



*VOLUNTEER
HANDBOOK*

INTRODUCTION

Welcome to Coyote Hill Christian Children's Home. We are very happy that you have decided to contribute your time and talent, and trust that your involvement here will be a rewarding experience, as well as an opportunity for personal growth.

This handbook and policy and procedures have been developed to provide the information you will need to serve as a volunteer. It contains a description of the services offered by Coyote Hill, the philosophy of the volunteer program, some general policies and procedures of this ministry, your responsibilities as a volunteer, and what to do if you have any difficulties or questions in the course of your work.

It will be helpful for you to keep your job description(s) and any other materials you receive through training, etc., in this handbook. Please read this handbook thoroughly, and become familiar with its contents.

THANK YOU FOR VOLUNTEERING!

You are a very important part of the total program of Coyote Hill Christian Children's Home.

POLICY

Coyote Hill Christian Children's Home will use volunteers to provide services for the benefit of the ministry and its residents. Direct Care volunteers shall comply with all standards of qualification, orientation, and training; and shall be given evaluations per standards and policy.

STATEMENT OF HISTORY AND PURPOSE

Coyote Hill Christian Children's Home was founded in December of 1991. Individuals with a vision for a professional Christian facility that would be so much more than just another place of maintenance, joined together and began the work of building the organization now known as Coyote Hill. And again, it has been a major part of our vision from the very beginning, not just to be another place of maintenance, but a place of professional ministry that meets the whole person and works to make them a viable and valuable part of the community to which they will return.

Coyote Hill is in the business of breaking the vicious cycles of neglect and abuse and building in their place, cycles of success. And although different children have different needs, all children need what our Coyote Hill motto promises to give them — *A PLACE TO BE A CHILD*.

At Coyote Hill we strive to give back to neglected and abused children and youth some of the aspects of their childhood that were stolen from them by circumstances beyond their control. And we work daily to make investments into their lives that will prove to be a blessing to generations to come. We understand that as we are helping one child of today, we also have the opportunity to make a positive contribution to the people that child will come to know and love through all the years of their life.

Please know that we truly appreciate your desire to work in concert with us as a volunteer. We are sure you want to be the very best you can be, for the sake of the children in our care. The integrity and quality of the ministry of Coyote Hill is very important to us. We're changing your world.

So, as you read through the following pages and go about your work at Coyote Hill, please never forget the eternal significance at what we are doing here. And the purpose of these guidelines and our policies are simply part of the tools we use to enable us to carry out our mission in a more professional and successful way.

Thank you for being our friend,

Larry McDaniel
Executive Director

DEFINITION

The Webster Dictionary defines a volunteer as a friend. A friend is “one who is on the same side in a struggle.”

Coyote Hill Christian Children’s Home uses two types of volunteers.

- The first type is an individual or a group of people who provide service to Coyote Hill Christian Children’s Home but are never alone with the residents. These people may be under 21 years old with appropriate supervision. These volunteers typically do not need to undergo a background check unless volunteering consistently.

Qualifications: Make arrangements through the Program Director.

- The second type of volunteer is one who has the opportunity for one on one contact with a resident and could possibly be alone with a resident.

Qualifications:

1. At least 21 years of age
2. Maintain high ethical and moral character
3. Have completed volunteer application
4. Willing to commit for a defined period of time
5. Have three references (one of which must be a pastor)
6. Agree to a Children’s Division Child Abuse/Neglect Screening
7. Agree to a police check
8. Agree to a driver’s license check
9. Attend a orientation period
10. Participate in Training Programs

PHILOSOPHY OF THE VOLUNTEER PROGRAM

The volunteer program at Coyote Hill is based on the belief that volunteers can play a valuable role in the functioning of this ministry. Our aim is to provide quality experiences for the volunteer, with numerous opportunities for service and personal growth. In this way, Coyote Hill seeks to minister to the volunteer, as well as benefit from the volunteer's ministry.

We believe that the volunteer should take his/her role seriously, recognizing the importance of the tasks assigned; whether or not they involve direct contact with the children. The involvement of the volunteer worker is not based on convenience, but on commitment.

Coyote Hill and its staff will take the volunteer seriously. Volunteers have a specific role and purpose with Coyote Hill. They are treated as individuals with valuable skills and talents. The volunteer can expect a definite work assignment, and not be placed in the position of doing busywork or being haphazardly used to fill in the gaps left by professional staff. The volunteer serves to complement the efforts of the paid staff.

The volunteer is encouraged to use his/her particular interests, talents, and skills in his/her work as a volunteer. As this occurs, Coyote Hill benefits from the utilization of the most appropriate placement for each volunteer worker. On the following pages you will find a description of the rights and responsibilities you can expect while serving as a volunteer at Coyote Hill Christian Children's Home.

