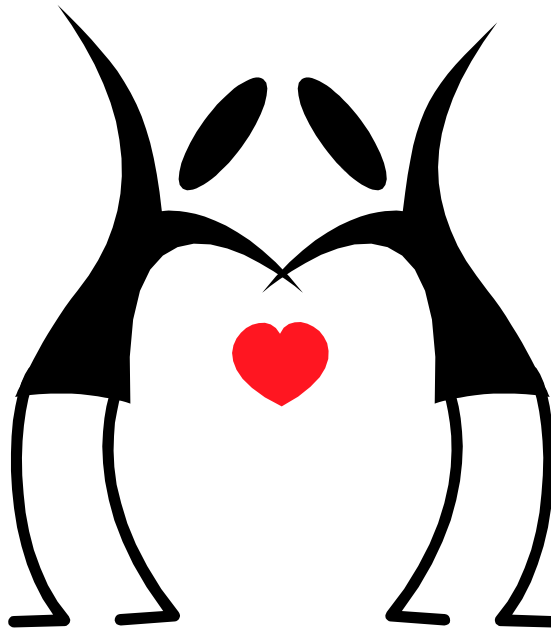




West Des Moines Human Services

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VOLUNTEER HANDBOOK



West Des Moines Human Services
139 6th Street ■ PO Box 65320
West Des Moines, IA 50265
Phone: (515) 222-3660 ■ FAX: (515) 222-3669
www.wdmhumanservices.com



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Welcome!

Dear Volunteer,

Thank you for choosing to volunteer at West Des Moines Human Services. We appreciate your willingness to share your time and service with us. We hope you will find your volunteer experience to be interesting as well as enjoyable and rewarding.

The Volunteer Handbook provides answers to many of the questions you may have about our volunteer opportunities. We ask that you review this handbook carefully and please don't hesitate to ask questions. The information included in this handbook may change, and every effort will be made to keep you informed of any changes.

Each year, West Des Moines Human Services continues to advance its mission through programs such as the DMARC Food Pantry, the Handyman Program, Emergency Assistance, Housing Solutions, Holiday Assistance, the Clothing Closet, Transportation as well as other programs. We have seen many lives changed for the better. ***Our volunteers play a crucial role in helping us continue this important work!***

Thank you again for your support of our efforts. It takes a team of committed people to make West Des Moines Human Services successful. As a valued member of that team, you have a lasting influence on people's lives. With your continued support, we can help others face their challenges with hope for a brighter future.





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Our Mission....

The mission of the West Des Moines Human Services Department is to provide opportunities for citizens to improve and enhance their quality of life and sense of community through the programs and services available.



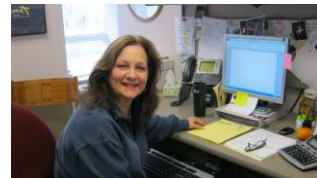
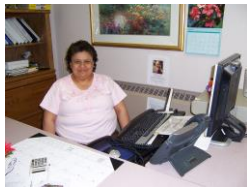
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About West Des Moines Human Services

WDM Human Services has been compassionately helping people in need since 1979. As a department within the City of West Des Moines, we are a non-profit agency that provides necessary assistance to low-income, elderly or disabled individuals in our service area. We are unique in that we are the only municipal human services department in Iowa. We have 18 staff persons and a 15-member Advisory Board comprised of local business leaders, community members and clients. For more than 35 years, we have provided support and assistance to community members in emergency or crisis situations to ensure their safety and to improve or enhance their quality of life.

A few of our staff members...





