

Hope Gospel Mission
Volunteer Handbook

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The following handbook offers general information about volunteering at Hope Gospel Mission. We hope you find it helpful. If at any time you have questions or need clarification on something, please feel free to contact the Volunteer Coordinator at (715) 552-5566 ext. 103.

*Cast your bread upon the waters,
for after many days you will find it again.*

Ecclesiastes 11:1

Introduction

Welcome to Hope Gospel Mission's Volunteer Team. Volunteers have always played an important and valuable role in our ministry to the homeless of Western Wisconsin. 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 willing to devote a portion of their time to one of the most important organizations in Western Wisconsin — Hope Gospel Mission. We want to make sure you are an informed volunteer so that you can get the most out of your volunteer experience. No matter how much time you volunteer, your efforts make a difference in the lives of the poor and homeless in Western Wisconsin.

Thank you for choosing Hope Gospel Mission as a place to serve. We look forward to working with you!

God Bless,

The Staff of Hope Gospel Mission

Our Purpose

Hope Gospel Mission is a Christ-centered rescue mission for people whose lives are in need of rescue and are seeking life changing help. We help them by:

1. Meeting their basic needs (food, clothing, shelter, health care, jobs, etc.).
2. Requiring them to work and help support themselves.
3. Providing them with a safe and orderly place to stay.
4. Making available to them the necessary training and life skills to successfully live on their own through our Renewed Hope Program.
5. Sharing with them the Gospel of Jesus Christ and encouraging those who want to change by using Biblical methods and principles.
6. Involving them in local Bible-believing churches that will mentor them with both care and correction.
7. Not enabling them to continue in their destructive behavior by showing them both care and correction.
8. Not taking any government funding.

Our Vision

To help those whose lives are in need of rescue with the necessary support and resources whereby if willing they can become productive members of society.

Volunteer Rights

1. To receive a job description that will help volunteers perform their duties more confidently and competently.
2. To experience job satisfaction and to inform the volunteer coordinator if an assignment is unsatisfactory.
3. To receive initial and on-going training as needed.
4. To ask for a new assignment when ready for a new challenge.
5. To feel free to consult the Volunteer Coordinator regarding suggestions or complaints.
6. To have a safe work environment.
7. To have a workplace free of harassment.
8. To be kept informed of new developments in the organization via newsletters, meetings and email.
9. To know to whom they are accountable and to have clearly defined channels of communication.

Commitment & Communication

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 Hope Staff know when your schedule changes or if you cannot volunteer when you are expected.

For you to have an enjoyable volunteer experience it is crucial that the lines of communication stay open and clear. If you are unsure about what is expected of you please ask someone for direction, or contact the Volunteer Coordinator.

You Are Appreciated!

Our staff knows how fortunate we are to work with so many committed volunteers. Volunteers at HGM help in numerous ways; without committed, dependable volunteers, our ministry to the poor and homeless would not be as effective. *Thank you for helping us help the needy of Western Wisconsin!*

You Are Part of a Team

As a member of HGM's volunteer program you are part of a team. Your contributions make a difference at many levels. Once you begin volunteering, you become a part a group 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 know how you can best contribute. Your input may lead to the development of additional volunteer opportunities.

Language

Just as we expect all staff and residents to refrain from using inappropriate language while at HGM and its businesses 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 near 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 (i.e. No sandals in the Bargain Center or Building Hope).

Interaction With Residents

1. Please do not lend them money. Their needs are covered through Mission programs.
2. Please do not give them rides except when authorized by a Mission director.
3. 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 interests. Should you have any questions or comments please direct them to the Volunteer Coordinator.

Spiritual Involvement with Residents

Because of the Christian nature of the Mission, we realize that staff and volunteers will at times be interacting with residents on a spiritual level. We also realize that staff and volunteers may come from different denominational backgrounds and be at different levels of spiritual growth. Therefore, in an effort to prevent possible confusion among residents, we want to clarify what is acceptable or not in regard to spiritual involvement with the residents.

Acceptable

- Telling a resident how Christ changed your life.
- Encouraging them to do right and obey God (e.g.; 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 the mission when they have problems or questions of a spiritual nature, or an interest in attending church.

Unacceptable

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

Remember: The mission is not a church. We have chaplains and people from local churches that are qualified to deal with the residents on a spiritual basis. Refer residents to them whenever possible.

President's Volunteer Service Award

We honor our volunteers through the President's Volunteer Service Award Program. Any individual, family, or group can receive Presidential recognition for volunteer hours earned over a 12-month period. For 100 hours of service you earn the bronze award, 250 hours you earn the silver award and for 500 hours you earn the gold award. For more information on this program visit this web site:
www.presidentialserviceawards.gov

Safe Environment

You have the right to a safe and comfortable environment. If you ever feel uncomfortable for any reason please contact the Volunteer Coordinator at 715-552-5566 ext. **103** or
volunteer@hopegospelmission.org.

What we Provide to Our Residents

Men's Shelter: A 42-bed facility designed to provide food, clothing and shelter for single, homeless men. Medical, dental, and optical care are available through the shelter's referrals.

Ruth House Women's Shelter: This 12-bed facility is designed to provide food, clothing and shelter for single, homeless women. Services are similar to the Men's Shelter.

Both facilities host three programs: an emergency shelter, a "helps" program and the Renewed Hope 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.

Renewed Hope Program - The components of this program are designed to equip the participants with the resources necessary to become independent and contributing members of society.

Other Information

Solomon Learning Center

The Learning Center operates on a quarterly calendar with both daytime and evening courses. A special emphasis is given those who are not adequately equipped for entry level employment or just need a class or two in specific areas of weakness.

Funding

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

Businesses

Profits from Hope Gospel Mission businesses are used for operational and programming expenses. These businesses are also used as job-training opportunities for 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.

Building Hope: Hope Gospel Mission's Building Materials Re-use Center. Does donation pickups and deliveries. Also offers deconstruction services.

Contact Information

Volunteer Coordinator

Phone: (715) 552-5566

Email: volunteer@hopegospelmission.org

Bargain Center: (715) 839-9498

Building Hope: (715) 838-2084

Auto Sales: (715) 830-0155

Men's Shelter: (715) 552-5566

Ruth House: (715) 834-4000