

GOODWILL OF WESTERN MISSOURI AND EASTERN KANSAS



Raise Your Hand Volunteer Handbook

Last updated 02.21

Table of Contents

Welcome!	2	d. Attendance	10
Raise Your Hand Volunteer Philosophy and Values	3	e. Corrective Action	11
About Goodwill of Western Missouri and Eastern Kansas	4	f. Concerns and Grievances	11
a. Goodwill Mission Statement	4	g. Performance Evaluation	11
b. Goodwill History	4	h. Program Evaluation	11
c. Goodwill Programs and Services	4	i. Recognition	11
Benefits of Volunteering	5	j. Communication	11
A Message from our CEO	6	Participation Policies	12
Definition of a Volunteer	7	a. Ethics / Code of Conduct	12
a. Employees as Volunteers	7	b. Conflict of Interest	12
b. Family Members of Staff as Volunteers	7	c. Confidentiality	13
c. Minors as Volunteers	8	d. Harassment / Discrimination	13
d. Group Volunteers.....	8	e. Media / Social Media	13
e. Virtual Volunteers	8	f. Drugs and Alcohol	14
f. Other Types of Volunteers	8	g. Dress Code	14
g. Additional Service Opportunities	8	h. Safety	14
Application and Placement Process	9	i. Shopping	14
a. Volunteer Application	9	Ending Volunteer Service	16
b. Placement and Participation	9	a. Resignation and Leave of Absence	16
c. Volunteer Position Descriptions	9	b. Dismissal of a Volunteer	16
d. Interviews	9	c. Exit Survey	16
e. Background Checks	9		
f. Volunteer Agreement Form	9		
g. Photo and Media Release Form.....	9		
Volunteer Service Procedures	10		
a. Orientation and Training	10		
b. Supervision	10		
c. Time Tracking	10		

Welcome!

We are so glad that you have decided to offer your time and talents and join us as a **Raise Your Hand** Volunteer to help further the mission of Goodwill of Western Missouri and Eastern Kansas (MOKAN).

This handbook is designed to introduce you to our organization and provide an overview of the policies and procedures you will need to guide and direct you to a successful and rewarding experience during your term of volunteer service.

As the volunteer program continues to grow and change at MOKAN Goodwill, there may be a need to modify the practices, procedures, and other information described in this handbook. You will be notified when such changes occur. It is your responsibility to review updates to stay informed about changes that may affect you as a volunteer.

If you have any questions or need any clarification of the information contained in this handbook, please contact us at gvolunteer@mokangoodwill.org or 816-842-7425.



Raise Your Hand Volunteer Philosophy and Values

MOKAN Goodwill's **Raise Your Hand** Volunteers recognize the Power of Work and collaborate with our team members to make sure Good goes further.™ They offer time, talent, ideas, and passion to serve the community. Additionally, volunteers increase the impact of our mission and help build awareness for the programs & services MOKAN Goodwill offers.

Our volunteer program aims to provide an exceptional and enriching experience. We match your talents and interests with activities that further MOKAN Goodwill's mission and fit into your schedule. We value your ideas, energy, and time to provide and improve services that empower our participants to earn and keep employment. You are members of our team, and as such, we hope you will uphold our organizational values.

MOKAN Goodwill allows our values to guide our actions:

- **Lead:** Everyone has value - help them find it and celebrate it.
- **Grow:** Learn constantly and strive continually to better ourselves.
- **Partner:** Be good citizens, maximize value of donations, and support sustainability.
- **Innovate:** Always seek new and better ways to accomplish our mission.
- **One Agency:** Work collaboratively to build a legacy from which future generations will benefit.



About Goodwill of Western Missouri and Eastern Kansas

Goodwill Mission Statement

Goodwill empowers people to discover their potential and adapt for the future through the power of work.

Goodwill History

Thanks to many dedicated individuals, agencies, and organizations, our non-profit organization has been providing services for those in need in and around greater Kansas City for 125 years.

