



Volunteer Handbook

5905 Golden Valley Rd
Golden Valley, MN 55422
www.jfcsmpls.org
952-546-0616

WELCOME TO JFCS!

All volunteers are asked to closely read the following information about becoming a volunteer with Jewish Family and Children's Service of Minneapolis (JFCS). Please include your name and click submit when you have finished reading this important material.

MISSION STATEMENT

Jewish Family and Children's Service of Minneapolis provides essential services to people of all ages and backgrounds to sustain healthy relationships, ease suffering and offer support in times of need.

VISION STATEMENT

Jewish Family and Children's Service of Minneapolis is the first place people choose: for help, to volunteer, to donate, and to work.

JFCS VALUES

People: We recognize the unique qualities of our clients, staff, volunteers, contributors and community.

Compassion: We nurture and treat people with understanding and respect.

Empowerment: We help people identify and maximize their strengths and potential.

Integrity: We operate in a professional manner and provide high quality services in an ethical and responsible fashion.

JFCS HISTORY

In the early 1900s, immigrants from all over Europe came to America to build new lives. To escape persecution. To find better jobs. To provide for their families. And amid this wave of immigration to its shores, America provided help. Minneapolis was no exception.

On the evening of Feb. 9, 1910, representatives from nine community organizations gathered in Minneapolis to discuss how they might come to the aid of immigrant families here. This is how Jewish Family and Children's Service of Minneapolis (JFCS) began. "Each of us should regard it, not only as our solemn duty, but also as our pleasure and privilege to give, in accordance with our means," the agency wrote in its earliest report.

Today, more than 100 years after that evening meeting, JFCS still honors that solemn duty to help people achieve their full potential, no matter their background, age or income. In 1910, 345 families were served with funds that provided food and shelter, a dispensary, loans, an employment bureau and a wayfarer's home. In 2010, more than 16,000 people received services from JFCS's more than 40 programs that serve the Jewish and general communities.

Throughout more than 100 years of service, JFCS has resettled Holocaust survivors, helped the unemployed, assisted in adoptions of orphaned children, helped seniors remain independent in their homes, matched mentors with youth, educated the community about abuse, loaned much-needed funds, strengthened the Jewish connection of people with disabilities, counseled people in times of need...and so much more.

The community is largely responsible for the work JFCS does. Hundreds give their time to JFCS through volunteering and working with the agency. Thousands donate money through endowments, membership, Mitzvah Cards and more, which enables JFCS to remain the place people come to for help. JFCS staff, volunteers and donors contribute to positively influencing the lives of others. They strengthen JFCS and the Jewish and general communities.

Many JFCS services are provided on a fee basis, though no one is turned away for inability to pay. Services are available to everyone. ***As a JFCS volunteer, you play an essential role in helping us to accomplish our mission and provide assistance to individuals in our community who need help.***

VOLUNTEERING PERKS

Personal growth and satisfaction

Volunteering offers you a chance to learn about other people, enhance your personal experiences and learn new skills. Through training sessions and your work on the job, you may even learn skills that could be useful in future work or educational endeavors.

Social connections

Many of our volunteer opportunities provide you with a chance to meet people who share volunteering as their passion. Through their work at JFCS, our volunteers often form friendships with other JFCS volunteers, and bonds with the clients they serve.

Cultivating references and documenting volunteer hours

JFCS maintains a record of your volunteer service and can document your volunteer work for community service requirements, a future employer, college or graduate school application, National Honor Society, or whatever your needs may be. We also are happy to serve as a reference, providing a letter regarding your volunteer contributions.

Making a difference—doing *tikkun olam*

Above all, as a JFCS volunteer you have the opportunity to make a difference in the lives of families and individuals who need your friendship, caring, support and assistance. You truly can make the world a better place!



VOLUNTEER POLICIES AND PROCEDURES

JFCS values the contributions you make as a volunteer. You provide valuable service to our agency and our community. Because you represent JFCS and its mission, it is important that you are aware of and follow these policies and procedures.

Absences

Our volunteers are vital to the success of our agency. If you are unable to volunteer on an assigned day, please notify your client and/or volunteer coordinator as far in advance as possible. Please refrain from your volunteer duties and contact your staff liaison and client if you are ill. You are not expected to work on national holidays and certain Jewish holidays when the agency is closed.

Accidents, injuries and emergencies

If you or a client experiences an accident, injury or other emergency while you are volunteering, please call your volunteer coordinator/staff liaison as soon as possible to follow required incident reporting procedures. If your volunteer coordinator is not available, contact the JFCS front desk at 952-546-0616 and you will be forwarded to the appropriate staff person. If the accident or injury is of a serious nature, call 9-1-1 to obtain necessary medical or emergency support.

