

Twin City Mission



Volunteer Handbook



Vision Statement

A Community in which all individuals and families have opportunity for hope, acceptance, and stability, in a safe and caring environment.

Mission Statement

Twin City Mission will accomplish its Vision through programs addressing: homelessness, violence and abuse, family conflict, youth in crisis, life skills deficiencies and poverty.

Values

We are guided by our Core Values: Compassion, Respect, Integrity, Transparency, & Empowerment.



Our Services

- Homeless Services: Provides residential care, including case management, for men, women, and families who are currently experiencing homelessness. Designed to provide the tools needed to move from homelessness to self-sufficiency.
- Housing Services: Provides low or no barrier assistance using the Housing First Model to secure and assist in maintain permanent housing for clients and their families.
- Domestic Violence Services: Provides residential care, Phoebe's Home, for victims of domestic violence and their children. Services offered can include legal advocacy and counseling.
- Family Support: Provides services to vulnerable residents by using trauma-informed case management, family counseling, support services, benefits navigation, and life/financial coaching as well as assisting clients financially to stabilize the household to prevent homelessness. They also offer a program that deals with mental health prevention, support and awareness.
- Donation and Resale Services: Operates with two goals in mind. The first being our resale stores offer a low cost option to buy goods and household items. The second purpose is to generating income to assist in the operation of the programs of Twin City Mission.

Volunteer Policies and Procedures

Expectations of Volunteers

Individuals who are selected to volunteer must:

- Provide the Volunteer Coordinator with all requested information so that a personnel folder may be maintained
- Abide by Twin City Mission Confidentiality Policy concerning client information
- Notify the Volunteer Coordinator in advance if you are unable to attend your shift
- Sign in using the Twin City Mission QR codes and enter the amount of hours worked, which will be rounded to the nearest half hour
- Be cooperative and respectful when dealing with clients, staff and other volunteers
- Notify the Volunteer Coordinator or another staff member immediately if you are a witness to any physical or verbal abuse while at our programs

Dress Code

Dress is casual. Please refrain from wearing short shorts or any other revealing clothing. You may wear jeans as long as they do not have large gapping rips or tears. We ask all volunteers to wear closed toe shoes.

Purchases

If an individual is volunteering at the resale stores they are **not** allowed to purchase any items from the resale store they volunteered at on the day they volunteered. They are allowed and encouraged to purchase items from any of the other stores on the same day or can purchase items from the store they volunteer at on a different day than their shift.

Confidentiality Policy

Confidential and/or private information about clients is not to be shared or repeated to others outside the scope of services and must be protected. Information that becomes known during the course of services and the identity of any adult or child receiving shelter or other services will not be disclosed unless required by law to report abuse or neglect. This includes photography. No photos can be taken of clients or community members receiving services even if the photo is of you, the volunteer with them in the background. Particularly in situations involving domestic violence, the safety and security of clients and their children are at stake.

Additionally, confidential or private information about a staff member, board or council member may not be shared outside the dictates of agency policy and laws regarding the release of information.

For the Volunteer, do not ever give out your last name, address, phone number or other personal information. It is strictly prohibited by Twin City Mission for any volunteer to give money, rides, gifts or other items to Clients or community member's receiving services.

Client Rights

All clients of Twin City Mission have the following rights. Volunteers of Twin City Mission may not infringe upon these rights:

- To have their interests and independence recognized as our primary responsibility
- To have their civil and legal rights respected and protected
- To have their privacy and confidentiality respected, except when the information disclosed is subject to mandatory reporting as required by law and regulations
- To be responded to compassionately without opinion or judgement and to have their statement of events accepted as told
- To have services provided without attributing blame no matter what their conduct was at the time of the victimization or at another stage in their life
- To have a victim's advocate, when requested, act on behalf of their stated needs without regards to advocate's personal opinions and within the social and legal parameters of this organization
- To be provided with personalized treatment including regulars that are in their best interest or to refuse any service offered in this program
- Not to be exploited or abused in any way by staff, volunteers or board member of this organization

Emergency Procedures

In the event of an emergency such as the following:

- Serious injury or medical emergency to a client or child
- Fire
- Natural disasters
- Abuser in the neighborhood or at Twin City Mission Services
- Intruder on property
- Bomb Threat
- Abandonment of child/children
- Client who is suicidal
- Client is drunk, on drugs being disruptive or abusive to other clients, staff volunteers, or children
- Obviously battered child
- Weapons/drugs/ alcohol on Twin City Mission property
- Problems with the shelter such as flooding, electrical failure, gas line break etc.
- Threatening phone calls
- Vandalism of Twin City Mission
- Theft from Twin City Mission

Alert the staff member in charge then email the volunteer coordinator, they will then follow TCM procedures.

Mandatory Reporting Notice

Twin City Mission is required by law to report to the proper authorities any act of child, elderly or handicap abuse. Those authorities contacted may include the Texas Department of Human Services, Child/Adult Protective services, or the police.

Volunteer Placement

Each volunteer (or a designated liaison in the individual's organization) must complete a Volunteer Application and a Volunteer Orientation led by the Volunteer Coordinator. Each application will be reviewed by the Volunteer Coordinator and placement will be determined upon the discretion of the Volunteer Coordinator and/or Program Directors.

The volunteer may rank preference of volunteer roles in their application. The Volunteer Coordinator will choose a placement which best fits the availability and interests of the volunteer, and meets the current needs of Twin City Mission. If a placement is not satisfactory to the volunteer, this can be discussed with the Volunteer Coordinator.

The Volunteer Coordinator reserves the right to change job duties or terminate services at any time, for any reason. The Volunteer Coordinator will explain why the change in job duty or the termination took place. If a volunteer is displeased with the new job duty or disagrees with the termination, they may address their concerns to the Volunteer Coordinator.

Termination

Making the decision to terminate a volunteer's service will be the responsibility of the Volunteer Coordinator. She/he will consult with the Program Director, who has the final decision. The Volunteer Coordinator will handle disciplinary actions and any notice to terminate.

Grounds for disciplinary action/termination may include, but are not limited to the following:

- Breach of confidentiality including shelter location and client information
- Personal involvement with the clients outside of the volunteer position
- Use of alcohol/ or other drugs during the volunteers shift or immediately preceding the shift
- Theft from agency
- Sexual, emotional, or financial exploitation of agency clients
- Accepting gifts, including monetary, from any client or donor
- Giving gifts, including money, to a client or community member receiving services
- Giving car rides and personal telephone numbers (staff or volunteers) to agency clients is strictly forbidden
- Any other reason determined by Program Director/ Director of Volunteer Operations

