

Hesed House
General Volunteer Guidelines
2014 - 2015



The ministries of Hesed House only exist through the generous volunteering of time by over 80 faith communities, numerous groups and 6,000+ individuals.

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General Volunteer Information

Applications:

All individual volunteers must complete and return an individual volunteer application prior to serving at Hesed House. Applications can be found online at www.hesedhouse.org/volunteer .

All groups interested in volunteering must complete and return a group volunteer application prior to serving at Hesed House. Applications can be found online at www.hesedhouse.org/volunteer .

After applications are received, volunteers will be accepted on a first-come, first-served basis. The volunteer department will contact volunteers with available opportunities.

Volunteers must be given the agency TB letter with applications.

Individual volunteer spots generally fill up 2-3 weeks in advance.

Volunteer groups generally fill up 6-8 weeks in advance.

*Holiday volunteering- see below

Age Requirements:

Volunteers must be 12 years old and above. We require a guardian to be present with any volunteer below the age of 18.

Background Checks:

For the safety of children at Hesed House, all volunteers engaging in our children's programs must undergo a DCFS background check. Forms can be obtained from the HR or Volunteer department. Hesed House may accept a copy of a background conducted in the last three years. Volunteers should not begin service prior to background clearance.

***Holiday Volunteering:**

Hesed House has numerous volunteer opportunities available throughout the holiday season. However, please note that these positions

generally fill up months in advance. For further information about the different holiday needs, please contact the volunteer department.

Safety Issues and Concerns

Volunteers Conducting Tours:

Due to privacy and safety issues of our guests, we ask that volunteers do not conduct tours of the facilities during program without the permission of staff on duty. We ask that if children are in the tour, to check to see what schools they attend before entering. We also ask that tours are not conducted through TLC without prior approval. Thank you for your understanding.

Volunteers Allowing Guests to Enter PADS after hours:

After the curfew time (10:00 p.m. in PADS), it is imperative that only staff allow the entrance of guests into the program.

Volunteers and Transporting Guests:

We advise you not to transport a guest anywhere in your personal vehicle. Please seek out a staff member if a guest is seeking a ride somewhere from you.

Volunteers and Personal Items or Information:

Volunteers of Hesed House should at no time, give personal information such as address or phone number to guests of Hesed House. Also, volunteers of the shelter should refrain from bringing valuables (electronics, money, etc.) with them to volunteer.

Volunteer Sign in/ Sign out:

Volunteers of Hesed House should always sign into a program when they arrive and sign out when they are leaving. This is extremely important in case of an emergency; staff must know what volunteers were present.

Volunteers should report concerns:

For the safety of guests, volunteers and staff at Hesed House, volunteers should report any concerns they might have to the staff or director in charge. Your feedback is important.

PADS AM (And More) Program

9a.m.-3p.m. Tuesdays, Wednesdays, Thursdays

9am-3p.m. Saturdays and Sundays

Overview:

The PADS AM (And More) Program takes place five days a week. The program is generally filled by regular individual volunteers during the weekdays and by volunteer groups and individuals on the weekends. Weekend groups typically supply the meal for 120 guests and are in charge of preparing, serving, and cleaning up after the meal, which is served at noon. Individuals during the week and on the weekends help assist staff with tasks such as opening lockers, passing out toiletries from “The Store,” laundry, and some light cleaning.

New Volunteers:

First time weekday PADS AM volunteers should receive a tour of Hesed House and volunteer orientation through the volunteer department. After their first time serving, they can communicate and schedule regular volunteer days through the volunteer department.

First time weekend PADS AM volunteers should receive a tour of Hesed House and volunteer orientation through the volunteer department if their schedule permits. If not, the orientation can be given by weekend PADS AM staff. Open weekend dates are available on a first come first service basis. If open dates arrive, the volunteer department may send out an email to volunteers.

Volunteer Duties:

Typical volunteer duties during the PADS AM Program include helping to prepare and serve lunch, opening lockers for guests, registering

guest in, passing out toiletries in the volunteer store, light cleaning and other duties as assigned.

PADS OES (Overnight Emergency Shelter) Program

7pm-7am Everyday

Overview:

The PADS OES (Overnight Emergency Shelter) Program takes place every evening. The program is generally filled a year in advance by volunteer teams from local churches through their PADS church coordinator. Although, some open nights can be filled by other groups or individuals. The volunteer teams provide the meal for about 200 guests, 90 sack lunches and breakfast for about 110.

The PADS PM Program has three shifts:

Shift #1:

6p.m.-11p.m.

Typical volunteer duties during the first shift include helping to prepare and serve dinner, opening lockers for guests, registering guest and bed assignments, passing out toiletries in the volunteer store, light cleaning and other duties as assigned.

Shift #2:

11p.m.-3a.m.

Typical volunteer duties during the second shift include registering late-admits, providing dinner to late-admits, preparing sack lunches, supervising the sleeping areas, performing wake-up calls, opening lockers for guests and doing laundry.

Shift #3:

3a.m.-7a.m.

