



Mary C. Jenkins Community Center VOLUNTEER MANUAL

Welcome to the brand new Mary C. Jenkins Community Center! This is where we will transform lives, provide quality experiences and opportunities and bridge the educational, social and cultural gaps that exist within the African American community as well as the community-at-large. We cannot do this alone, so we truly appreciate your willingness to be a part of our Center family. If you work with children, the example you set and the influence you have could make a very positive difference. When you support the work of fellow adults you may be teaching a class, planning a special event, working in the kitchen, setting-up or taking down furniture or displays – whatever it is, you will be helping the wheels turn and making things happen. Thank you.

Mission Statement

The Mary C. Jenkins Center promotes a healthy, livable community with opportunities for physical activity as well as educational, personal, and cultural enrichment.

Vision

The Mary C. Jenkins Community Center’s vision is to enrich and inspire our community through quality experiences, people and places.

Volunteer Program

A community center embodies the character of the community. MCJCC originally existed to serve the Rosenwald Community but now wants to expand its social, educational and health offerings within a community-wide center that meets the needs of both the young and the old. It strives to be a place that is safe, positive and “alive” and where caring adults work to ensure the well-being of children and to provide educational, cultural and social opportunities for adults and families. We are tremendously grateful for the wealth of skill, talent and energy offered by volunteers. As a team player you are an integral part of this organization, and you help us to offer an array of outstanding programs and experiences. You are assisting us in meeting the mission of the Mary C. Jenkins Community Center.

Volunteer Manual

This manual addresses the rules and guidelines of the Volunteer Program as well as information concerning the Center. It has been designed specifically for volunteers and should be read carefully and consulted when needed. It does not cover all situations and conditions that may occur but does attempt to include the important aspects of volunteering for the Center. We are always interested in your opinions and input as we strive to make volunteering a productive and enjoyable experience for you.

Mary C. Jenkins Community Center VOLUNTEER PROGRAM

The Process

Introduction

1. The “introduction” can happen by phone, e-mail, recommendation or in-person.
2. If the potential volunteer comes to the Center, the Manager or other available person should get a name, contact information, answer any questions the individual might have and provide an application, if desired. This information is then forwarded to the Volunteer Coordinator who will make a personal contact.
3. All other inquiries are referred directly to the Volunteer Coordinator who will contact the possible candidate to determine if he/she meets our needs and we meet theirs. The candidate will either be thanked for their interest, forwarded an application or put on a volunteer data base (*This applies primarily to volunteers whose talents/skills are not necessary at this time but may be needed in the future.*) for future use.

Application

1. **Volunteer Application Form** – *gathers factual information such as address, phone numbers, volunteer experience, references, etc.*
2. **Preferences/Availability Form** – *indicates kind of work desired, days and hours available.*
3. **Release of Information/Authorization Form** – *provides information needed to conduct a background check. This form is handled separately and remains confidential.*

Professionally and ethically, the MCJCC must screen each staff member and each candidate for a volunteer position, primarily those who will have a close relationship with a child. In this case, an in-depth criminal background check will be conducted. A candidate’s refusal to sign the release for this investigation requires the rejection of the application.

The MCJCC is dedicated to the principle of non-discrimination. Volunteers will be selected based on merit.

Orientation

After completing the application process each volunteer will attend an orientation designed to introduce them to the MCJCC. Obviously, there will be a difference in some respects, between a Rosenwald Community member and a person from outside the community. In general, it will cover the following topics.

I *About the MCJCC*

- Overview (*includes Mission*)
- Staff Introduction
- Local History
- Programs
- Annual Calendar
- Facility Tour

II *About the Participants*

- Diversity – *“Who” attends the Center and who will be using the facility*
- Hours of Operation/Scheduled Activities, Events
- Rules
- Behavior Management - *for those volunteers working with youth*
- Diversity Training

III *About the Volunteers*

- Why you’re so important
- What you can expect
- Volunteer Handbook Review

Placement

Placement is the final step in the process of incorporating a volunteer into the MCJCC program. It is a result of matching their skills and interests with the organization’s needs and requirements. A “Volunteer Opportunities” chart is included with the application, giving the potential volunteer a brief job description and time required for each position. We will make every attempt to honor the applicant’s first choice in determining placement.

At this stage of the process, volunteers fall in one of three classifications:

1. Committed and placed in an ongoing program.
2. “On Call” until further notice – recruited but there is no current match to a particular program-of-interest.
3. Group/Special Project – volunteers who perform one-time tasks or projects.

Monitoring

The process of monitoring the effectiveness of volunteers and their contributions of time will include the following.

- Each volunteer is required to sign-in and sign-out each time they work at the Center. There is a “Volunteer Record” notebook in the office that includes individualized pages requesting date, day, time in and out, area served and total hours. Hours will be logged into the computer.
- Each volunteer should wear a nametag at all times. Tags are located in the office in a space labeled “Volunteers.”
- There is a “Volunteer Input Form” available for volunteers to complete. It addresses the volunteer experience and ways the program might be improved.