PROGRAM DESCRIPTION

The **Residential Program** serves children ages 3-18. In addition to the basic necessities of food, clothing, shelter and medical care, the children also receive individual, family and group counseling, education, a structured environment, and recreation. The home houses eight children, and two child care workers who serve as Home Parents. The home is operated similarly to a typical family unit, with the goal being the reunification of each child with their natural families, if possible, or the development of an alternative family structure when necessary.

Emergency Care Program: When beds are available, Coyote Hill also provides short-term residential care for children, ages 3-18, requiring shelter due to abuse, neglect or some other problem that prevents their living within the care and/or custody of their natural family, or some other type of long term living arrangement. Services provided include twenty-four hour intake services, room and board, short-term counseling, constant staff supervision, recreation activities, and Christian heritage.

The **Sponsoring/Visiting Family** is a program whereby the Children's Home secures families who will serve as a visiting resource for children in care. The focus of the Sponsoring/Visiting Family has two main goals:

1. To allow children who have not had a good experience with their own family to have experiences with a healthy and loving family unit.
2. To provide off site experiences for those children who have limited opportunities to leave the campus.

WHAT THE VOLUNTEER CAN EXPECT FROM COYOTE HILL

It is our desire that your time of service at Coyote Hill be enjoyable and personally rewarding. Listed below are the things you can expect from Coyote Hill to help facilitate these goals.

INTERVIEW –

Before you receive your volunteer assignment, you must have an interview with the Program Director. In this interview, you will fill out an application for volunteer work, the Program Director will explain the general aim and functions of the volunteer program, discuss your interest in more detail, and determine the most appropriate volunteer assignment for you. Because it is the goal of the volunteer program to place qualified volunteers in service, it will be necessary from time to time to reject applicants for volunteer service. Every effort, however, will be made to provide the volunteer applicant with an opportunity to be of service.

ORIENTATION –

After your initial interview, you will attend a volunteer orientation session. In the orientation session, we will review the information contained in the Volunteer Handbook and respond to any questions you may have at that point. We will also begin to familiarize you with the facilities of the Home, particularly those areas where you will be working. Staff members from your particular area of interest will provide general training regarding your assignment, in order to enable you to begin your work with a minimum of difficulty. Finally, the orientation session provides you with an opportunity to get acquainted with staff and other volunteers with whom you may be working.

JOB DESCRIPTION –

We will provide you with a job description detailing the duties of your job, the time commitment expected for the job, the person who is in direct supervision of your job, and the resources available to aid you in completing your task.

TRAINING –

After the orientation session, you will be ready to begin on the job training in your volunteer assignment. Supervising staff will provide you with specific training and guidance as needed to enable you to perform your job effectively. Be sure to raise any questions you have regarding your work assignment with your supervisor.

In addition to on the job training, you will have opportunities for further training to refine skills you have and expand your skills into other areas. While much of this additional training is optional, some of these opportunities will be required for continued involvement as a volunteer of this ministry.

Training will enable you to provide Coyote Hill with more qualified, effective service. Training also provides increased skill and knowledge to be used even after involvement with Coyote Hill ends. We trust that you will avail yourselves of the opportunities for growth and training as they arise.

SUPERVISION AND SUPPORT –

There will always be someone available to help you as you do your job, providing guidance and answering questions you may have regarding your work. We will not send you out to work on a “sink or swim” basis. From time to time, work can become frustrating, or it may be difficult to understand where you fit into the scheme of things. We won’t abandon you, but will be available for encouragement and support in any way we can.

EVALUATION –

It is important for you as a volunteer to receive feedback, both positive and negative, with regard to the performance of your particular assignment. This evaluation enables you to strengthen weaknesses and increase strengths as you serve. It also allows your supervisor to assess areas which need more or less supervision, examine the overall effectiveness of the volunteer program, and monitor any needs which you feel are not being met (for yourself, the ministry, the children, etc.). This is a time for mutual feedback and evaluation.

Evaluation will occur periodically, and will include a written summary. The specific time intervals for your particular assignment will be determined when that assignment is made.

When you must end your involvement as a volunteer at Coyote Hill, the Program Director will arrange an appointment with you to provide and receive final feedback regarding your volunteer service. All evaluation summaries will be placed in your file.

VOLUNTEER FILE –

We will maintain an individual file for each volunteer who enters into service at Coyote Hill. This is to provide us with the means to effectively administer the volunteer program in order to meet your specified needs, as well as to provide you with an accurate record of your activities for future reference.

