

Recycling Grace Women's Center
Volunteer Folder
Checklist

- ___ Social Security
- ___ Driver's License or Picture Identification
- ___ Background Check (Family Care Safety Registry)
- ___ Acknowledgment of Receipt and Discussion of Volunteer Packet
- ___ Complete Volunteer Interview Form
- ___ Acknowledgment of Alcohol/Drug Policy and Policy regarding confidentiality.

Name of Volunteer: _____

Date: _____

Recycling Grace Women's Center

Volunteer Positions

- A. Mentor/Recovery Coach
- B. Building and Grounds Maintenance
- C. Transportation
- D. Office Duties
- E. Receptionist
- F. Construction
- G. Computer Training
- H. GED Program Facilitator
- I. Facilitator for Groups, Educational, Personal Development, 12 Steps
- J. Donations: Collection and Distribution of food, household items, furniture, appliances
- K. Substance Abuse Counseling
- L. Fundraising
- M. Public Relations
- N. Speaker's Bureau
- O. Volunteer Coordinator: program volunteers, administrative volunteers, community service workers, etc.
- P. Counseling

Recycling Grace Women's Center
Volunteer Application

DATE _____

POSITION DESIRED _____

NAME _____

E-MAIL ADDRESS _____

ADDRESS _____

CITY _____

STATE _____ **ZIP CODE** _____

TELEPHONE _____ **MESSAGE PHONE** _____

SOCIAL SECURITY NUMBER _____

DRIVERS LICENSE NUMBER _____

DATE OF BIRTH _____

MARITAL STATUS:

SINGLE ___ **MARRIED** ___ **WIDOWED** ___ **DIVORCED** ___

SEPARATED ___ **REMARRIED** ___ **ENGAGED** ___

SPOUSE'S NAME _____

YEARS MARRIED _____

NUMBER OF CHILDREN _____

CURRENT PLACE OF EMPLOYEMENT _____

TITLE/POSITION _____

WORK PHONE _____

CAN YOU BE REACHED AT WORK? YES ___ **NO** ___

EDUCATION AND WORK EXPERIENCE

PLEASE LIST ANY COLLEGE DEGREES _____

PLEASE LIST AN VOLUNTEER OR WORK EXPERIENCE _____

NAME OF COMPANY _____

YEARS SERVED _____

ADDRESS _____

TELEPHONE _____

SUPERVISOR _____

MAY WE CONTACT? YES ___ **NO** ___

NAME OF COMPANY _____

YEARS SERVED _____

ADDRESS _____

TELEPHONE _____

SUPERVISOR _____

MAY WE CONTACT? YES ___ **NO** ___

NAME OF COMPANY _____

YEARS SERVED _____

ADDRESS _____

TELEPHONE _____

SUPERVISOR _____

MAY WE CONTACT? YES ___ **NO** ___

PLEASE SUMMARIZE YOUR SPIRITUAL HISTORY (CHURCH AFFILIATIONS, FAITH EXPERIENCE AS RELATED TO YOUR BELIEFS)

PERSONAL REFERENCES

Give THREE references, other than spouse or family member, who are qualified to speak of your spiritual experience and service.

NAME _____

ADDRESS _____

CITY _____ ZIP CODE _____

TELEPHONE _____

Have you ever been convicted of any offense against the law? (You may omit minor traffic violations)

Yes _____ No _____

If yes, please explain.

Have you ever committed or been accused, charged or alleged to have committed any act of neglecting, abusing or molesting any children?

Yes___ No___

If yes, please explain in detail, providing date and place of the incident.

Have you abused drugs or alcohol; or been concerned that you may have a problem with alcohol, pornography or any other addictions; or has anyone ever suggested that you may have a problem with any of the above?

Yes___ No___

If yes, please explain.

Have you ever been treated for a mental disorder?

Yes___ No___

If yes, please explain.

APPLICANTS CERTIFICATION AND AGREEMENT

I hereby certify that the facts set forth in this initial application are true and complete to the best of my knowledge. I understand that discovery of falsification of any statement or significant omission of facts may prevent me from obtaining a volunteer position or may subject me to immediate dismissal from that position. I authorize Recycling Grace Women's Center to verify all data given in my application. I have carefully read and do understand the above statements.

I HAVE READ AND UNDERSTAND THE STATEMENT ABOVE AND THE VOLUNTEER HANDBOOK AND AGREE TO COMPLY WITH THE STATED REQUIREMENTS AND EXPECTATIONS.