Recognition

Recognition is our way of acknowledging volunteers for their service to the Center. They make a valuable contribution and are partners in the work of the organization. Because of them, we can make a bigger difference.

Recognitions will include an annual gathering, an Outstanding Volunteer of the Year Award and the acknowledgement of the contributions of at least one volunteer quarterly on the MCJCC website. The Volunteer Committee will be responsible for detailing volunteer recognitions based on hours of service and/or contributions made.

Standards of Conduct – Volunteers

The success of the Center depends upon the quality of the relationships between the MCJCC organization, the Board of Directors, our employees, the City of Brevard administration, the Rosenwald Community, volunteers/contributors and the general public. As volunteers, you are also ambassadors for the MCJCC. Community impressions are often formed or strengthened based on the opinions and the words of volunteers, so the more goodwill you promote, the more respect the Center and its programs will earn.

Rules of Conduct

Rules of conduct are needed to facilitate working together efficiently, effectively and harmoniously. Usage policies are created for this purpose as well, so that renters of spaces in our facility know and understand what is expected of them when they are here. As a

volunteer of the MCJCC you have a responsibility to adhere to certain rules of behavior and conduct. We expect each person to act in a mature and responsible way at all times. If you have any concern about any of the rules set forth in this document, please discuss them with the Volunteer Coordinator.

Public Relations

- Act competently and deal with people in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other volunteers and employees.
- Address concerns promptly, reply courteously to inquiries and requests and perform all duties in an orderly manner.

Unacceptable Behavior

- Dishonesty, falsification, alteration or misrepresentation on the Volunteer Application or other data required by the Center.
- Violation of a Center rule or policy.
- Any action that is detrimental to the efficient and effective operation of the Center or the MCJCC Organization.
- *Smoking, using e-cigarettes or vaping on Center property or inside the facility.
- Obscene or abusive language.
- Negligence or a careless action which endangers the life or safety of another person.
- Insubordination or refusing to follow properly issued instructions.
- Violating a non-disclosure (Confidentiality) agreement. *(Primarily staff or volunteers in a leadership position)*
- *Being intoxicated or under the influence while working at the Center; possession or sale of a controlled substance.
- Engaging in any activities, inside or outside of the Center/Organization, which reflects negatively upon the MCJCC.
- Unauthorized possession of **firearms, weapons, or explosives**.
- Engaging in criminal conduct, acts of violence or negligent damage of property.
- Threatening, intimidating, or coercing fellow volunteers, employees and/or community members.
- Any act of harassment – sexual, verbal, or physical.
- Theft or unauthorized possession of Center or volunteer/employee property.
- Immoral conduct or indecency.

***Smoking**

- The MCJCC promotes a smoke-free, healthy environment. As a result, smoking of any kind is prohibited in any part of the facility or the property outside and during any MCJCC sponsored activity. This policy applies to all volunteers, employees, guests, visitors, community members and renters and to all areas of the facility.

***Drugs and Alcohol**

- Reporting to work under the influence of alcohol or statutorily identified and controlled pharmaceutical (*not including individual prescriptions*) or narcotics and/or illegal drugs and bringing and/or consuming them on Center property will result in appropriate disciplinary action or immediate dismissal, including reporting or referral to the appropriate authorities.
- The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace or during and MCJCC/Organizational activity.
- Volunteers must notify the Volunteer Coordinator, in writing and within five (5) days, of any misdemeanor or felony conviction they receive.

Attendance

The positions volunteers fill are vital to both the staff and the individuals who participate in the MCJCC programs. Therefore, it is essential that volunteers be both punctual and consistent in their attendance. Please notify the Volunteer Coordinator as soon as possible if you have a planned absence or, as quickly as possible, for an unexpected one.

Sign-in/Sign-out

All volunteer are required to sign in and out in the office when they work at the Center. Individualized sheets will record hours worked and in what area. Nametags are also available and should be worn at all times.

Dress Code

Volunteers should look the part of a leader at all times. You should certainly wear comfortable clothes and what's appropriate for the work you'll be doing that are discreet and in good taste and that do not hinder doing your job. No "flip-flop" shoes are allowed.

Personal Belongings

The Center cannot be responsible for the loss or theft of personal funds or belongings. Please leave anything of value at home. Purses may be stored in a safe area in the office or in the kitchen for those who are working there.

Phone Usage

It is assumed that most volunteers will be carrying a cell phone. If so, please turn off the sound and make every attempt to not use it while "on duty." Obviously, in case of emergency

that will not apply. A landline will be available in the office if you need to make a personal call. Please limit the time and keep calls to a minimum.