The preceding list gives you some idea of what you can expect to receive from Coyote Hill as a volunteer. If at any time, you feel that you are not getting enough of these things, or if there are other things you feel you need in order to make your service here more effective or rewarding, do not hesitate to inform us so that we may work to improve the situation.

WHAT COYOTE HILL EXPECTS OF YOU

Just as volunteers can expect certain things from Coyote Hill Christian Children's Home, so Coyote Hill expects certain things of volunteers.

KNOW YOUR ROLE AS A VOLUNTEER –

It is important that you read and become familiar with the information that is contained in this handbook. You cannot responsibly fulfill your duties as a volunteer without doing so. You are expected to abide by the procedures and guidelines outlined in this manual. Also, make sure you are thoroughly familiar with your job description. If you have any questions, consult your supervisor.

NOTIFY US IN ADVANCE IF YOU NEED TO BE ABSENT –

When you need to be absent, make sure you call the appropriate Director. It is very difficult when staff or children are expecting you and you fail to notify anyone that you are not coming.

Make every effort to notify us as early as possible. If your volunteer responsibility is in the evening, notify us of your intended absence early in the day. This allows us to make arrangements for a substitute and to inform those who need to know that you will be absent.

BE A POSITIVE EXAMPLE –

We expect you to maintain an attitude and conduct that will serve as a positive example to the children, fellow volunteers and staff. We expect you to maintain harmonious relationships with those with whom you come in contact. This will make everyone's work a little easier, and certainly more enjoyable. Finally, we request that you refrain from smoking at Coyote Hill.

PROCEDURES FOR VOLUNTEERS

GENERAL PROCEDURES

1. When you arrive on campus for a volunteer job assignment, sign in on your individual volunteer record form.
2. Report to your supervisor.
3. Perform the duties according to your job description.
4. As you leave, sign out on your individual volunteer record form (signing in and out is necessary for us to maintain an accurate record of your involvement as a volunteer).

PROCEDURES WHEN ENCOUNTERING A PROBLEM

1. If you encounter any difficulties regarding your work assignment, if you feel that the placement is inappropriate for you, or you feel you need additional training, follow these steps:
 - a. Consult your supervisor. He/she should be able to work with you to resolve the difficulty. If this proves inadequate, then:
 - b. Contact the Program Director. He/she will make every effort to resolve the situation in a satisfactory manner.
2. If you encounter any difficulties with your supervisor i.e., serious personality conflicts, inadequate communication, etc.; take the following steps:
 - a. Consult your supervisor. He/she should be presented with the problem and given the opportunity to work with you to correct it. If the problem remains unresolved, then:
 - b. Contact the Program Director. He/she will work with both of you to resolve the difficulty, and if this proves impossible, he/she will make other arrangements regarding your assignment.
3. If you encounter any difficulties with another volunteer (like the difficulties described above in reference to supervision) please take the following actions:
 - a. Discuss the matter with your co-volunteer in an effort to come to a mutual resolution of the difficulty. If this fails, then:
 - b. Consult with your supervisor. He/she will work with the two of you to deal with the difficulty. If this is inadequate, then:
 - c. Contact the Program Director. He/she will meet with you, your co-volunteer, and your supervisor to find a solution to the problem, or make other arrangements regarding work assignments.

It is our hope that the need for these procedures never arises, however, we want to provide avenues through which conflicts can be managed and resolved. Please make every effort to work cooperatively and considerately with your supervisor and fellow workers, but when conflict arises, ALWAYS follow the steps outlined.

If you have any other questions or problems regarding your involvement here as a volunteer, please do not hesitate to contact the Program Director. He/she is here to help make your time with Coyote Hill as enjoyable and rewarding as possible.

EXAMPLES OF VOLUNTEER JOBS

1. Volunteer Coordinator
2. Recreation and Leisure Coordinator

3. Recreation and Leisure Volunteers
4. Tutoring Volunteers
5. Home Improvement Volunteers
6. Fund Raising Volunteers
7. Special Volunteers

VOLUNTEER JOB DESCRIPTIONS

VOLUNTEER COORDINATOR

1. Purpose: To assist the Program Director in the overall management of the Volunteer Program.
2. Job Description: Serve as liaison between the Coyote Hill staff, the youth, and the volunteers; assist the Program Director in orientation and training of volunteers; to attend volunteer meetings in order to communicate the Home's needs to the members; develop volunteer resources; assist Coyote Hill in the overall management of all phases of the Volunteer Program.
3. Orientation and Training: Complete study of the Volunteer Manual and related materials, attend volunteer meetings.
4. Special Skills and Abilities: Human relations; supervisory skills; volunteer/staff relations; self-initiative; catalyst between groups; good communication skills.
5. Time Required: 3-4 hours per week.
6. Supervised By: Program Director

