

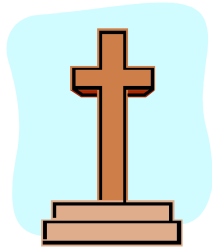


Hope Gospel Mission
Volunteer Handbook

Hope Gospel Mission...Helping the
Homeless in the Western Wisconsin

Welcome to Hope Gospel Mission's Volunteer Team

“Withhold not good from them to whom it is due, when it is in the power of thine hand to do it....” Proverb 3:27



Welcome!

Volunteers have played and will continue to play an important and valuable role in our ministry to the homeless of the Chippewa Valley. Residents, staff, and the community benefit from the work of individuals like you who freely share their talents, time, and resources. We also know that as a volunteer, you too will be rewarded.

This handbook is directed to volunteers who are wishing to devote a portion of their time to one of the most important organizations in the Chippewa Valley — Hope Gospel Mission. We want to make sure you are an informed volunteer, so that you get the most out of your volunteer experience.

Whether you plan on volunteering one hour a week, one day a week, or daily, your efforts make a difference throughout the lives of the poor and homeless in the Chippewa Valley.

Thank you for your interest in Hope Gospel Mission.

We look forward to working with you in the future.

God Bless,
The Staff of Hope Gospel Mission

The following handbook offers general information about volunteering at Hope Gospel Mission. We hope you find it helpful. If at anytime, you have questions, or need clarification on something, please contact us at the following locations:

Men's Shelter
P.O. Box 1127
8 South Farwell Street
Eau Claire, WI 54702
P: (715) 552-5566

Women's Ruth
House
2517 Moholt Drive
Eau Claire, WI 54703

Auto Sales	Bargain Center	Building Hope
2517 Moholt Drive	2511 Moholt Drive	2108 Western Avenue
Eau Claire, WI 54703	Eau Claire, WI 54703	Eau Claire, WI 54703

Our Purpose

Our purpose is to help the poor and homeless by showing them the love of Christ through:

- Meeting their basic needs (food, clothing, shelter, medical, dental, jobs, etc.)
- Requiring them to work and pay their own way while at the mission
- Providing them a sanctified and orderly place for them to stay while at the mission
- Making available to them the necessary life skills and training to successfully live on their own
- Sharing with them the Gospel of Jesus Christ* and encouraging those who want to change by using Biblical principles
- Not enabling them to stay poor by making them dependent on us
- Not taking any government funding

*It is important to note that Hope Gospel Mission is not a church or a para-church organization. Therefore, the local church will perform this function.

Our Vision

Our vision is to help the poor and homeless with the necessary support and resources, whereby if willing, they can become productive members of society.



Volunteers Have the Right:

- To receive a job description that will help volunteers perform their duties more confidently and competently.
- To experience job satisfaction, and inform the volunteer coordinator if an assignment is unsatisfactory.
- To receive training, initial and on-going.
- To ask for a new assignment when ready for a new challenge.
- To feel free to consult the Stewardship Director, Executive Director, and/or the Board of Directors regarding suggestions or complaints.
- To have a safe place of work.
- To have a harassment-free workplace.
- To be kept informed of new developments in the organization via newsletters and meetings.
- To know to whom they are accountable to and to have clearly defined channels of communication.

Commitment

Whether you are volunteering on a regular basis or for a one-time project or event, arrive early so there is time for communication and direction. Also, be sure to let the staff member or volunteer team leader who is supervising your work know when your schedule changes or if you cannot make it when you are expected.

Communicate



As a volunteer, it is crucial that the lines of communication stay open and clear. If you are unsure about what is expected of you, or how to use certain office equipment, please ask someone for direction. Communication is key to having a successful volunteer program.

You Are Appreciated!

Our staff know how fortunate we are to work with so many committed volunteers. Volunteers at HGM help in numerous ways, and without committed, dependable volunteers, our ministry to the poor and homeless would not be as effective. We appreciate everything you do for this organization!

You Are Part of a Team!



As a member of HGM's volunteer program, you are part of a team. Your contributions, whether they are large or small, make a difference on many levels. Once you begin volunteering, you become a part of the HGM team, a team that supports you, prays with you, and is here for you day after day. We also encourage our volunteers to invite their friends and family to volunteer with Hope Gospel Mission. Together, we can all make a difference.