Change

At JFCS, endings are as important as beginnings. If you cannot fulfill your volunteer obligations, we expect that you will speak with your volunteer coordinator/staff liaison as soon as possible. If the match with your client or volunteer job is not the right fit for you, we will explore other options at JFCS. We reserve the right to terminate any volunteer when there are questions about the safety or well-being of our clients.

JFCS has a wealth of volunteer opportunities available, so when your current commitment comes to an end, or you feel it is time to try something new, we encourage you to consult us about a new opportunity. We are happy to help you customize a volunteer experience that is right for you.

Client problems and complaints

Clients sometimes discuss problems and bring complaints to a volunteer. Though complaints can be motivated by various circumstances and may or may not have merit, a complaint may be an indirect call for help. It is important that you discuss any client complaints with your staff liaison who, along with a case manager, will determine if intervention is required.

Confidentiality

We place a high value on our clients' right to privacy. It is essential that volunteers observe, maintain and protect the confidentiality of JFCS clients. If you have a relationship or contact with a client individually or in a group setting within or outside of JFCS, please do not do the following:

- Use a client's name in any setting outside of the agency or event
- Describe the client's case in any way as to identify him/her
- Share personal information concerning a client with anyone outside of the agency
- Read or remove any written records concerning a client without permission. Information about the needs and problems of a client should be shared with your volunteer coordinator as part of evaluating and planning services for the client. JFCS staff will share information with you that is pertinent to your work with clients, and will always respond to your questions and concerns.

Conflicts of interest

Volunteers should avoid activities that could be construed as a conflict of interest. It is important that you refrain from accepting loans or gifts of money or property from clients. Additionally, volunteers must refrain from offering loans or gifts of money or property to the clients, unless it is through an organized agency program. Please refrain from offering medical, legal or financial advice to clients; all issues of this nature should be referred to your volunteer coordinator or staff liaison.

Disciplinary procedures

JFCS maintains the highest possible standard of conduct both in the workplace and community in order to achieve our mission. We know that our volunteers intend to be responsible in order to support the agency. However, violation of volunteer policies or procedures may result in disciplinary action or termination.

Mileage reimbursement

If your staff liaison approves reimbursement for you, your mileage should be recorded on an official agency monthly expense record/travel log sheet available from the volunteer coordinator. Please inquire about the current rate of reimbursement. If you do not receive reimbursement, you may claim your mileage as a tax deduction.

Personal issues

At any given time, even our volunteers can have pressing personal issues. In your role as a JFCS volunteer, we ask that you not use a client as a sounding board for personal concerns.

Safety

JFCS makes every effort to ensure that you will have a safe volunteer experience. For your safety and that of our clients or others around you, please refrain from volunteering if you are ill. Also, if at any time you feel uncomfortable or unsafe, it would be appropriate to remove yourself from the situation. In the unlikely event that you encounter such a situation, please report the experience to your volunteer coordinator as soon as possible. If you feel threatened while performing volunteer work, please contact your staff liaison directly. If he or she is unavailable, call the JFCS front desk at 952-546-0616, explain the situation, and you will be directed to an Intake and Resource Connection staff member.



Social Media

By posting any content on any JFCS social media site, you grant JFCS the right to reproduce, distribute, publish or display the content, as well as the right to create derivative works from your content, edit or modify it for JFCS purposes.

Substance and Weapons Policy

The use, possession or transfer of illegal drugs by volunteers on agency premises or while on agency business is prohibited. Legally obtained drugs, including alcohol and prescriptions, may not be used to the extent that job performance is adversely affected, subject to applicable laws. JFCS prohibits possession of firearms, weapons, explosives or other dangerous, illegal or unauthorized materials in the workplace or while working on JFCS business.

Supervision

Your volunteer coordinator or staff liaison will be your lifeline to JFCS. He or she is your sounding board and supervisor, and is available to help answer any questions you may have about anything related to JFCS. They also will provide evaluation and feedback about your performance on an on-going basis. It is beneficial to keep in regular contact with this staff member to get the support you need, as well as to help us monitor our volunteer services.

Training

You will be expected to participate in various training or enrichment sessions based on the particular program in which you are placed. These sessions provide the necessary training you need to prepare you for your volunteer position.

Please fill out form below and submit to Dana Shapiro, or you may submit this form electronically at:
www.jfcsmpls.org/volunteer-handbook-acknowledgement-form
to acknowledge you have read and understand the terms and policies of volunteering with JFCS.

First Name: _____ Last Name: _____

Email: _____ Phone: _____

Comments: _____

Signature: _____ Date: _____