



2019

Volunteer Handbook

Mission Statement

Union Gospel Mission of Tarrant County is a local Christian organization and ministry dedicated to providing love, hope, respect and a new beginning to the homeless, offering a holistic program of care that leads to true, lasting healing. All UGM-TC services aim toward productive independence for each individual, regardless of gender, race or religious beliefs.

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Volunteer Office Contact Information

Full-Time Volunteer Coordinator:

Lezlee Kinney

817-338-8402

lkinney@ugm-tc.org

Physical Address:

1321 E. Lancaster
Fort Worth, TX 76102

Mailing Address:

P.O. Box 1957
Fort Worth, TX 76101-1957



Volunteer Requirements

Volunteer Application and Orientation: All adult volunteers (18 years and older) are required to complete an application and attend a one-hour orientation session before scheduling volunteer time.

Youth Volunteers: Youth must be **12 years** or older to volunteer. Youth volunteers (12 to 17 years of age) must be accompanied by an adult volunteer. For groups, there must be at least one adult for every six youth.

Background Checks: Volunteers who wish to work directly with children (i.e. tutoring or special events with the kids) are **required to fill out a background check form**, which gives Union Gospel Mission permission to perform a criminal background check.

Scheduling Volunteer Time: Volunteers may schedule volunteer time by contacting the Volunteer Office. All volunteer time must be scheduled in advance. Volunteers cannot show up unannounced to serve.

Volunteers **are not** permitted to bring other adults with them who have not completed an application and attended an orientation.

Sign-In/Out: Volunteers must sign-in electronically at the front desk. The system requires that each adult volunteer enter a PIN number in order to sign-in. Your PIN number will be issued once you schedule your volunteer time.

For Groups: Each person will need their own PIN# to sign in and out with

Name Tags: Name tags are located in the volunteer notebook next to the sign-in tablet. Each volunteer should wear a name tag with his/her first name clearly printed on it.

Parking: Volunteers should park in the gated parking lot just west of the Chapel (the building with the cross on top). To gain access to the lot, volunteers should turn into the semi-circle driveway, press the speaker button on the call box, give the attendant their names and identify themselves as volunteers. The attendant will then open the gate.

All valuables (purses, coats, etc.) should be left locked in vehicles or left at home. Union Gospel Mission does not have a place to store these items for volunteers and is not responsible for loss or theft of property.

Dress Code: Volunteers must dress conservatively and adhere to the following:

- **No shorts**
- **Long pants** must be worn
- **No sleeveless shirts**
- When working in the kitchen:
 - No sandals, flip-flops or high heel shoes** (closed-toed shoes only)
 - Shoes with good tread (i.e. tennis shoes) are highly recommended and **socks are required**.
 - Wearing a **baseball cap or hairnet is required**. A hairnet will be given upon arrival into the kitchen.

Volunteers who do not adhere to the above guidelines will be asked to leave and will be unable to volunteer during their scheduled time.

Absence Policy: Volunteering requires commitment, but we understand that things come up. If you are unable to report as scheduled, please let the Volunteer Office know.

Photographs: Volunteers may take photographs of themselves while at the Mission, but pictures of staff, residents or guests are strictly prohibited, even if these individuals give verbal permission.

Cell Phones: Cell phone usage is not allowed while volunteering. Cell phones and other electronic devices should either be silenced or be kept in your vehicle.

Inclement Weather: Since UGM-TC is a 24-hour operation, we never close due to inclement weather. However, our volunteer's safety is of high priority to us, therefore, we understand should inclement weather occur that you may choose to cancel your scheduled volunteer time.

Emergency Procedures: If during your volunteer time, you become aware of an injury or accident involving another volunteer or yourself, please report the incident immediately to the supervisor on staff. In the event of fire, exits are clearly marked and you are asked to exit the building as quickly as possible. In the event of stormy weather, the staff will instruct you where to go to seek shelter.

Volunteer Boundaries: In order to respect the privacy of our residents, volunteers must have boundaries regarding fraternization with residents and guests. While friendly and appropriate verbal interaction is encouraged, volunteers must not:

- give out personal phone numbers or ask for the phone numbers of residents and guests
- disclose addresses
- invite residents or guests off-site
- to employ a resident currently in the program
- to loan money or give money to a resident



Volunteer Opportunities at Union Gospel Mission

KITCHEN SERVICE

Time: 7 days a week (breakfast/lunch/dinner)

Volunteer Type: Individual or group

Assist our kitchen staff in serving meals, the meal will already be prepared by the Chef.

To clear trays, water glasses, clean off tables and sweep the floor.