It all began in 1894, when the Helping Hand Institute was founded in Kansas City, Missouri. Across the country in 1902, Rev. Edgar J. Helms, a Methodist minister and early social innovator, founded Goodwill Industries on the east coast in Boston, Massachusetts. Goodwill Industries grew, and in 1925 Goodwill Industries of Greater Kansas City opened the first repair shop at St. Peter's Evangelical Church on Oak Street.

These two separate non-profit organizations, the Helping Hand Institute and Goodwill Industries of Greater Kansas City, merged in 1978 to form the Helping Hand of Goodwill Industries. As the agencies evolved into one entity, it became apparent that a name better reflecting the geographical scope of its programs and services was needed. In 2010, the organization changed to its present name, Goodwill of Western Missouri and Eastern Kansas.

Goodwill Programs and Services

Today, Goodwill is a non-profit leader in the Kansas City region providing resources and services to individuals who have barriers to obtaining employment. We believe every person deserves the opportunity to work. "Barriers to employment" is widely defined; it may be generational poverty, a disability, or a criminal record. Individuals with barriers may be homeless, in a treatment program, diagnosed with a mental illness, or overcoming health issues. No matter the barrier, Goodwill helps break it down and provides people the opportunity to become self-sufficient. In fact, 88¢ of every dollar spent empowers people with disadvantages and different abilities to earn and keep employment through local individualized programs and services. More information on Goodwill's current programs and services may be found on our website,

www.MoKanGoodwill.org.

All of the Goodwill programs and services are available to clients at no cost and the services are provided directly. Goodwill assists in determining any eligibility requirements and/or referrals if necessary.

Benefits of Volunteering

As a **Raise Your Hand** Volunteer at Goodwill of Western Missouri and Eastern Kansas, you will have the opportunity to **lead change** and **make a positive impact** on the lives of others by assisting us in:

Enhancing the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work.

Additionally, you will have the opportunity to use and **enhance your personal and professional skills, gain a sense of fulfillment, build new relationships, and add value to your resume** that will help you in the future.

At MOKAN Goodwill we strive to provide our volunteers with a positive work environment, necessary training, supervision, evaluation, and recognition.

In return, we expect you to honor your commitments to the agency, respect staff members and other volunteers, and perform your assigned duties to the best of your abilities.



A Message from our CEO

Dear New Volunteer,

On behalf of our Board of Directors and our dedicated staff, I want to welcome you to the Goodwill of Western Missouri & Eastern Kansas team. As a volunteer, you are one of the driving forces behind furthering our mission to empower people to discover their potential and adapt for the future through the power of work.

By setting time aside from your own life, in the interest of others, not only will you make an impact on someone else's story, you have the opportunity to add to yours through the personal growth experienced by volunteering. Your volunteering is a testament to your character and commitment to our community, and something by which we are humbled to receive.

*This **Raise Your Hand** volunteer handbook has been prepared as a resource for you to develop a better understanding of our organization and our mission, as well as to provide an overview of our volunteer policies and procedures.*

We're glad to have you join us in our efforts and look forward to your contributions. Please accept my personal thanks for your passion, time and energy given to our important work.

Sincerely,

Edward J. Lada, Jr.
President and CEO





Definition of a Volunteer

A **Raise Your Hand** Volunteer is an individual who offers his or her time, energy, and skills to MOKAN Goodwill of their own free will and without expectation of compensation.

MOKAN Goodwill welcomes adults, youth, families, and groups to volunteer within our agency's programs and does not discriminate against any volunteer because of race, color, age, gender, sexual orientation, national origin, or disability.

Individuals 18 years of age and older may volunteer at MOKAN Goodwill once they have completed and signed the required documents. Some volunteer roles may require additional screening and/or a background check.

Employees as Volunteers

Current, hourly employees of MOKAN Goodwill are ineligible to volunteer. Salaried employees are permitted to volunteer as long as the volunteer service is provided void of any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours.

Former MOKAN Goodwill employees who did not depart the organization in good standing are banned from volunteering.

