

# **Boys & Girls Club of Phillips County**



**Volunteer Orientation Handbook**



 **Welcome to The Boys and Girls Clubs!** 

Thank you for your interest in volunteering for the Boys and Girls Clubs of Phillips County! On behalf of the board of directors and our staff, we are pleased to have you working with us and trust that your volunteer experience will be interesting, pleasant and rewarding.

Your work with youth carries a great deal of responsibility. The examples you set and the influence you have may be the determining factor as to whether or not Club kids become responsible citizens or liabilities in society.



## Volunteer Job Description

**Job Description:** Assist in promoting members interest in educational and recreational program activities. Assist and maintain proper care, upkeep and operation of equipment used in program activity areas.

**Activities may include:** Help with after school homework, tutoring, computer learning and fun, game room/gym/outside activities, fundraisers, holiday planning, carnivals, special events, etc.

**NOTE:** Perform other duties/responsibilities as needed.



# Rules and Procedures for Volunteers



## Assignments

A volunteer can be assigned to a position when all the application paperwork has been returned. Assignment to a specific position will occur when a volunteer appears to have the skills and abilities to meet the specific needs of the Club and its members.



## Attendance

The positions that the volunteer staff fills are very important to our Club members. Therefore, it is essential that volunteers be punctual and in regular attendance. Volunteers are expected to remain on duty for the full time agreed upon, except when conditions vary and are approved by the supervisor. Volunteers should notify the supervisor as soon as possible of any planned or unexpected absence.



## Recording Hours

Each time you enter the building to serve as a volunteer, you must sign-in in the Volunteer Sign-In Book, located at the front desk.

## Telephone Usage

Good business practice dictates that our office telephones be restricted to the business of the organization. Volunteers should inform their friends and relatives that they are to restrict personal calls except in the case of an emergency. Likewise, volunteers are asked to make calls of a personal nature only when absolutely necessary and provided they are local, non-toll calls.

## Cell Phones

Volunteers are allowed to bring personal cell phones with them to the building; however, at no time can a cell phone be used while a volunteer is on duty. The only reason a cell phone should be in use is in the case of an emergency.

## Supervision

Each volunteer will be assigned an immediate supervisor. All concerns, problems, criticism and suggestions should be brought to your immediate supervisor. Please feel free to express yourself. Volunteers often offer a fresh perspective, so your suggestions are welcome.

## Resignations

Resignation is defined as a separation from the Club initiated by the volunteer. A few weeks notice of intent to resign would be appreciated and should be given in writing to the volunteer's immediate supervisor. Volunteers

who resign are requested to schedule an exit interview. This interview can be done by phone or in person. The purpose of the exit interview is to:

- Review reasons for resignation
- Discuss possible changes that might be needed in the position
- Express our appreciation for their involvement with the Club
- Verify the return of all documents and property of the Club

### **Termination**

All volunteerism by the Club is at-will and may be terminated at any time, with or without cause and without prior notice by the Club. All terminations will be documented in writing and a copy will be maintained in the volunteer's personal file.

### **Media Relations**

Written or verbal statements for publication regarding the Club shall be released only by paid staff or by the volunteer staff and must be specifically authorized by a supervisor.

Incoming media calls or visits should be automatically transferred to the paid staff person in charge. It is important to recognize that each volunteer plays a vital role in projecting the Club image. All inquiries about the Club should be accepted graciously.

## **Personal Belongings**

The Club cannot be responsible for the loss of personal funds or belongings, nor is the Club covered by insurance for such losses. Therefore, it is the responsibility of each volunteer to adequately safeguard personal belongings.

## **Injuries**

All injuries or accidents must be reported to the immediate supervisor or president at once.

## **Your Relationship with Members**

- ❑ The safety and security of Club members is of utmost concern. Whenever possible, avoid being alone with a child in a Club setting, particularly behind closed doors. If a volunteer has any knowledge of or becomes aware of any circumstance which may endanger the health, safety or well-being of Club members, the matter must be brought to the attention of a supervisor immediately.
  
