

# VOLUNTEER MANUAL

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# Table of Contents

Welcome.....	1
Our Purpose .....	1
Volunteer Application .....	1
Photo Release .....	2
Scheduling.....	2
Criminal/Background Checks.....	2
Confidentiality Agreement.....	2
Doctrinal Statement .....	3
Dress Code/Appearance.....	3
Safety .....	3
Signing In and Out.....	4
Volunteer Badge .....	4
Cell Phone Usage.....	5
Fraternization Policy .....	4
Survey .....	4
Supervisor Contact Information .....	5
Affirming Receipt and Understanding .....	6

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# Welcome to the City Rescue Mission!

On behalf of the staff at the City Rescue Mission, thank you so much for volunteering! We appreciate you donating your time and your talents to help make the City Rescue Mission a better place. You are a vital part of our team in helping us to minister and spread God's Word to those in need. We could not do what we do, without volunteers like you.

The primary objective of this manual is to give volunteers an understanding of the practices and procedures of the City Rescue Mission. If you have any questions, please contact your supervisor or the Development Ministry, they will be able to answer any questions.

## Our Purpose

The purpose of the City Rescue Mission is to serve those in need in the community. We are here to feed the hungry, shelter the homeless and offer hope, through a life changing relationship with Jesus Christ.

By volunteering at the City Rescue Mission, you are helping meet our purpose and helping to better the lives of others in our area who are struggling.

## Volunteer Application

Everyone who volunteers at the City Rescue Mission is required to complete a written application. Certain volunteer positions require additional documentation.

If a volunteer is under 18, all documentation must be signed by a parent/guardian. No one under the age of 18 is permitted to volunteer without an adult chaperone or a parent/guardian present.

You will be unable to volunteer without all required documentation.



Clients and guests are not eligible to volunteer at the City Rescue Mission during the 6 month period after leaving their respective program.

Clients of the Family Care Ministry are only eligible to serve as volunteers in other ministries of the City Rescue Mission.

## **Photo Release**

All of our volunteers are required to sign a photo release as part of our application process. If you do not wish to have your picture taken, please advise our staff or volunteer photographers to omit you from any photo taking activity.

## **Scheduling**

We strive to make the best possible match between a volunteer's availability and volunteer assignments. If you find you are unable to attend your scheduled volunteer assignment, please contact your supervisor as soon as possible to make any necessary arrangements. Also please be courteous and arrive on time. If you are going to be late, please call and let your supervisor know.

## **Criminal/Background Checks**

A formal background check and clearances are required for certain volunteer assignments. FBI clearances and fingerprinting may be required for specific volunteer positions. Volunteers must obtain these clearances before commencing their volunteer assignment. Although a background check will be completed, convictions are not an automatic disqualification to volunteering. Volunteers who do not agree to a required background check may be refused specific assignments. No exceptions will be made.

## **Confidentiality Agreement**

Volunteers of the City Rescue Mission are responsible for maintaining the confidentiality of clients' personal information. Certain assignments may require volunteers to sign a Confidentiality Agreement. By signing the agreement you acknowledge that you must refrain from releasing client identities or personal information to anyone outside of the City Rescue Mission.

Failure to comply with the guidelines will be immediate grounds for dismissal from all future volunteer assignments.



# Doctrinal Statement

Some volunteer assignments will require a signed Doctrinal Statement. This statement is used to ensure that volunteers in certain positions are in agreement with the same core beliefs as the City Rescue Mission. Volunteers not required to be in agreement with the City Rescue Mission's Doctrinal Statement, cannot be hostile towards the Christian Faith.

# Dress Code/Appearance

Volunteers are an extension of the City Rescue Mission, and are expected to dress appropriately for all volunteer assignments. These guidelines should be followed when determining appropriate attire:

- Clothing should be neat, clean and fit properly
- Appearance and dress should be professional and appropriate to your position
- Clothing with holes, stains, tears or fraying may not be worn
- Clothing must be free from obscene pictures and language
- Closed toe and heel shoes are to be worn in the kitchen and during outdoor volunteer assignments. Sandals are permitted in the office.
- Tank tops, tube or halter tops may not be worn under any circumstance
- All attire should be modest and in good taste

Failure to comply with the dress code may result in immediate dismissal.

For any questions regarding the dress code, please ask your supervisor.

# Safety

The safety of our volunteers is of the utmost importance at the City Rescue Mission. Volunteers are expected to obey general safety rules and take all necessary precautions to ensure their safety.

The following must be reported to your supervisor immediately:

- Any injury which occurs during your volunteer assignment, no matter how slight
- Property damage
- Any accident, injury or illness of anybody during the volunteer assignment
- Potentially dangerous situations or working conditions

## Signing In and Out

The City Rescue Mission keeps detailed records of hours served by volunteers. At each ministry, there is a sign in sheet; one for individuals and one for groups.

When you arrive, you must sign your name, date, time you arrive, and a description of the job you are completing (kitchen help, daily devotional leader, etc.).

When you leave, you must sign the time you leave, and the number of hours completed **rounded up to the nearest quarter hour**. For example, if you worked 1 hour and 43 minutes, you would record that you worked 1.75 hours.

## Volunteer Badge

All volunteers are asked to wear identification volunteer badges. This helps everyone to know that you are a volunteer.

Identification badges can be found at each ministry. Please wear your badge at all times while volunteering on the City Rescue Mission's grounds.

In lieu of badges, all kitchen volunteers will be required to wear aprons provided by the City Rescue Mission.

Please be sure to return your volunteer badge and/or apron to your supervisor before leaving.

## Fraternization Policy

The City Rescue Mission strongly believes that an environment where volunteers maintain clear boundaries between themselves and clients is necessary for conducting ministry at the City Rescue Mission.

Although this does not prevent the development of friendships, it does establish very clear boundaries as to how relationships are to progress during working hours, non-working hours, and on the premises of the City Rescue Mission.

If relationships become detrimental to volunteer obligations or to any aspect of not setting a Christian example, the volunteer may be subject to dismissal if the inappropriate behavior continues.

Volunteers are not permitted to be involved in a romantic or dating relationship with clients of the City Rescue Mission programs.



## Cell Phone Usage

While on volunteer assignment, please refrain from cell phone usage unless there is an emergency situation.

## Survey

After you have completed your volunteer assignment, you may be asked to take part in a confidential survey, which would be sent to the email address that you provided in your application. With your help, we can make positive adjustments to our volunteer program. It will only take you a few minutes to complete and your suggestions are greatly appreciated. We value your opinion!

Thank you for helping to make the City Rescue Mission a great place to volunteer!

## Supervisor Contact Information

Supervisor Name \_\_\_\_\_

Supervisor Email \_\_\_\_\_

Supervisor Telephone Number \_\_\_\_\_

If you have any other questions about the City Rescue Mission, please feel free to contact the Development Ministry or your supervisor.

**City Rescue Mission** - (724) 652-4321 or [volunteer@cityrescuemission.org](mailto:volunteer@cityrescuemission.org)



# Affirming Receipt and Understanding

I hereby acknowledge the receipt and understanding of the Volunteer Manual as presented by the City Rescue Mission.

Name (printed) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