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Our Programs

❖ Preventing Hunger

DMARC Food Pantry
Summer Food Service Program
Garden Program

❖ Providing Safe Shelter

Emergency Assistance
Housing Solutions Program

❖ Assisting the Elderly & Disabled

Transportation
Handyman Assistance
Friendship Connection

❖ Supporting Youth Development

Youth Recreational Assistance
School Supplies

❖ Helping Low-Income Households

Clothing Closet
Utility Assistance
Holiday Assistance

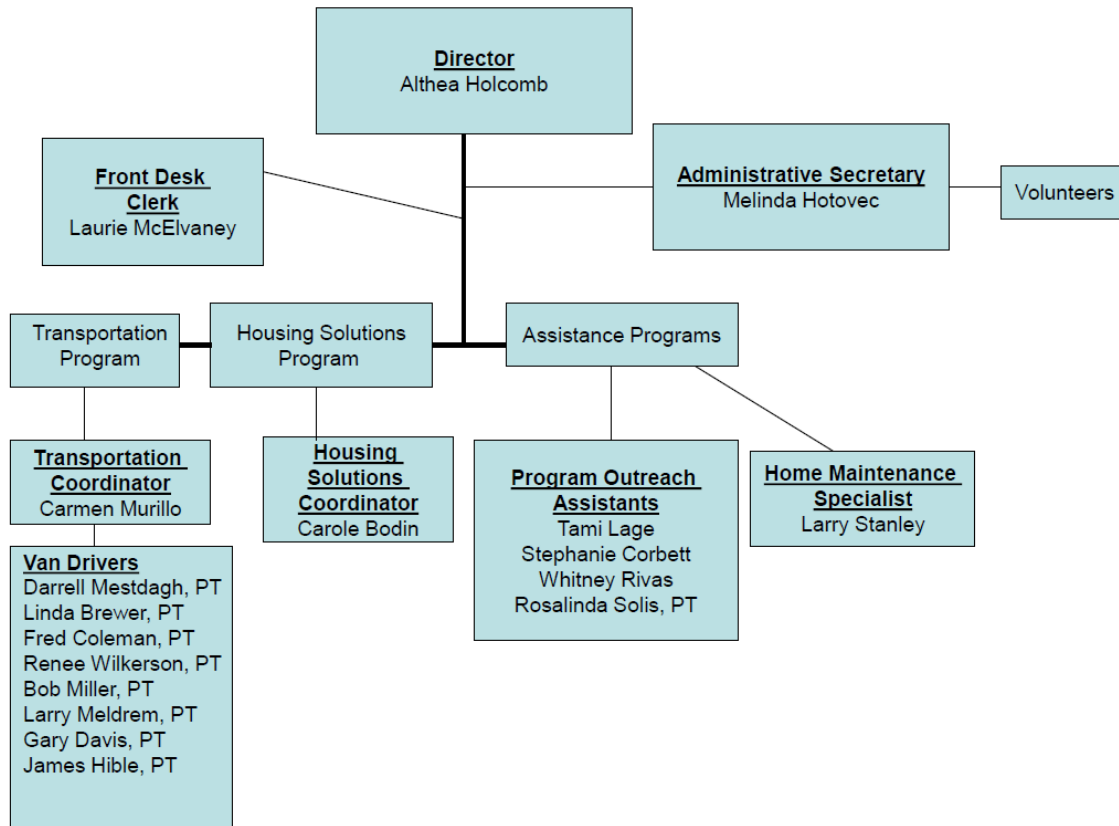




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Organizational Chart – Fall 2016





West Des Moines Human Services

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Staff List

Management

Althea Holcomb, Director 273-0633
Carmen Murillo, Transportation Supervisor 222-3661

Administrative

Laurie McElvaney, Front Desk Clerk 222-3660
Mindy Hotovec, Administrative Assistant 222-3663

Program Outreach Staff

Tami Lage, Program Outreach Assistant 222-3664
Whitney Rivas, Program Outreach Assistant 222-3665
Rosalinda Solis, Program Outreach Assistant 273-0659
Stephanie Corbett, Program Outreach Assistant 222-3662

Other Staff

Larry Stanley, Home Maintenance Specialist 222-3560
Carole Bodin, Housing Solutions Coordinator 222-3666

Transportation - Drivers

Linda Brewer 222-3661
Fred Coleman
Renee Wilkerson
Larry Meldrem
Darrell Mestdagh
James Hible
Gary Davis
Bob Miller



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Volunteer Opportunities

All opportunities are between the hours of 8:30 am and 4 pm, Monday through Friday, or between 5 pm and 7 pm on the 2nd and 4th Tuesday of each month.

Clothing Closet Volunteer

Accept and sort donations of clothing and household items from the community. Assist clients with selections and maintain the orderliness of the room. **Requires lifting of approximately 20 lbs.** Morning and afternoon shifts available, Monday through Friday.

Food Pantry Volunteer

Prepare food orders, keep the pantry neat and orderly, stock shelves, and accept food donations. Moving and lifting of bags or boxes is required. **Requires lifting of approximately 20 lbs.** Morning and afternoon shifts available, Monday through Friday (excluding Wednesday and Friday afternoons).

General Office/Front Desk Volunteer

Assist receptionist with incoming calls and client check-in. Greet clients and visitors in a positive and friendly manner.