Interests and Talents

We want to make the best match we can between volunteer opportunities and your interests and talents. Let the volunteer coordinator or volunteer team leader know how you can best contribute. Your input may lead to the development of additional volunteer opportunities.



Volunteer Orientation

A handbook like this is useful to cover information in a general manner. Volunteers, whether in specific areas of our program, or general volunteers, need specific information about their volunteer duties. This can be accomplished by attending an orientation/training with other potential volunteers or by meeting individually with your volunteer team leader (VTL).

Language

Just as we expect all staff and residents to refrain from using inappropriate language while at the Mission, we also expect the same from volunteers. Keep in mind that what may be a harmless slang term to you may be offensive to another person around you, whether that be residents, other volunteers, or staff members.



What to Wear

Wearing modest, practical, and comfortable clothing when you volunteer is important. Dress appropriately for the task you will be performing. If you have a question, feel free to ask your volunteer team leader or a staff member for a copy of HGM's dress code.



When interacting with our residents,
we request the following:

- Please do not lend them money. Their needs can be covered through mission programs.
- Please do not give them rides except when authorized by a Mission director.
- Be careful to give advice within your level of expertise and under guidance of staff.

These requests are for your safety and the residents' best interest. Should you have any questions or comments, please direct them to your department director or Brent Hafele, Stewardship Director.



Message of the Gospel

Hope Gospel Mission is a faith-based organization that believes in the power of the Lord. Because of the nature of the Mission, we realize that staff, volunteers, and residents will come from different denominational backgrounds and be at different levels of spiritual growth. In order to prevent possible confusion among residents and volunteers, we clarify what is acceptable and what is unacceptable with regard to spiritual involvement with residents of HGM.



Acceptable:

- Telling a resident how Christ changed your life.
- Encouraging residents to do right and obey God (Example: Read the Bible, pray, seek the Lord, go to Church, etc.)
- Telling them about the goodness of God
- Giving them the simple Gospel of Christ
- Referring them to those in charge of the spiritual work at HGM when they have problems or questions of a spiritual nature, or are interested in attending Church.

Unacceptable:

- Giving residents spiritual advise or counsel
- Trying to disciple the residents
- Trying to evangelize the residents on a regular basis.
- Inviting or recommending them to a Church or other spiritual functions without Staff permission.
- Giving them books or other materials of a spiritual nature.
- Trying to convince them of your own denominational or doctrinal positions.



Volunteer Appreciation

At Hope Gospel Mission, we value our volunteers. We understand that volunteer are critical to our program. In order to show our appreciation to you, we plan different activities for volunteers throughout the year. Volunteers can look forward to our annual volunteer picnic, as well as many other forms of recognition.

“BEE” Award

Throughout all of the different departments within HGM, we offer “BEE” Awards—Bringing Excellence to Everything. Whenever a volunteer goes above and beyond what is expected of them, they will receive recognition from staff, the volunteer coordinator, the Stewardship Department, or their VTL. Bee awards will be documented and the executive director will be made aware of the volunteer’s service.



Safe Environment

You have the right to a safe and comfortable environment. If you ever feel uncomfortable for any reason, please contact HGM’s Stewardship Department:



Stewardship Director
(W) 715-552-5566
questions@hopegospelmission.org
Volunteer Coordinator
(W) 715-552-5566
volunteer@hopegospelmission.org

Personal Notes

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Appendix History

Hope Gospel Mission (HGM) President Mark Donnelly founded Hope Gospel Mission in 1998. At that time, Mark had become concerned about the growing, but “invisible” population of homeless men and women in the Eau Claire area. It was apparent that there was a great need to serve these lost ones with the Gospel of Jesus Christ.

Hope Gospel Mission has seen hundreds of men come through its doors in the past years. The following is a condensed timeline of the growth and development of Hope Gospel Mission:

1999

- Gary Steward appointed as Executive Director.
- Men’s Shelter purchased at 8 South Farwell Street; renovation of building commences immediately.
- HGM offers emergency shelter to 3-5 men per night in hotel rooms until shelter building opens.

2000

- HGM officially opens 8 South Farwell Street location to serve homeless men with emergency shelter.
- HGM joins the Association of Gospel Rescue Missions.

2001

- HGM launches the Life Skills Program in an effort to equip residents with resources to get out of poverty.

2002

- Attempt at Wisconsin Street Women’s Shelter fails after being voted down by Eau Claire City Council.
- HGM backs out of negotiations for proposed downtown bargain center after lease structure changes.
- HGM offers emergency shelter to 1-3 women per night in hotel room.