Signature_____

Date_____

Please return completed application to:
Recycling Grace Women's Center

601 Apple Street

Poplar Bluff, MO 63901

Recycling Grace Women's Center

Volunteer Interview Form

DATE_____

TIME_____

PLACE_____

VOLUNTEER APPLICANT_____

INTERVIEWER_____

1. Do you understand the purpose of screening individuals seeking a volunteer position at Recycling Grace Women's' Center?

2. Tell me about yourself... childhood and now.

3. Why are you interested in serving with Recycling Grace Women's Center?

4. Could you please tell me about your spiritual journey?

5. Have you worked with Recycling Grace Women's Center before?

6. What would you consider to be the most important personal beliefs and values?

7. What would you consider to be your strengths and weaknesses?

8. In reviewing the volunteer packet information and application I would like to see more information of the following:

Welcome to Recycling Grace Women's Center

We welcome you to Recycling Grace Women's Center as a new volunteer. We are pleased that you have chosen to become a member of our Faith-based multi-service team.

This handbook is provided to inform you of our personnel requirements and the benefits that Recycling Grace Women's Center has established for its volunteers. Please use this handbook whenever you have a question concerning the volunteer policy. Should you have any questions concerning the information contained in this handbook, ask the COO for assistance or feel free to contact the CEO.

MISSION STATEMENT

Recycling Grace Women's Center provides a safe environment for women to break the cycle of addiction and become productive members of society.

VISION STATEMENT

RGWC will help consumers become spiritually, physically, and emotionally healthy, able to support themselves and their families and give back to their community.

VALUES STATEMENT

We value honoring God along with hard work and integrity as a model for success.

PHILOSOPHY STATEMENT

Our desire is to restore individuals and families. This is accomplished by providing a "philosophy of service" that includes the following:

- Display a positive attitude
- Enjoy working with the program and its participants
- Be able to motivate participants
- Display attributes of patience, understanding and be supportive to all persons with whom you come in contact
- You must have respect for various culture backgrounds and differences in levels of education, experience and view points, no matter how unusual they may seem to you
- Demonstrate integrity, fair-mindedness, and a persuasive, congenial personality

SECTION I

DRUG AND ALCOHOL POLICY

It is the intention of Recycling Grace Women's Center to provide an environment for its employees, volunteers and participants that is free of the influence of all illegal drugs. A legal drug is a product that has been prescribed by a licensed practitioner for a specific person and for which a valid prescription exists. The following are the policies and procedures that will be implemented in all cases for full time, part time, and temporary employees and volunteers. Additionally, included in this section are the consequences that result from any violation of the policy stated herein.

Alcohol or other Drugs:

Any use, possession or consumption of any illegal substance while on the premises at Recycling Grace Women's Center grounds is strictly prohibited.

- Employees and volunteers may possess and use a legal drug provided it is taken according to labeling instructions and does not interfere with the ability to work or cause disturbance for other employees.
- Employees and volunteers are prohibited from selling or attempting to sell controlled substances.
- Employees and volunteers are prohibited from manufacturing or attempting to manufacture a controlled substance.

Tobacco Products:

Use, possession and ingestion of the tobacco products on the premises of Recycling Grace Women's Center during working hours is strictly prohibited except during scheduled breaks and in the sheltered designated area.

Impaired Condition:

It is a violation of this policy for an employee or volunteer to work or enter onto the work premises while in a condition which impairs the employee's or volunteer's ability to perform his/her work responsibilities due to effects, symptoms, or side effects of alcohol or other drugs

CONSEQUENCES OF POLICY VIOLATIONS

Violation of these policies will result in dismissal of the volunteer from his/ her volunteer duties until the following steps are taken:

- (1) Meeting with the COO and CEO of Recycling Grace Women's Center with volunteer and witnesses of the incident;
- (2) Evaluation made by supervisor, Executive Director and Board Chair;
- (3) Recommendations made to volunteer concerning behavior;
- (4) Reinstatement following successful completion of recommendations made to the volunteer.

SECTION II

WORKING TOGETHER

RECYCLING GRACE WOMEN'S CENTER ROLE

Recycling Grace Women's Center is different than working in the business industry. As a volunteer, you must possess a sense of dedication and demonstrate a sincere and sympathetic interest in the welfare of others. No matter what your job may be, you must put forth every effort at all times to be sure our program participants receive the best possible service.

Our performance, good or bad, creates the image that our institution will have in the eyes of our program participants and the public in general. This image must be of vital concern to all our employees and volunteers. Our image must be a good one, inspiring confidence in our service to the families of the community.

Through your efforts Recycling Grace Women's Center can meet its goal to provide quality program participation for the community it serves.

DEPARTMENT RULES

All departments are authorized to establish rules and procedures appropriate to their areas of responsibility. Please learn these rules and observe them at all times since they are established for benefit to you, Recycling Grace Women's Center, and our program participants.

