- Place filled guest request on kitchen hallway and log information on dry erase board
- Assist with laundry as needed

**Qualifications:**

- Attention to detail
- Ability to walk up and down stairs
- Organization

**Commitment/Hours:**

Tuesday-Friday 9a-11a

Position is open to volunteer intermittently or regularly

**Fill Requests (Operational)**

Do you like to help folks put together an outfit? Figure out what clothing would be warmest? Find a favorite soap or shampoo? .... Volunteers who fill requests are like personal shoppers for our guests. The guest fills out a request for any combination of clothing, hygiene, outer-ware and perhaps shoes. When this request is submitted you go up to the donation room and select the items for the guest. This particular volunteer role works with the personal items, so if you would like to make someone's day by picking out the nicest, best fitting clothes you can gather from the donation room, this is the position for you!

**Responsibilities:**

- Gather guest requests from basket in Blair Hall
- Go up to donation room and look up guest in Guest Binder.
- Fill guests request based on item and size
- Log all donation requests in Guest Binder and notify staff of excessive requests
- Place filled guest request in kitchen hallway
- Log guest 1<sup>st</sup> name and 1<sup>st</sup> Initial of last name on dry erase board with a hold until date (2 days from today)
- Assist with laundry as needed

**Qualifications:**

- Attention to detail
- Ability to walk up and down stairs
- Organization

**Commitment/Hours:**

Daily, Sunday-Saturday 8:30am to 10:00am

Daily, Sunday-Saturday 6:00pm to 8:00pm

Position is open to volunteer intermittently or regularly