Family Members of Staff as Volunteers

Family members of staff may volunteer with MOKAN Goodwill. When family members are enrolled as volunteers, they will not be placed under the direct supervision of family members who are employees.



Minors as Volunteers

Individuals 16 to 18 years of age may volunteer at MOKAN Goodwill after they complete and submit the appropriate volunteer paperwork signed by a parent or guardian.

Upon approval of the Volunteer Management Team, a person under the age of 16 may volunteer as long as his or her parent or guardian is a Program participant and accompanies that participant at appropriate volunteer opportunities.

Group Volunteers

MOKAN Goodwill offers volunteer opportunities to those participating in student community service activities, church groups, employees of corporate volunteer programs, and other volunteer referral programs.

Youth may participate in one-time group volunteering events with the permission and supervision of their leaders. Group leaders assume responsibility for obtaining any necessary parent/guardian permission and prior approval by MOKAN Goodwill.

Virtual Volunteers

Occasionally, we have the need for Internet-based volunteers to support our mission. These opportunities involve providing virtual direct service to our clients and typically require a volunteer to have a specific skill set to qualify.

Other Types of Volunteers

MOKAN Goodwill also welcomes individuals completing other types of service or learning, such as Senior Community Service

Employment Program (SCSEP) participants, approved court-mandated community service volunteers and return to work participants.

Additional Service Opportunities: Interning and Real World Learning

Internships are primarily educational experiences with an emphasis on learning academic or career-related skills. Interns may receive academic credit for their experiences if they arrange this with their school ahead of time. Interns are not considered volunteers, and their application process is through our employee application portal.

Real World Learning opportunities can be undertaken by a class or student group who will work with MOKAN Goodwill on a plan to implement solutions for an identified need within the organization.

Please contact us at gvolunteer@mokangoodwill.org or **816-842-7425** for more information about these opportunities with MOKAN Goodwill.

Application and Placement Process

Volunteer Application

The first step in the process of becoming a **Raise Your Hand** Volunteer is to complete the online Volunteer Application that can be found on the MOKAN Goodwill website on the Volunteer page.

Placement and Participation

If you are deemed eligible to participate as a volunteer with MOKAN Goodwill, you will receive confirmation by either phone or email along with guidance on next steps in the process.

You are not guaranteed a particular volunteer position, as there may be a limited number of openings for a particular role. However, we will make every effort to place you in your desired role.

Some volunteer opportunities require additional screening prior to approval for service, which, if not cleared, may result in us not being able to place you in a specific volunteer role.

If so desired, it is possible to serve in multiple roles concurrently, and/or switch roles throughout your time volunteering with us.

Volunteer Position Descriptions

As a volunteer, you will be provided with a volunteer position description outlining the specific purpose and duties of the role. It is your responsibility to read about your position, gain an understanding of the requirements and seek any necessary clarification from your supervisor.

Interviews

Some volunteer positions require an interview with the MOKAN Goodwill staff member who will be supervising you. Interviews help volunteers clarify the responsibilities of the opportunity and help supervisors decide if the prospective volunteer is a good fit.

Background Checks

As appropriate for the protection of clients, volunteers in certain volunteer roles may be asked to submit to a background check. Volunteers who do not agree to the background check may be refused the volunteer opportunity.

Volunteer Agreement Form

Prior to beginning your service, you must submit a signed Volunteer Agreement form to document that you have read, understood, and agreed to follow the MOKAN Goodwill volunteer practices and procedures and feel comfortable with the responsibilities of your specific volunteer position.

Photo and Media Release Form

Additionally, you will be provided with a photo and media release granting MOKAN Goodwill permission to include your likeness in our informational and/or promotional efforts. Signing this document is optional.

Volunteer Service Procedures

Orientation and Training

Raise Your Hand Volunteer orientation and training will be provided by MOKAN Goodwill. Volunteers are required to complete orientation and training prior to serving in any capacity. You may be required to complete multiple trainings, should you perform different positions throughout your time in the Program. Depending on the volunteer position or event, this training may take place online, in writing, and/or in person. All ongoing volunteers must observe the required safety training videos prior to service.