CONFIDENTIAL INFORMATION

Program participants' progress is privileged information. Recycling Grace Women's Center personnel or volunteers should not discuss participant behavior to the public in general. A reason for program participation is confidential information and employees or volunteers should not give out this information unless authorized by your immediate supervisor. All requests for information from sources outside the institution must be referred to the specific Program Coordinator and to the Executive Director to release information.

PERSONAL APPEARANCE

In addition to competence, dedication and courtesy, the personal appearance of all that are employed with Recycling Grace Women's Center is vitally important in our relations with participants and visitors. Recycling Grace Women's Center does

have the authority to insist upon volunteer compliance with employees' and volunteers' duties. Some general standards throughout have been adopted and include the following:

1. Departmental policies relative to good public image must be followed.
2. General attire shall be clean, neat, moderate in style and appropriate for the type of work being performed.
3. Shoes must provide safe secure footing, and offer protection against hazards.

Please remember that your personal grooming, hygiene and attire reflect not only your personal attitudes but also the image of Recycling Grace Women's Center. Personal neatness, cleanliness and conservative dress will convey a professional image to program participants, visitors and fellow employees.

INDIVIDUALITY

Consumers of Recycling Grace Women's Center are unique persons and should be treated as such. Individualized assistance for every program participant must be rendered at all times. It is important that you as a volunteer do not lose sight of the feelings of each program participant and her right to prompt efficient service.

PROGRAM PARTICIPANT COMPLAINTS

Although we all try our best to provide quality programs for our participants, we may still have complaints. When you, as a volunteer, receive a complaint, it should not be disregarded. Rather, it should be brought to the attention of your supervisor who will handle the complaint in the proper manner. Hopefully, the problem can be resolved and any further occurrence will be prevented.

PERSONAL TELEPHONE CALLS

It is important that Recycling Grace Women's Center phone lines be available for Recycling Grace Women's Center use. Please request family and friends to avoid calling you at work except for emergencies.

CELL PHONE COURTESY

Cell phones should be in your possession or locked in the office at all times and use should be limited. Phones should be kept on silent in the presence of consumers. Each person deserves complete attention during any interaction with staff.

ATTENDANCE

Because of the very nature of our business, regular attendance of all volunteers is greatly appreciated. We are called upon to serve our program participants 7 days a week, 24 hours each day. Being at work when scheduled helps us to deliver quality service and creates the proper image to the public we serve. Recycling Grace Women's certainly understands the nature of the business and your demands with family and schedules. However, we request that when you cannot meet your work schedule please contact your supervisor as soon as possible.

WORK ASSIGNMENTS

Your supervisor is responsible for assigning work duties. If you do not understand your assignment, you should ask your supervisor for clarification as soon as possible. When the necessity arises, you may be asked to work in another area other than the one you normally work in. This allows Recycling Grace Women's Center to be in a position to answer the needs of the program participants at all times.

So that we may provide the best quality program for program participants, we feel that we must place restrictions on solicitation and distribution in Recycling Grace Women's Center. It is with this in mind that the following rules have been adopted here at Recycling Grace Women's Center.

Except for Recycling Grace Women's Center sponsored events, solicitation and distribution are prohibited in all other areas of Recycling Grace Women's Center when either the soliciting/distributing employee/volunteer or the employees/volunteers are engaged in the performance of their work. It does not include those times when employees/volunteers are on break or at lunch. Remember that our commitment to quality service deserves your full attention while you are on working time.

EXCLUSION FROM PROGRAM PARTICIPATION

It is understood that situations may arise in which scheduled program activities may conflict with your cultural values, sense of ethics or religious beliefs. In such situations, it is your responsibility to immediately notify your supervisor or department head of your concerns and request to be excused from participating in particular aspects of the program from which you are requesting to be excused and the reasons for making the request.

SECTION III RULES AND REGULATIONS

RULES OF CONDUCT

Recycling Grace Women's Center strives to maintain a pleasant, safe and efficient working environment, which will provide the highest quality of service for program participants. To accomplish this, certain rules and regulations are necessary for good order. The following policies are for your guidance so you will know what is expected of you.

MINOR OFFENSES- The following breaches of good conduct are normally considered to be minor offenses. Disciplinary action for first offense will be verbal warning, second offense will be a written reprimand, for the third offense disciplinary suspension, and fourth will result in discharge.