- ❑ Introduce yourself to the members
- ❑ Treat members with respect and dignity
- ❑ Leave your personal problems at home
- ❑ Do not take members out of the Club area without prior approval from your supervisor.
- ❑ Pass along any member concerns which you feel may need further attention to a supervisor. Balance this with confidentiality. Do not repeat what the member has told you in confidence,

- Do not accept money, goods or gifts from members (exceptions include handmade crafts, notes, etc.)

## **Confidentiality Procedures**

Both verbal and written information regarding Club members, paid staff and volunteers is often privileged and confidential. It is of the utmost importance that you respect the privacy of our members as well as that of their families. Personal information is not to be released without written consent from the individual involved.



## Boys & Girls Clubs of Phillips County Volunteer Codes of Ethics



- 1.) Volunteers will never leave a child unsupervised
- 2.) Under no circumstances will a member be allowed in a volunteer's vehicle.
- 3.) Volunteers will not abuse children, including:
  - Physical Abuse: strike, spank, shake, slap
  - Verbal Abuse: humiliate, degrade, threaten
  - Sexual Abuse: including inappropriate touching
- 4.) Using, possessing or being under the influence of alcohol or illegal drugs during the hours of operation is prohibited.
- 5.) Smoking or use of tobacco products in the presence of children or parents during working hours is not allowed.
- 6.) Volunteers must appear clean, neat, and appropriately attired.
- 7.) Volunteers must treat children of all races, religions and cultures with respect and consideration,
- 8.) Volunteers must use positive techniques of guidance, including redirection, anticipation of and elimination of potential problems, and positive reinforcement rather than competition or criticism.
- 9.) Volunteers must refrain from intimate displays of affection toward others in the presence of children, parents and staff.
- 10.) Volunteers must not use profanity in the presence of children or parents.
- 11.) Volunteers must abstain from using humiliating or frightening discipline techniques.
- 12.) Volunteers must portray a positive role model for youth, including but not limited to: maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.

I understand that any violation of the Code of Ethics may result in termination of my services at the Boys & Girls Clubs of Phillips County.

Applicant Name: \_\_\_\_\_ Date: \_\_\_\_\_

# WHAT KIDS NEED TO SUCCEED

## Outcomes, expectations and goals for young people in Clubs

**Positive Self-Identity:** Youth have a healthy self-concept, a strong belief in their own self worth and a sense of hope about their future. They are adept at setting and attending goals, confidently making the necessary decisions to achieve their life plans.

**Competencies:** Youth have the knowledge, skills, strategies and attitudes necessary to have a positive foundation for success. Youth become competent by mastering tasks, demonstrating to themselves that they can do things well. They develop competence in the following areas:

**Educational:** Youth are proficient in basic educational disciplines and have the capacity to utilize technology. Having graduated from high school, they are motivated to pursue learning opportunities throughout their lives.

**Employment:** Youth have the skills and attributes to be successful in the work force, they are motivated to constantly develop new abilities and hone existing skills to maintain a competitive edge.

**Social:** Youth are able to develop and sustain positive relationships with others.

**Emotional:** Youth are able to recognize, reflect on and appropriately express their emotions, manage stress and cope with positive and adverse situations.

**Cultural:** Youth have an understanding and respect for their own cultural identity and for the cultures of others; they are able to contribute in a multicultural society and demonstrate tolerance for differences among people.

**Community and Civic Involvement:** Youth have a sense of belonging to their community, family, and/or group, and are willing to take civic responsibility. They work closely with others to contribute to the greater good.

**Health and Well-Being:** Youth live healthy lives, take part in regular fitness activities, are able to access health care resources and engage in positive behaviors. They use sound judgment about personal safety, nutrition and avoidance of alcohol, drugs and premature sexual activity.

**Moral Compass:** Youth have values enabling them to develop positive relationships with others. These values include honesty, a sense of justice and fairness, respect, caring and spirituality.

**The Boys & Girls Club Movement must engage youth in activities that are fun and enjoyable while supporting development of the capacities described above. This is accomplished through Club programs and in discussions between staff and Club members. Clubs cannot achieve without caring, capable staff who forge relationships with young people and influence their ability to succeed in life.**