At your request, you may be provided with a copy of any of the following documents: position description(s), the volunteer agreement, the photography release, and/or orientation and training materials. Please don't hesitate to ask a Goodwill staff person if you are unsure about any of the tasks or responsibilities expected of you throughout your volunteer experience.

Supervision

The success of MOKAN Goodwill's services and events requires a high degree of responsibility and shared purpose from paid staff and volunteers. We expect volunteers to complete their assigned tasks, those outlined in the expectations section of the position description and/or those given directly by a supervisor, to the best of their ability and in a timely and safe manner.

Every volunteer will be accountable to the Volunteer Management Team and, if different, the Supervisor listed in the position description.

The Volunteer Management Team and/or your Supervisor can provide the materials and training necessary to successfully carry out your duties and answer any questions related to your volunteer activities. They are also responsible for evaluating your performance as a volunteer, consistently communicating with you regarding past and future volunteer activities and events with MOKAN Goodwill and encouraging and incorporating your feedback to improve your volunteer experience and the entire Program.

If your Supervisor is not onsite for your event or shift, you may reach him or her at the phone number and/or email provided to you when you started volunteering.

Time Tracking

It is the volunteer's responsibility to record their hours on the timesheet given to them at the job site, as well as timesheets provided to them by their referral program. All hours will be verified by a supervisor. The time that will count as volunteer hours is the time actually spent performing assigned duties. If you are not working on a project, you will not be credited for those hours. Hours will not be reported to an outside agency if these procedures are not followed.

Attendance

We count on our volunteers to honor their time commitments. MOKAN Goodwill expects every volunteer to report on time and stay for the duration of their volunteer assignment, unless approved by your direct Supervisor or a member of the Volunteer Management Team at least 24 hours before the start

of the relevant volunteer shift or event. An attendance issue such as more than one absence without notification, chronic tardiness, or early departure from an assignment without advanced notice and approval may result in corrective action.

A volunteer who fails to report to two consecutive assignments without notification will be assumed to have voluntarily terminated the position.

Corrective Action

In appropriate situations, corrective action may be taken following an incident or evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, and/or dismissal from volunteer service.

Concerns & Grievances

If corrective action is taken, the volunteer may contact their direct supervisor or a member of the Volunteer Management Team to discuss any questions or concerns.

Performance Evaluation

If you are a single-event or one-time volunteer, you will receive real time feedback from your supervisor relevant to that particular day's activities and goals. Notes and a rating regarding your behavior, quality of work, and the specifics of your performance will also be recorded in your confidential volunteer file. We hope you come back!

If you have accepted a volunteer position for any other term of

service, your Supervisor is responsible for having ongoing, informal check-ins with you. You will always have the opportunity to request a formal evaluation from your Supervisor and discuss your performance with your Supervisor and/or a member of the Volunteer Management Team. Notes and ratings regarding your behavior, quality of work, and the specifics of your job will be recorded regularly in your confidential volunteer file.

Program Evaluation

MOKAN Goodwill values feedback and suggestions from all members of its team, including volunteers. Volunteers will receive an experience evaluation survey annually. Volunteers are also encouraged to provide feedback to their Supervisor and/or the Volunteer Management Team at any time through phone, email, or conversation. Your feedback will be used to improve the Program.

Recognition

MOKAN Goodwill is so grateful to its volunteers. We are happy to offer 20% off store discount coupons to volunteers to thank them for their time and effort on behalf of our organization. Each volunteer may be eligible for one coupon each month that they complete volunteer activities.

Communication

You can find updated information on Goodwill's website and on GivEffect. GivEffect is the best place to see upcoming volunteer events and shifts. New positions, if created, will be posted on our website. Occasional newsletters will also go out

to those who have opted-in to the Volunteer email communication via GiveEffect, including information about upcoming opportunities, impact of former opportunities, and pictures.