Bread Coordinator

Assist with coordination and oversee the distribution of bread and pastry donations from local businesses. Shifts available from 8:45 a.m. to 11:00 am, Monday through Friday.

Special Event Volunteer Opportunities:

Holiday Assistance Program Volunteers

Help low-income clients choose gifts for their children through our annual Toyland program.

School Supply Distribution Volunteer

Accept and sort donations of schools supplies as well as assist with the distribution of supplies.

Volunteer Job Description – Clothing Closet Volunteer

Daily: 3 to 4 volunteers per shift (morning and afternoon shifts)

Title/Position:	Clothing Closet Volunteer
Position Description:	Maintain orderliness of clothing closet and assist clients as needed. Accept and sort donations.
Sample Tasks:	<ol style="list-style-type: none">1 Assist clients with selections from clothing closet.2 Accept and sort donations.3 Maintain orderliness of clothing closet.4 Fold and hang clothing.5 Attend meetings as requested.6 Train new volunteers as needed.
Commitment:	3 to 4 hours per week
Scheduling:	Morning and afternoon shifts between office hours of 8:30 am – 4 pm, M-F
Work Location:	139 6 th Street, WDM Human Services
Qualifications Sought:	Friendly, trustworthy, dependable, compassionate individuals who are people-oriented and have an interest in Human Service programs. Ability to maintain confidentiality of all office/client information. Requires lifting of approximately 20 lbs.
Benefits:	An opportunity to give your time and talents to meet the needs of the low-income, elderly and disabled residents of your community. Meet new people and establish friendships with other volunteers!
Reports to:	Director or Administrative Assistant

Volunteer Job Description – Food/Personal Pantry Volunteer

Daily: 3 volunteers per shift (morning and afternoon shifts available)

Title/Position:	Food/Personal Pantry Clerk
Goal of Position:	Support staff requests for clients' needs through program services.
Sample Tasks:	<ol style="list-style-type: none">1. Stock weekly food orders from DMARC into the pantry.2. Rotate and stock shelves on a daily basis.3. Maintain cleanliness of pantry.4. Assist clients with food orders.5. Attend scheduled meetings when necessary.
Commitment:	3 to 4 hours per week
Scheduling:	Morning and afternoon shifts between office hours of 8:30 am – 3 pm M-F
Work Location:	139 6 th Street, WDM Human Services
Qualifications Sought:	Friendly and people-oriented. Team player. Attention to details. Cooperative. Flexible. Ability to maintain confidentiality. Requires lifting of approximately 20 lbs.
Benefits:	An opportunity to give your time and talents to meet the needs of the low-income, elderly and disabled residents of your community. Meet new people and establish friendships with other volunteers!
Reports to:	Director or Administrative Assistant

Volunteer Job Description – General Office /Front Desk Volunteer

Daily: 1 volunteer per shift (morning and afternoon shifts available)

Title/Position:	General Office/Front Desk Assistant
Goal of Position:	To assist office staff in a variety of duties as needed.
Sample Tasks:	<ol style="list-style-type: none">1. Back up receptionist - greet clients, answer phone lines, transfer calls and take messages.2. Complete routine office duties as assigned by staff.3. Answer radio & dispatch messages to drivers in the field.4. Assist transportation coordinator.5. Basic Data entry6. Operate office equipment: copier, fax, computer, etc.
Commitment:	3 to 4 hours per week
Scheduling:	Morning and afternoon shifts between office hours of 8:30 am – 3 pm, M-F
Work Location:	139 6 th Street, WDM Human Services
Qualifications Sought:	Friendly, trustworthy, dependable, compassionate individuals who are people-oriented and have an interest in Human Service programs. Ability to maintain confidentiality of all office/client information is a must.
Benefits:	An opportunity to give your time and talents to meet the needs of the low-income, elderly and disabled residents of your community. Meet new people and establish friendships with other volunteers!
Supervisor:	Director or Administrative Assistant



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General Information & Guidelines

Confidentiality

As a human services agency, we are committed to the privacy of the individuals we serve. In the course of your volunteer experience at WDM Human Services, you may view confidential information. It is imperative that the privacy and confidentiality of our clients be maintained at all times. Please use discretion when discussing clients within the agency and never discuss clients outside the agency. Likewise, your personal volunteer information will also be kept confidential.

Background & Reference Checks

We conduct background and reference checks when it is appropriate to the volunteer position, including criminal background checks and child abuse checks.

Age Restrictions

Volunteers must be at least 14 years old. Anyone younger than 14 must be accompanied by a parent or guardian (minimum age with a parent/guardian – age 12).