Restroom Facilities

There are two restrooms (Men/Women) inside the building that are handicapped accessible and two outside to be used mainly for people on the trail or in the playground that are family oriented and multi-gendered. Inside, the women's facility is located off of the hallway to the kitchen and the men's on the right in the entry area of the building.

Resignation/Termination

Volunteers may "resign" at any time, but we ask that you give as much warning as possible so that your position can be filled.

Sometimes, for a variety of reasons, it is necessary to terminate a volunteer relationship. A meeting will be scheduled to address the reasons for the dismissal and to allow the volunteer an opportunity to share their thoughts and concerns. The discussion will be kept on a professional level at all times.

Grievance Procedures

When a volunteer has a complaint, he/she should either schedule a meeting with the Volunteer Coordinator or submit the complaint in writing. If the Volunteer Coordinator and the volunteer cannot resolve the issue in a mutually satisfactory manner, they shall in a timely manner, put in writing a description of the grievance and state the facts that are agreed upon as well as those not agreed upon. A copy will be given to the MCJCC Director. Upon receipt of the copy, the Director will convene a closed meeting with the volunteer and other appropriate persons. A follow-up report will be forwarded to the volunteer. The Director will be responsible for the final resolution of the volunteer's complaint.

Child Abuse *(Primarily for those who work directly with children.)*

MCJCC maintains an environment that is free from child abuse and neglect. It is defined as "the physical and mental injury, sexual abuse, exploitation, negligent treatment or maltreatment of a child under the age of 18, by a person who is responsible for the child's welfare." It is the responsibility of each employee and volunteer of the Center to take an active role in identifying and reporting instances of child abuse. If this type of behavior is suspected, it should be reported to the Volunteer Coordinator and/or the Director immediately. As a volunteer, once you have reported information, you should not get directly involved with the child and/or the situation unless specifically directed by the Director.

Injuries

All injuries or accidents must be reported to the Volunteer Coordinator and the Director as soon as possible. There are incident and accident forms available.

Crisis Management

There is an Emergency Management Plan in place for the MCJCC that describes how the Organization will ensure an effective response to disasters or emergencies effecting the Center environment. Staff are trained in these procedures and evacuation routes are posted throughout the facility. If you are present during a drill or an actual emergency, please follow the directions of the staff member in the area and/or the Volunteer Coordinator or Director.

There is a designated Media Spokesperson, so please do not communicate with the media.

Role of Volunteers in Child Behavior

(Primarily for those who work directly with children.)

Young children can be difficult to manage, especially in an after-school setting. The following guidelines for volunteers have been established in order to prevent injury to you or to the children in your care.

- Challenge these inappropriate behaviors by children in the Center:
 1. Obscene/abusive language or general disrespect of other kids, staff or volunteers.
 2. Being too loud.
 3. Destroying property, equipment, supplies.
 4. Teasing, bullying or fighting with other children.
- Do not take disciplinary action with a child other than a verbal reprimand.
- Use positive techniques of guidance – redirection, elimination of potential problems, positive reinforcement and encouragement – rather than competition, comparison or criticism.
- Avoid touching a child when either you or the child are angry.
- DO SOMETHING! Children are energized by action, not plans. Have fun! The more you interact with children, the more they will interact with you.
- Stay focused on the task at hand. Children will attempt to distract you with requests and demands, particularly while you are participating in an activity. Use positive reinforcements to reward good behavior.
- Do not enter the restroom or restroom stall with a child. If a child becomes ill or requires special attention, alert a staff member.
- Limit physical contact with children. They may want to hug you or hold your hand, and this is fine. Do not; however, ever attempt to lift or carry a child, or in any way, physically remove, push, shove or otherwise contact a child in order to prevent an

understandable action. If a child becomes physically unmanageable, alert a staff member.

- **Strive to be a positive role model for young people by showing respect for others in your relationships with staff, children, parents and other volunteers.**
- Above all, enjoy your experience at the MCJCC and truly understand the difference you can make in the life of a child.

ALWAYS

- **be consistent.** – *Don't play favorites and don't "change your rules."*
- **set a good example.** – *Don't do what you're not allowing them to do.*
- **give a child encouragement as well as discipline.** – *Every child needs to hear praise when they do behave or when they have done something well.*
- **listen to both sides of the story.** – *Try to mediate an argument and don't accuse one child or the other.*

NEVER

- **say "Shut up!" as it is too negative.** - Try "Be quiet," "Stop talking" or raise your hand asking them to do the same while keeping their mouths closed. Use the whistle and yelling as a last resort.
- **grab a child if you are angry.** – Eye contact is especially good when you are disciplining.
- **harshly reprimand a child in front of other children.** – Take them aside and talk one on one.
- **leave in the middle of your job unless it is time for a break.** – If necessary, tell the Volunteer Coordinator or Director and they will find someone to cover for you.