Typical volunteer duties during the third shift include preparing breakfast, supervising the sleeping areas, performing wake-up calls, opening lockers, passing out toiletries in the store and light cleaning.

TLC Night Owl Shift (Two Individuals per Shift):

Overview:

Two volunteers are needed from 12 a.m.-4 a.m. and from 4 a.m.-8 a.m. Saturday through Wednesday in our Transitional Living Community. Staff will provide training to volunteers regarding operating policies, rules and regulations for TLC residents. Hesus House will conduct a required background check. The TLC Overnight Volunteers will have access to a walkie-talkie system shared with an on-site PADS staff member in case of emergencies or questions. TLC is a quiet environment with residents sleeping in their rooms and others leaving for late or early work shifts. Being stationed in the dining room of TLC to monitor who is coming in and out of the building.

Volunteer Duties:

- Conducting a walk-through of the upstairs living area every two hours, or more frequently as needed.
- Awaking TLC residents in case of a weather warning or medical or facility emergency.
- Interacting with guests who may be dealing with insomnia, a sick child, etc. Active listening during these times can be a great way to validate someone's life journey.
- Completing "special missions," if you choose to accept them ... (odd jobs, may include things such as computer research, stuffing envelopes, organizing storage areas, etc.)

Children's Programs

Note: A background check must be completed and cleared for volunteers working in children's programs.

-Harvesting Hope is a children's play therapy program. It takes place on Tuesday and Thursday evenings from 6:30p.m.-8p.m. during the school year. Interested volunteers should submit the volunteer application.

-YMCA Program is a partnership that helps Hased House Children with education, relationships, and exercise. It is Monday through Friday from 3:30p.m.-5:30p.m during the school year and Monday through Friday 10am to 3pm during the summer. Volunteers will assist the YMCA Program Coordinator with the children or even help bring new programs to the children. Past programs have included:

-Art Day

-Math House

-Community Reading Club

-TLC Child Care Call List – If you would like to be considered for our Transitional Living Community's Child Care Call List, please let us know! TLC child care volunteers are an enormous help to our guests who are taking classes, going on job interviews, or making it to medical or other appointments. Must be over 18 to be considered. Applicants must be experienced with childcare, responsible and understanding in character, and have regular availability in their schedule. An interview and background check will need to be completed for everyone on the TLC Child Care Call List.

-TLC Tutor/GED Tutor – If you have a background in teaching elementary or high school students and would like to tutor a child, please let us know! Must be over 18 to be considered. An interview and background check will need to be completed for each tutor. Applicants must be responsible and understanding in character, and have regular availability in

their schedule, in order to create a consistent schedule with the child. There also may be GED tutoring opportunities for some of our adult guests.

Clothes Closet

Overview:

The Clothes Closet runs on Monday and Thursday from 5p.m. to 7p.m. The Clothes Closet fulfills Hased House mission to “clothe the naked”. It is completely free for guests and is filled with new and gently used clothes donations. Volunteers help sort clothes and are there to support the guests as they search for their clothing needs.

Volunteer Duties:

There are three different times volunteers are needed to assist with the Clothes Closet:

-Monday mornings from 9a.m. to 11a.m. About 2 to 3 volunteers are needed to help sort through clothe donations and put them in the appropriate area in the store.

-Monday evenings from 5p.m. to 7p.m. About 3 to 5 volunteers are needed to help run the Clothes Closet. Super volunteers will be there to assist new volunteers. Tasks include assisting guests in finding clothing needs, making sure guests sign in what they received, and some light sorting.

-Thursday evenings from 5p.m. to 7p.m. About 3 to 5 volunteers are needed to help run the Clothes Closet. Super volunteers will be there to assist new volunteers. Tasks include assisting guests in finding clothing needs, making sure guests sign in what they received, and some light sorting.

Special Service Volunteers

Overview:

Volunteers with special skills can provide regular or one-time services throughout the year. They should be scheduled according to their availability as well as the availability of the guests. The best outcomes for attendance tend to be when special events take place during open program hours.

Volunteer Duties:

The duties will vary with each volunteer. Expectations, time frames and safety issues should be addressed with the special service volunteer prior to serving.

Examples:

Past special service volunteer activities have included:

- Offering free haircuts to guests
- Putting on a “spa day”
- Organizing sports & games

Special Service Volunteer Groups

Overview:

Groups interested in service projects will be contacted after submitting the group volunteer application. The projects vary throughout the year and will be determined at the time of service.

Volunteer Duties:

The duties for projects will vary according to the demographics and ability of the service group. Youth groups can be assigned cleaning, organizing and yard work. Older groups can take on more extensive assignments such as painting and building maintenance.

Generally, groups contribute the necessary supplies in order to complete the service project.

Adequate supervision is necessary for youth groups. We require one adult to be present for every five youths that volunteer.

Volunteer Department:

The Volunteer department will check with TLC staff, PADS staff and the Head of Maintenance for available projects for service groups. Suitability of the tasks will be determined on a group by group basis. Please continue to check www.hesedhouse.org/volunteer as well as <http://www.volunteerfoxvalley.org/> for new volunteer opportunities.