




Raise  
Your  
Hand

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**goodwill**

®

Volunteer Program Guide

GOOD GOES FURTHER.™

# I. WELCOME

## a. Raise Your Hand Volunteer Philosophy

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

## b. Definition of a Volunteer

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

Goodwill also welcomes individuals completing other types of service, such as interns, Senior Community Service Employment Program (SCSEP) participants, and corporate-sponsored volunteers.

## c. Raise Your Hand Volunteer Program Overview

The Program aims to provide an exceptional volunteer experience. We match your talents and interests with activities that further Goodwill's mission and fit into your schedule. We value your ideas, energy, and time to provide and improve services that empower our clients to earn and keep employment.

Goodwill of Western Missouri and Eastern Kansas 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.

We expect Raise Your Hand volunteers to promote:

- **Diversity & Respect:** We treat all people with dignity and embrace individual differences.
- **Stewardship:** We honor the Goodwill heritage by being socially, financially and environmentally responsible.
- **Ethics:** We strive to meet the highest ethical standards.
- **Learning:** We cultivate an environment of continuous learning.
- **Appreciation:** We celebrate the dedication and efforts of our volunteers through regular acknowledgment.
- **Innovation:** We embrace continuous improvement, bold creativity and the power of change.

# II. ABOUT GOODWILL OF WESTERN MISSOURI AND EASTERN KANSAS

## a. Goodwill Mission Statement

*Goodwill empowers people with disadvantages and different abilities to earn and keep employment through individualized programs and services.*

## b. 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 more than 120 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.

### **c. 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, 90¢ of every dollar spent empowers people with disadvantages and different abilities to earn and keep employment through local individualized programs and services, such as:

- Career Impact Program – Supports clients with barriers to employment with job matching, soft skills training, mock interviews, job development and negotiation, access to job leads, job coaching, and case management. Clients meet weekly with a Goodwill Career Navigator or as needed.
- Employment Retention Services – Assists individuals who have completed 91 days of employment in keeping the job they have earned through the Career Impact Program. A Goodwill Career Navigator regularly checks in with clients (at least twice a month) to coach in any areas in which support is needed for continued successful long term employment.
- Extended Employment Services – Provides job skills training, case management, and meaningful employment for individuals with significant disadvantages and different abilities based upon the Missouri Department of Elementary and Secondary Education's disability criteria. Employees are accompanied by a Goodwill Career Coach to their jobs in Goodwill stores.
- AbilityOne – Connects individuals who are blind or have significant different abilities to federal jobs. Goodwill participates in AbilityOne with custodial service contracts at the Richard Bolling Federal Building in downtown Kansas City, Missouri and at Fort Leavenworth in Kansas.
- GoodWORKS Centers – Connects job seekers in the Greater Kansas City community with individualized job search and employment related assistance. A Goodwill career professional is available to assist with job exploration, resume preparation, online job listing navigation, online applications, as well as the use of job search tools and much more. Resources include job posting information, computers and internet access, phones, fax, copiers and printers, as well as a resource library of social and community services.
- Quest Academy – Explores career options for young adults through classroom training and an internship with a local business. Eligible youth between the ages of 18-25 engage in career planning and employment readiness programming, focusing on soft skills, resume-building and interview skills, along with on the job experience.
- Project SEARCH – Delivers real-life work experience and training to help youth with significant disadvantages or different abilities make successful transitions from schools to productive adult

life. Students in their last year of high school are offered feedback and support from teachers, job coaches, and employers while completing three ten-week internship rotations, while earning credit toward graduation.

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.

### **III. VOLUNTEER POLICIES AND PROCEDURES**

#### **a. Ethics/Code of Conduct**

Raise Your Hand volunteers commit to:

- Understand and agree to the mission & objectives of the 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 clients.
- Request help, training, or guidance as needed.
- Provide feedback to the Community Engagement Team 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.
- Contribute to a welcoming environment by maintaining a positive attitude with fellow volunteers, staff, and donors.

#### **b. 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, you should ask for guidance from Goodwill's Community Engagement 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.
- Engaging in Goodwill activities while also volunteering for an organization with a similar mission.
- 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 Community Engagement Team or use Goodwill's confidential EthicsPoint reporting hotline: 888-216-3187.

### **c. 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 confidentiality form at the time they complete their volunteer application. 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.

### **d. 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.

### **e. Media Guidelines**

Volunteers must consult with a member of the Community Engagement 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.