1. Excessive absenteeism.
2. Failure to report "off times" sufficiently in advance of shift.
3. Excessive tardiness in reporting to work or failure to start work on time.
4. Failure to report an accident or injury.
5. Failure to meet the dress code and appearance standards.
6. Poor personal hygiene.
7. Being off the job without the permission of supervisor.
8. Excessive stopping work before appointed time or over-staying rest or lunch periods.
9. Unauthorized personal use of Recycling Grace Women's Center telephone.
10. Failure to perform work that is up to standard procedure will result in minor consequences.
11. Any other offense which reason, morals or common sense indicate to be wrong and not in the best interest of Recycling Grace Women's Center, participants or staff.

MAJOR OFFENSES- The following breaches of good conduct are considered major offenses and will normally result in discharge:

- Failure to treat participants, staff, and visitors with appropriate courtesy, consideration, and respect.
- Unreported absence.
- Conviction of a felony after volunteer application is approved.
- Falsification of volunteer application or medical history.
- Fighting with another employee, volunteer, supervisor, participant, or visitor.
- Forging, altering, or deliberately falsifying official documents, or authorized records.
- Gambling on Recycling Grace Women's Center property.
- Insubordination-failure to perform the proper order of a supervisor.
- Neglect of duty, which jeopardizes the health or safety of participants, visitors, or employees.
- Possession, use, or being under the influence of alcohol, non-prescribed drugs or marijuana while on Recycling Grace Women's Center property.
- Disregard for safety rules in a situation where the violation creates immediate danger or loss of life or limb or major damage.
- Sleeping during working hours unless you have the night shift.
- Disclosing participant or other confidential information to unauthorized persons either orally or in writing.
- Destruction or defacement of Recycling Grace Women's Center property.
- Using profane or abusive language to fellow volunteers, employees, participants, visitors, or supervisors.
- Smoking or having lighted materials in unauthorized areas.

- Unauthorized possession of a dangerous weapon on Recycling Grace Women's Center properties.
- Theft of property or monies will not be tolerated.
- Any other offense that reason, morals or common sense indicate to be a major consequence to Recycling Grace Women's Center, volunteers, participants, staff, or visitors.
- Leaving a post unsupervised when there is no other volunteer or staff onsite.

When assessing the disciplinary action, the seriousness of the offense will be considered along with your volunteer work record and length of service.

If you feel you have been disciplined unfairly, you may appeal through the grievance procedure. However, written policies are not subject to the grievance procedure.

These rules of conduct are published with the hope that if employees and volunteers know what is expected of them, misunderstandings will be avoided. All employees and volunteers are held responsible for knowing and complying with these rules of conduct. These rules may be changed from time to time.

DISCIPLINARY PROCEDURE

In administering disciplinary action at Recycling Grace Women's Center, above all it is our intent to be fair and consistent throughout the institution. The goal is to correct the inappropriate action and protect the integrity of Recycling Grace Women's Center and the employee or volunteer.

Recycling Grace Women's Center has adopted a procedure that is progressive and allows you to know what action is being taken. Listed below are the types of disciplinary actions which may be taken in the order in which they will occur.

STEP ONE – VERBAL WARNING

- The first step of Disciplinary Action is one where an infraction of minor consequences has been committed.
- We will verbally explain the infraction and discuss the problem.
- The volunteer shall be given the chance to read and sign the verbal warning. Should she refuse to sign, it should be noted on the form. A copy shall be given to the volunteer and a copy shall be placed in the file.

STEP TWO – WRITTEN REPRIMAND

- This step is to be used for those situations of continuing infractions of minor consequence. Written reprimands are of a more serious nature and should so indicate to the employee that any further infractions shall lead to more severe disciplinary action up to and including discharge.
- The volunteers shall be given the chance to read and sign the written reprimand. Should she refuse to sign, it will be noted on the form. A copy shall be given to the volunteer and a copy shall be placed in the file.

STEP THREE – FINAL REPRIMAND OR DISCIPLINARY SUSPENSION

- This step is used for those volunteers who have not corrected behavior outlined in a written reprimand. It may also be the first disciplinary action taken for major offenses. This step may be in the form of a final written reprimand or a disciplinary suspension.
- The volunteers shall be given the chance to read and sign the final written reprimand. Should she refuse to sign, it should be noted on the form. A copy shall be given to the volunteer and a copy shall be placed in the file.

STEP FOUR – DISCHARGE

- Volunteers who do not correct their behavior after a final written reprimand or disciplinary suspension should be discharged. First time major offenses may also be cause for discharge.

Grievance Procedures

Recycling Grace Women’s Center endorses and utilizes an “open door” policy. The policy encourages volunteers to discuss problems with their supervisor and to be open about their feelings. Volunteers should be able to express their thoughts without fear of recrimination from their supervisors.