Attendance

The Clothing Closet and Food/Personal Care Pantry are operated solely by volunteers. It is imperative that scheduled volunteers keep their commitment in order to serve the many clients who depend on our services. It is important that you be prompt and dependable. Advance notice of at least 24 hours for any planned absence is appreciated. Please call Mindy Hotovec, Volunteer Coordinator, at 222-3663 if you are unable to come as scheduled or email to: Melinda.Hotovec@wdm.iowa.gov

Appearance

While on duty as a volunteer, you represent the Human Services Department for the City of West Des Moines. You are requested to dress appropriately for your assigned area. A neat appearance is required to properly represent our agency. If you have questions about dress code, please check with a Human Services staff person.

Personal Property & Theft

We encourage you to leave personal items at home or locked in your vehicle. WDM Human Services is not responsible for lost or stolen personal property.

General Information & Guidelines – Continued...

Orientation & Training

Initial training is “on-the-job” and facilitated by an experienced volunteer. In addition, West Des Moines Human Services will provide periodic training sessions (up to twice per year) for skills relating to volunteering. All volunteers are encouraged to attend trainings.

Communication

We strive to communicate adequately with our volunteers through several mediums. The primary medium for communicating news to volunteers is via email. We also communicate via signage posted in the volunteer areas. Many times, changes in policy will be communicated at a volunteer training session. We welcome your comments and suggestions at any time as they help us improve our services.

Evaluation

Volunteers may receive periodic evaluations to review their performance. The evaluations allow for a volunteer and supervisor to suggest changes and enhance the relationship between the volunteer, staff and WDM Human Services.

Handling Complaints

Clients or members of the public who have complaints may occasionally approach you. **Please refer these individuals to a HS staff person.** If you find yourself in a situation where staff is not available, and you would like to respond to the complaint, please follow these steps:

1. Listen carefully to the individual (ask questions to clarify details if necessary).
2. Write down the details of the complaint. Obtain the individual’s name, address, and phone number.
3. Indicate that you understand the complaint, avoid taking sides (be objective). Inform the individual of your volunteer status and give assurance that you will notify the appropriate staff.
4. Thank the individual for bringing the problem to your attention.
5. Report the incident and pass on your written record of the complaint.

General Information & Guidelines – Continued...

Signing In & Out

Your hours are important to us as they reflect the extent of your activity with our department and they are included in various reporting tools. Please record your volunteer hours each time you volunteer in the **Volunteer Sign-In Book** located at the front desk.

Anti-Harassment Policy

All volunteers should enjoy a work environment free of harassment. Harassing conduct interferes with a volunteer's work performance or creates an intimidating, hostile or offensive work environment. This relates to, but is not limited to, harassment in the following areas: race, color, creed, national origin, gender, marital status, sexual orientation, age, religion, veteran status, political beliefs, physical or mental disabilities, or any other characteristic protected by law. Any harassment will not be tolerated and will result in dismissal. This prohibition applies to everyone – employees, volunteers, clients, vendors and visitors. If a volunteer believes he or she is being subjected to harassment, the volunteer should notify the Human Services Director as well as the Volunteer Coordinator. An investigation will be undertaken and appropriate action taken up to and including termination of the harassing party.

Appropriate Behavior

WDM Human Services is committed to preventing violence in and around the workplace. Threats, aggressive or violent behavior will not be tolerated. Please report any such behaviors to the Human Services Director as well as the Volunteer Coordinator.

In addition, volunteers are ****NOT**** to transport clients in their personal vehicles under any circumstances. If a client is in need of transportation, please direct them to our front desk.

Accidents & Injuries

Safety at WDM Human Services is everyone's responsibility. Volunteers and staff are expected to follow the safety policies. Please report any safety issue to a Human Services staff person. If you have an accident while you are at WDM Human Services – no matter how minor - please report the incident immediately to a staff person so that an incident report may be completed and any resulting injury documented.