At any time, if you have questions, concerns, or suggestions, please communicate directly with the Volunteer Management Team at gvolunteer@mokangoodwill.org or 816-842-7425.



Participation Policies

Ethics/Code of Conduct

Raise Your Hand volunteers commit to:

- Understand and agree to the mission & objectives of the MOKAN Goodwill **Raise Your Hand** Volunteer Program.
- Abide by all Program policies.
- Value sustainability and empowering job seekers through gainful employment.
- Serve as a Goodwill advocate in our community.
- Represent Goodwill in a positive light through all interactions while volunteering.
- Refrain from public criticism of fellow volunteers, paid staff, the organization, donors, and/or participants.
- Request help, training, or guidance as needed.
- Provide feedback to the Volunteer Management Team and/or direct supervisors to enhance the Program.
- Uphold the dignity of others regardless of race, gender, sexual orientation, age, religion, physical or mental ability. More information on Goodwill's People First Language policy may be provided at your request.

Conflict of Interest

Goodwill believes in transparency and operates for the benefit of our community and clients. **Raise Your Hand** Volunteers must support high standards and avoid any situations where a conflict of interest might exist. Conflicts of interest should not occur between volunteers, clients, employees, employers, customers, merchandise, and/or relationships with vendors and suppliers. If you are unsure if a conflict of interest exists, please

ask for guidance from MOKAN Goodwill's Volunteer Management Team.

Examples of a conflict of interest to AVOID include:

- Receiving gifts or giving gifts in exchange for any special consideration, favor, or exchange of money by Goodwill.
- Volunteering for Goodwill while working for a competing organization.
- Performing a task outside of volunteer position duties or beyond Goodwill's mission, while representing Goodwill.

As a volunteer, you are an important part of our team and should hold yourself and others affiliated with Goodwill to the highest ethical standards. If you are concerned about a violation of our Code of Conduct or any of the policies included in this guide by another volunteer, paid staff, intern, or board member, you may discuss the issue with a member of the Volunteer Management Team, your volunteer supervisor, or use Goodwill's confidential EthicsPoint reporting hotline: 888-216-3187.

Confidentiality

Volunteers may be privy to confidential information in certain volunteer roles. Volunteers are responsible for maintaining the confidentiality of all information they are exposed to, whether that information involves paid staff, fellow volunteers, donors, clients, employers, or the overall business of Goodwill. Each volunteer must sign a required Volunteer Agreement form at the time they complete their volunteer application; this form includes confidentiality expectations. The form remains in effect

as long as the volunteer is actively engaged with Goodwill. Breach of confidentiality will be cause for discipline, up to and including release from the Program.

Information considered confidential includes, but is not limited to:

- Goodwill clients' personal information, work history, and physical and mental abilities.
- Volunteers' contact information.
- Goodwill's financial and fundraising information as well as any information about Goodwill generally unavailable to the public.

More information about the confidentiality policy may be provided upon request.

Harassment/Discrimination

Goodwill does not tolerate behavior that violates someone's rights under the law, threatens or causes bodily harm to another individual, or in any way makes the volunteer environment hostile to another volunteer, employee, or client. Goodwill strives to ensure that all are able to enjoy an environment free from harassment and prohibits any acts of verbal or physical threat, harassment, or contact, as well as sexual advances among fellow volunteers or employees/clients. Violation of this policy will be cause for discipline, up to and including release from the Program. More information on the Harassment/Discrimination policy at Goodwill may be provided at your request.

Media / Social Media Guidelines

Volunteers must consult with a member of the Marketing and Communications Team prior to taking any media action with reference to, or affecting, Goodwill. Volunteers should not speak to any member of the media about Goodwill, its affiliates, or its activities.

We love when our volunteers share about their efforts and our organization on social media! Be conscious, though, that your use of social media may also reflect on Goodwill, due to your involvement in the Program. You must make it clear you speak solely for yourselves as individuals.

Drugs and Alcohol

We ask that volunteers refrain from smoking while participating in MOKAN Goodwill activities.