Volunteers are to take instruction from the Lead Cook in charge of the kitchen that day. The cooks prepare the food/meal for a certain number of people so it is important to follow how many scoops to serve on the tray.

Important to practice good hygiene, wash hands, wear gloves, wear hairnet and all loose hair to be put up.

Dress Code for the Kitchen:

- NO SHORTS
- LONG PANTS/JEANS MUST BE WORN
- NO SLEEVELESS SHIRTS, SHIRTS SHOULD BE SHORT OR LONG SLEEVE
- NO FLIP-FLOPS OR HIGH HEELS
- SOCKS AND CLOSE TOED SHOES ARE REQUIRED
- WEARING A BASEBALL HAT OR HAIRNET IS REQUIRED

Volunteers who do not adhere to the above guidelines will be asked to leave and will be unable to volunteer during their scheduled time.

Meal Times:

Breakfast Serving: 5:30am to 7:30am

We have 5 spots for volunteers to help serve on the line or help with clean up

Lunch Serving: 10:45am-1:00pm (2pm Sun)

We have 10 spots for volunteers to help serve lunch, 4-5 on the line serving food on to the trays and 5-6 to help take trays out to the residents/guests. When not serving food, please help in cleaning up and getting ready for the next group.

Dinner Serving: 3:45pm to 7:00pm

We have 10 spots for volunteers to help serve dinner, 4-5 on the line serving food on to the trays and 5-6 to help take trays out to the residents/guests. When not serving food, please help in cleaning up and getting ready for the next group.

TUTORING & ENRICHMENT

Time: Monday-Thursday (5:00pm to 6:30pm) Pick a day that works for your schedule

Commitment: At least 6 months

Volunteer Type: Individual (**18 yrs. and up**)

If you would like to have a huge impact on our children, become a part of our tutoring program one night a week. .

WAREHOUSE

Time: Monday-Friday (Warehouse Operating Hours: 8:00am to 4:00pm)

Volunteer Type: Individual or group

Duties include sorting and organizing donated clothing, hygiene items, and house wares.

CHAPEL LEADERS

Time: 7 days a week (afternoons & evenings)

volunteer Type: Individual or group

Training required per Father Andy

We welcome individuals and groups who are interested in sharing God's love by leading a chapel service or sharing their musical talents. If you would like to participate, please contact our Chaplain, Andy Powell, at 817-334-0894 or apowell@ugm-tc.org.

ALPHA LEADER

Time: Thursday evenings

What is Alpha: Tim Nicholas Glyn Paul "Nicky" Gumbel is an Anglican priest, and author. He is known as the developer of the Alpha Course, a basic introduction to Christianity supported by churches of many Christian traditions.

Training required per Father Andy

ADMINISTRATIVE HELP

Time: Monday-Friday (10:00am to 5:00pm)

Volunteer Type: Individual

This position will vary based on our administrative needs. Duties may include organizing information, filing, copying, assisting with mail, shredding & answering phones.

ADOPT-THE-DINING HALL

Take one month out of the year to give the "Dining Hall" a new look. All decorations would need to be temporary and approved beforehand.

SPECIAL EVENTS

Time: Various

Volunteer Type: Individual or group

Plan a special event for our residents. Ideas include: arts and crafts, exercise class or holiday-themed parties and life skills classes. We welcome creativity

OFF-SITE

Time: Anytime

Volunteer Type: Individual or group

Whether it's writing letters of encouragement, helping make sack lunches, or hosting a donation drive for our on-going needs, there are plenty of opportunities that can be done off-site that benefit UGM-TC.



Volunteer Rights & Responsibilities

As a volunteer it is your right:

- To be assigned a meaningful task
- To work in a friendly, clean and safe environment
- To ask questions about your task
- To be treated with respect and kindness at all times by every member of the organization
- To offer input and feedback to the organization about the job or task you are performing

As a volunteer it is your responsibility:

- To follow the rules, policies and procedures of UGM-TC
- Take instructions from staff in charge of area you are serving in
- To be prompt and ready to work at the assigned time
- To give notice if you will be unable to fulfill your responsibilities
- To perform your tasks to the best of your ability
- Respect the confidential nature of issues that may be shared with you



Confidentiality & Volunteer Requirements & Responsibilities Acknowledgement Form

I _____ acknowledge the following:

- 1) I understand that information I handle while working as a volunteer at Union Gospel Mission is confidential and personal. I also understand that this information is not to be shared with anyone outside this agency or with other people living at Union Gospel Mission. I further understand that violation of this policy will terminate my volunteer services with Union Gospel Mission.
- 2) I have read and agree to abide by the Volunteer Requirements & Responsibilities of Union Gospel Mission.

Signature _____ Date _____