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Code of Conduct & Expectations

Volunteers can expect WDM Human Services to:

- Value and appreciate their time and talents
- Treat all volunteers with respect and decency
- Maintain a positive work environment
- Communicate adequately through several different mediums
- Provide trainings and recognition events on a periodic basis
- Listen to all suggestions and/or complaints
- Protect the privacy of volunteers

WDM Human Services expects volunteers to:

- Consider volunteer work as a professional commitment
- Represent WDM Human Services in an appropriate and professional manner at all times
- Perform as a team player with other volunteers and staff
- Be prompt and reliable
- Behave in a non-confrontational manner with staff, other volunteers, donors and clients
- Dress in an appropriate manner
- Attend trainings and meetings on a periodic basis
- Keep safety as a top priority
- Treat others as you would want to be treated – kind words and polite gestures are important
- Keep personal conversations in front of clients to a minimum
- Maintain the privacy and confidentiality of clients at all times



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Tobacco-free Work Environment

The Iowa Smoke Free Air Act prohibits smoking in specific areas, both public and private. The City of West Des Moines is committed to providing a safe and healthy environment for all employees and the general public. Toward that end, smoking and tobacco use restrictions have been established consistent with the Act and City policy.

Both the general public and City employees are prohibited from using any tobacco products inside any City Facility and/or City-owned vehicle and shall comply with the regulations imposed by the Iowa Smoke Free Air Act. All City Facilities shall be posted consistent with this Act. If members of the general public are observed to be in violation of the tobacco restrictions, they should be courteously advised of the City tobacco policy and asked to extinguish any smoking device or remove any tobacco product. City employees and volunteers are allowed to use tobacco products in a *personal vehicle* while on City property.

Beginning January 1, 2010, all City employees shall be prohibited from using tobacco products outside the employee's personal vehicle while in any City facility parking lots. Tobacco products include cigarettes, cigars, pipes and chewing tobacco.

Emergency Procedures

HUMAN SERVICES SEVERE WEATHER PROCEDURES

If a tornado warning has been issued, please seek shelter in an interior room of the building (i.e., public restrooms).

The front doors are to remain **unlocked** during the tornado warning. Staff will post appropriate signage on the doors prior to seeking shelter. Staff should make sure that all visitors are escorted to a safe area. The front lobby should be locked after all visitors have exited the area. Visitors must either **exit the building** or **seek shelter** in one of the above areas.



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How To Become A Volunteer...

- 1) Contact the Volunteer Coordinator at 222-3663 to schedule an appointment for an interview and tour.
- 2) Complete the volunteer application and background check authorization form (these forms may be completed at time of interview or in advance).
- 3) Upon successful completion of interview and background/reference check process, Volunteer Coordinator will contact prospect to determine interests and a potential start date.
- 4) Volunteer checks in with Volunteer Coordinator on the first day of volunteer service.
- 5) Volunteer reviews the Volunteer Handbook and signs appropriate forms.
- 6) Volunteer receives on-the-job training from an experienced volunteer.





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Volunteer Code of Ethics

I, as a volunteer, dedicate myself to serving those in need. I commit myself to:

1. Striving to meet the mission of the Human Services Department to serve the best interests of low-income individuals.
2. Respect and protect confidential information to which I may have access.
3. Serve all with respect, fairness, concern and empathy.
4. Strive for professionalism and encourage the development of other volunteers.
5. Work as a team player with other volunteers and staff.
6. In addition, I understand I am ***NOT*** to remove any donations from the building including items in the Clothing Closet, Food Pantry, or hallways (produce, bread, etc.). If I remove items from the building, I understand I will be terminated as a volunteer.

I have read the above information. I agree to abide by the policies as stated.

Volunteer Signature

Date

Volunteer Printed Name



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Volunteer Acknowledgment

I understand that the records and information to which I will have access as a volunteer at WDM Human Services are confidential. **I agree that client data must be kept confidential at all times and personal data about volunteers and/or clients should not be shared with others.** I understand that even when I am no longer a volunteer for West Des Moines Human Services, the information I learned as a volunteer must continue to be kept confidential.

I understand that no donations are to be removed from this building for any purpose. Any disregard for this policy will result in immediate dismissal.

I understand that I am *NOT* to transport clients in my personal vehicle.

I understand that if I need to utilize the services of WDM Human Services, I am no longer eligible to volunteer at WDM Human Services due to conflict of interest issues.

I have entered into a volunteer relationship with WDM Human Services and acknowledge that I shall not receive any form of payment for my volunteer services. I understand this Handbook is neither a contract of volunteer service nor a legal document. I may terminate my volunteer service at any time for any reason. WDM Human Services also reserves the right to end my volunteer service whenever it is deemed it to be in the best interest of WDM Human Services.

I have read and understand the Volunteer Handbook. I agree to the policies and guidelines set forth in the Volunteer Handbook. I further understand that these policies may be amended at any time; any changes will be communicated to volunteers.

Volunteer Signature

Date

Volunteer Printed Name