2003

- HGM purchases 2511 Moholt Drive property/facility in April through a private loan. The six-acre property offers a 52,000 square foot former grocery store and an attached former gas station. Property will be used for Women's Shelter, Bargain Center, Auto Sales, and Education Center.
- The City Zoning and Planning Commission approves a 12-bed Ruth House proposal in August.
- HGM Auto Sales opens in October.
- HGM Bargain Center opens in November. Official ribbon cutting ceremony occurred on December 4, 2003.

2004

- HGM Ruth House "Project: Haven from the Storm Campaign" kicks off. Construction begins.
- HGM Education Center construction begins as funding campaign ends successfully.

2005

- \$330,000 goal for "Project: Haven From the Storm" is reached in January.
- Mission becomes recipient of \$275,000 construction grant from Federal Home Loan Bank of Chicago, a private corporation.
- HGM Ruth House will open in September to help single, homeless women.
- HGM Education Center will open in September to offer residents and volunteers of HGM the opportunity to improve their general skills.

2006

- Building Hope Western Wisconsin's was opened at 2108 Western Avenue.
It is a Building Material Re-use Center with low-cost home improvement shopping solution for contractors, landlords developers and homeowners.

Appendix

Services

Men's Shelter: A 46-bed facility designed to provide food, clothing, and shelter for single, homeless men. Medical, dental, and optical care is also available through the shelter's referrals.

Ruth House Women's Shelter: Construction is nearly completed on a 12-bed facility designed to provide food, clothing and shelter for single, homeless women. Services will be similar to the Men's Shelter. Ruth House is planned to open in the fall of 2005.

Both shelters host three programs: an emergency shelter, a "helps" program, and a life skills program.

Emergency Shelter- Designed to help the homeless get off the streets in emergency situations. Residents are also evaluated for candidacy in other programs.

Helps Program- Not all residents need long term help. A percentage have a plan to get back on their feet, but need help to get there. Our new Helps Program works with residents to meet their goals and prevent a long-term homeless situation.

Life Skills Program- The components of this program are designed to equip the residents with the resources necessary to become independent and contributing members of society. Upon entering the Life Skills Program and completing the three-day emergency shelter, the resident will be interviewed and assessed to gain an understanding of why the resident is homeless and what programs/services can best help him/her. In this meeting, the resident and a case manager (either from shelter staff or the Work Program) will begin basic goal-setting activities.

Education Center

A newly designed, computer-based center has been created to help residents with reading, writing, math, computer, and learning skills. Study programs for the General Education Development (GED) test and High School Equivalency Diploma (HSED) will also be available. The center is planned to open in fall of 2005.



Funding

Funding at Hope Gospel Mission is provided through gifts from private donors, churches, volunteers, corporations and foundations. All proceeds from mission businesses go to help Mission services. Hope Gospel Mission does not accept government funding.

Businesses

Hope Gospel Mission has businesses that are used to raise crucial funds in order to provide important services to our residents.

Hope Gospel Mission Bargain Center: With over 33,000 square feet of display space, the Bargain Center is the largest “bargain store” in the Midwest. The store sells donated (used) and surplus/bulk (new) goods such as furniture, clothing, appliances, electronics and food.

Hope Gospel Mission Auto Sales: Cars, trucks, and other vehicles donated to the mission are tax-deductible, and sale proceeds go to help HGM’s residents.



Hope Gospel Mission Work Program:

We feel that in order for our residents to become productive members of society, they must find employment. Understandably, some employers are apprehensive to hire a homeless person. Thus our residents need help finding and securing jobs while staying at the Mission. Our Work Program does just that, as it finds, secures and helps our residents acquire meaningful employment throughout the community. The HGM Work Program seeks to connect our residents with employers who need workers.



Contact Information

Volunteer Coordinator
(W) (715) 552-5566
volunteer@hopegospelmission.org

Stewardship Director
(W) (715) 552-5566

questions@hopegospelmission.org

Gary Steward
Executive Director
(W) (715) 552-5566

Personal Contacts	
	My VTL is: _____
	Phone: _____
	The Director of the department I am volunteering in is: _____
	Phone: _____

HGM Auto Sales: (715) 830-0155
HGM Bargain Center: (715) 839-9498
HGM Men's Shelter: (715) 552-5566
HGM Ruth House: (715) 839-1236