Be conscious 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. Keep in mind that any of your conduct that adversely affects your performance, the performance of fellow volunteers, or otherwise adversely affects volunteers, customers, donors, people who work on behalf of Goodwill or the Goodwill's legitimate business interests may result in disciplinary action up to and including release from the Program.

### **f. Eligibility**

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

Individuals 18 years of age and older may volunteer at Goodwill once they have completed and signed the required paperwork.

The following are considered ineligible to volunteer with Goodwill:

- Individuals under the age of 16
- Current, hourly employees of Goodwill
- Former Goodwill employees who did not depart the organization in good standing
- Individuals who have certain felony convictions - decisions will be made on a case by case basis
- Court-ordered community service workers
- Participants in Return-to-Work Programs

Upon approval of the Volunteer Experience Specialist, a person under the age of 16 whose parent or guardian is a Program participant may accompany that participant at appropriate volunteer opportunities.

#### **g. Acceptance and Participation**

If you are eligible to participate in the Program, you will be considered a member volunteer once you complete the application and submit a volunteer agreement and a photography release. You are not guaranteed a particular volunteer position, however; some volunteer opportunities require additional screening such as an interview, background check, drug test, and/or reference check.

#### **h. Drugs and Alcohol**

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

While on 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.

#### **i. Dress Code**

While 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. During donation events, we ask that volunteers wear pants and closed-toe, closed-heel shoes, i.e. – tennis shoes, work boots, etc. T-shirts and polo type shirts are acceptable, provided they are modest and free from inappropriate slogans, images, etc.

Volunteers performing work in an office environment (GoodWORKS Center, Mission Support Center, etc.) should dress in business casual attire.

#### **j. Attendance**

We count on our volunteers to honor their time commitments. Goodwill expects every volunteer to report on time and stay for the duration of their volunteer assignment, unless approved by a member of the Community Engagement Team at least 24 hours before the start of the relevant volunteer shift or event. Below is the discipline scheme. An attendance issue is defined as an absence, tardiness, or early departure without advanced notice and approval.

1. First attendance issue = a conversation.
2. Second attendance issue = written notification.
3. Third attendance issue = possible release from the Program.

A volunteer who fails to report to his or her assignment without notification more than once will be assumed to have voluntarily terminated the position.

#### **k. Safety Rules and Regulations**

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 appropriate safety 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 Community Engagement Team and complete an incident report. Call 911 if the injury requires immediate medical attention.

## **I. Dismissal**

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 Community Engagement Team. Wherever possible, 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.

## **m. Training and Orientation**

Volunteer orientation and training will be provided by 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, or in person.

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, performance evaluation criteria, 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.

## **n. Supervision**

The success of 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 Goodwill Volunteer Experience Specialist (VES) and, if different, the supervisor listed in the position description. The VES and/or 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 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 during orientation.

## **o. 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, you will receive a regular check-in from the VES (by phone or email), as well as a formal written performance evaluation. The timing of these evaluations will depend on your schedule and duration of service. You will receive both positive and constructive feedback and will always have the opportunity to discuss your evaluations in person with

the VES. Notes and ratings regarding your behavior, quality of work, and the specifics of your job will be recorded regularly in your confidential volunteer file.

#### **p. Communication**

Once you have applied for the Program, you will begin receiving Goodwill's regular Volunteer Newsletter. The newsletter will be delivered by email. This newsletter will include information on upcoming volunteer opportunities and celebrations, impacts of recent volunteer events, any news about the Program, and an opportunity to donate, as well as give feedback about your volunteer experience. You may opt out of this newsletter at any time and still look up and register for volunteer opportunities by visiting our website.

At any time, if you have questions, concerns, or suggestions, please communicate directly with the VES. His or her phone number and email address will be provided during orientation and is also posted on our website.

#### **q. Recognition and Benefits**

Goodwill values the time, effort, and passion you dedicate to our mission when you volunteer. Consequently, Goodwill will host several events to recognize and celebrate our volunteers each year, including an annual appreciation event and meal.

#### **r. Program Evaluation**

Goodwill values feedback and suggestions from all members of its team, including volunteers. Volunteers will receive an experience evaluation survey following each instance of service. Volunteers are also encouraged to provide feedback to the VES at any time through phone, email, or conversation. Your feedback will be used to improve the Program.

The VES will provide an annual Program evaluation report to volunteers and Goodwill's executive team and board. This report will include quantitative and qualitative information on the participation, impact, and satisfaction of the Program. Volunteer feedback will be incorporated. This evaluation will be used to improve the Program.