



2021 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.

Follow Us on Facebook & Twitter





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 class before scheduling volunteer time,

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

Background Checks: Volunteers who wish to work as a Club UGM Instructor or directly with our children through special events or tutoring are required to complete a background check. You will be contacted by the Volunteer Office when your form comes back.

Scheduling Volunteer Time: Volunteers may schedule their 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 unless previously approved by the Volunteer Office.

PIN#'s: When you sign up for your first volunteer shift the Volunteer Office will send you a PIN number. Volunteers must sign-in electronically on the IPAD at the kiosk. If the IPAD is out of service you will sign in the Volunteer Book under Group or Individual. There is a PIN# report in the front of the Volunteer Book with all the numbers in alphabetical order in case you forget your number.

Name Tags: Name tags are located in the front of the Volunteer Book. Each volunteer should wear a name tag with his/her first name clearly printed on it.

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

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



Volunteer Opportunities

Kitchen Service

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

Volunteer Type: Individual or group

Assist our kitchen staff in serving meals, clearing trays, serving water glasses, cleaning off tables and the sweeping the floor.

Volunteers are to take instruction from the Lead Cook that is 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.

Good hygiene is essential in the kitchen. It is important to wash hands, wear gloves, and to wear a hairnet. All loose hair will need to be put up.

You are welcome to have a meal with us, but it needs to be **AFTER everyone has been served.**

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**
- **YOU MAY BRING YOUR OWN APRON FROM HOME IF DESIRED**

Volunteers who do not adhere to the dress code will be asked to leave and will be unable to volunteer during their scheduled time



Alpha Leader

Time: Thursday evenings

Alpha is basic introduction to Christianity supported by churches of many Christian traditions. Nicky Gumbel is the author and developer of the Alpha Course. Our residents attend the weekly bible study on Thursday evenings.

Training is required per Father Andy Powell 817-334-0894, apowell@ugm-tc.org

Club UGM Instructor

Time: Monday-Friday (Mornings or Afternoons)

We welcome prospective instructors to host developmental classes for residents at UGM-TC. We ask that you offer a commitment of at least one day per week in order to host a class. Background check is required.

Adopt-The-Dining-Hall

Take one month out of the year to give the "Dining Hall" a new colorful cheery 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. Example: Holiday themed parties

Off-Site Opportunities

Time: Anytime

Volunteer Type: Individual or group

Whether it is writing letters of encouragement, helping make sack lunches, or hosting a donation drive for our immediate needs list. There are plenty of opportunities that can be done off-site that will 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 the staff in charge of the area you are serving in
- To be prompt and ready to work at the assigned time, from start to finish of your 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
- To abide by the Volunteer Boundaries for residents, guests and staff



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 of Tarrant County 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 UGM-TC. I further understand that violation of this policy will terminate my volunteer services with Union Gospel Mission of Tarrant County.**

- 2) I have read and agree to abide by the Volunteer Requirements and Responsibilities of Union Gospel Mission of Tarrant County.**

Signature _____

Date _____



Union Gospel Mission of Tarrant County

1321 E. Lancaster

Fort Worth, TX 76102

Photo Release Form

I permit Union Gospel Mission of Tarrant County, its representatives and employees, authorization to take photographs, video and use of my personal story to be used in print, digital or any other media form.

I understand that Union Gospel Mission of Tarrant County may use my photograph and/or personal story for publicity, advertising and other promotional purposes in newsletters, websites, videos, social media and other printed materials.

I also understand that my FULL NAME and other identifying information will not be used with these photographs or videos.

I understand and consent to the above:

Signature _____

Printed Name _____

Date _____