While on MOKAN Goodwill property, or while participating in any Program activity, you may not use, possess, distribute, sell, transport or be under the influence of alcohol or drugs, or have drugs present in your system (other than those prescribed by a physician). Violation of this policy may result in discipline up to and including release from the Program.

Dress Code

While MOKAN Goodwill's business operations may vary, one theme should remain constant: neat, clean, and well-groomed image of our team members.

Dress appropriately for the type of work that you are

performing. More information about certain volunteer roles may be found on our website, or by contacting the Volunteer Management Team.

Safety Rules and Regulations

MOKAN Goodwill will provide appropriate training to ensure that you understand our safety policies and your individual roles and responsibilities in maintaining a safe working environment. Please follow all safety regulations and instructions, wear any and all appropriate personal protective equipment, practice proper lifting techniques, and use caution to ensure a safe experience. If an accident or injury occurs while you are participating in the Program, you must report the incident to your onsite Supervisor and/or a member of the Volunteer Management Team; those staff members will create an incident report. Call 911 if the injury requires immediate medical attention.

Shopping

MOKAN Goodwill's success depends heavily on the sale of donated goods and our ability to create and maintain public trust that we will maximize the value of all donations in support of our Mission. As such we have certain guidelines for employee and volunteer shopping. Adhering to these guidelines is critical to maintaining public trust. These guidelines apply to all retail stores and the outlet store/Retail Operations Center. Violations of this policy may result in corrective action up to and including termination.

Purchase Process

- All purchases must take place during normal store hours when the store is open to the public.
- The volunteer must be off-duty and not wearing any identifiable uniform or nametag associated with Goodwill.
- The coupon must be presented at time of purchase to be applied.
- All items purchased must be removed immediately from the retail location at the conclusion of the purchase. Items purchased by volunteers may not be held or stored in the store at any time.
- Purchases may take place prior to or at the conclusion of a volunteer shift in any retail location however the out-of-uniform restriction still applies.

While shopping, volunteers are considered “customers”; therefore, they are not allowed in back rooms, break rooms, production areas or offices within the stores.

The purchase policy does not apply to online purchases made through any third-party selling sites such as ShopGoodwill, eBay or Amazon.com for books. In these cases, as long as goods are available equally to all consumers, volunteers may purchase them.

Donations received by Goodwill are meant for resale to the general public and at no time will any volunteer be permitted to purchase any items not already for sale on the sales floor. No merchandise may be purchased, taken, or held in the back

room, production areas, trash receptacles, compactors, baler, dumpster, headquarters, or any other area that is off limits to customers and visitors.



Ending Volunteer Service

Resignation & Leave of Absence

Your **Raise Your Hand** Volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with MOKAN Goodwill at any time. Because volunteers are so important to the programs and agency, however, we request that you provide advance notice of your departure and a reason for your decision.

Dismissal of a Volunteer

Volunteers who do not adhere to the policies and procedures outlined in this guide and during orientation and training, or who fail to satisfactorily perform their volunteer assignments, may be subject to discipline up to and including dismissal. A volunteer will not be dismissed without an opportunity to discuss the infraction(s) with a member of the Volunteer Management Team.

Wherever possible, MOKAN Goodwill will endeavor to take corrective action and give the volunteer an opportunity to improve performance. However, grounds for immediate dismissal may include, but are not limited to: abuse or mistreatment of clients, volunteers, donors, or paid staff; failure to abide by volunteer policies and procedures; theft of property or donation; being under the influence while volunteering; and failing to report a conflict of interest.

Exit Survey

When you leave your position, you will be given an opportunity to fill out an exit survey detailing why you are ending your service. The exit survey is also a great place to give us any further comments about your experience volunteering with MOKAN Goodwill.



We are truly grateful for your willingness to volunteer with Goodwill of Western Missouri & Eastern Kansas!

Should you have questions or need more information about this handbook, please contact gvolunteer@mokangoodwill.org or 816-842-7425.