RECREATION AND LEISURE COORDINATOR

1. Purpose: To assist the Program Director and the Volunteer Coordinator in recruiting recreation and leisure volunteers; to help plan activities and schedule volunteers.
2. Job Description: To meet monthly with the Coyote Hill staff to plan a 2 month schedule of activities; to meet twice yearly with the staff and youth for planning and evaluation.
3. Orientation and Training: Complete study of the Volunteer Manual; consultation and training with staff and Volunteer Coordinator.
4. Special Skills and Abilities: Human relations, motivational techniques, stable, mature, creative, able to relate to children and youth; able to take direction, and willing to work within a set of rules; consistent, accepting, but objective.
5. Time Required: 3-4 hours per week.
6. Supervised By: Program Director and Volunteer Coordinator

RECREATION AND LEISURE VOLUNTEERS

1. Purpose: To provide a recreational outlet for the children and youth and to help them develop interests, hobbies, and community service projects.
2. Job Description: To help with the planning and coordinating of a recreational activity involving some or all of the Coyote Hill residents.
3. Orientation and Training: Complete study of the Volunteer Manual; consultation and training with staff and Recreation and Leisure Coordinator.
4. Special Skills and Abilities: Stable, mature, creative, able to relate to children and youth; able to take direction, and willing to work within a set of rules; consistent, accepting, but objective.
5. Time Required: Varies — depends on activity and whether it is a one-time event or extends over several weeks. Average time per week in direct involvement is generally 2 hours. Number of assignments in a 2 month period is dependent on amount of time a volunteer has to give, and also number of volunteers involved in the recreation and leisure program.
6. Supervised By: Program Director and the Recreation and Leisure Coordinator.

TUTORING VOLUNTEERS

1. Purpose: To assist children or youth in improving their academic skills.
2. Job Description: To work with one more children or youth in order to increase the resident's understanding of the subject area.
3. Orientation and Training: Complete study of the Volunteer Manual; consultation with Coyote Hill staff.
4. Special Skills and Abilities: Promptness, self-confidence, flexibility; mature, able to relate to children and youth; able to take direction, and willing to work within a set of rules; accepting but objective.
5. Time Required: At least one hour per week.
6. Supervised By: Program Director and Home Parents.

HOME IMPROVEMENT VOLUNTEERS

1. Purpose: To assist Coyote Hill staff and residents with special home improvement projects.
2. Job Description: To help with special needs that arise during the course of a year. (Examples — Spring yard work, fall yard work, painting, etc.)
3. Time Required: Varies, depending on time limited projects.
4. Supervised By: Property Manager and Volunteer Coordinator

FUND RAISING VOLUNTEERS

1. Purpose: To assist Coyote Hill with various fundraising projects.
2. Job Description: This will vary depending on the type of project.
3. Orientation and Training: complete study of the Volunteer Manual; good knowledge of the goals and objectives of Coyote Hill; consultation with Coyote Hill staff.
4. Special Skills and Abilities: Creativity, self-confidence, maturity; good public relations; willing to work within a set of rules.
5. Time Required: Varies, depending on project.
6. Supervised By: Executive Director and Volunteer Coordinator

SPECIAL VOLUNTEERS

The Coyote Hill staff and youth sometimes have special needs that can be met by the special skills and abilities of volunteers. If you have a special interest or skill, please let us know.

(Examples — haircutting, Christian education, teacher, transportation, repair work, writing, office work, music, sewing, etc.)

VOLUNTEER APPLICATION

Date: _____

Personal Information

Please print neatly:

Name: _____ Spouse's First Name: _____

 Last First Initial

Address: _____ Phone #: _____

_____ Social Security #: _____

_____ Date of Birth: _____

Occupation: _____ Business Phone #: _____

Business Address: _____

Church Membership? _____ How long: _____

Pastor's Name: _____ Phone #: _____

In case of emergency, notify: _____ Home Phone #: _____

Address: _____ Business Phone #: _____

_____ Last TB test date: _____

Educational Background

Circle last grade completed: 7 8 9 10 11 12

College or Vocational School: 1 2 3 4 5 6

If attended school beyond High School, please list major subject(s): _____

Volunteer Experience

List the last three places of volunteer work (most recent first):

Place of work	Work Performed	Supervisor	Dates
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

Briefly state your reasons for entering volunteer service: _____

Why did you choose Coyote Hill Children's Home? _____

How did you learn of the volunteer program here? _____

Time available to volunteer (list hours): _____ Days: _____

Evenings: _____

Weekends: _____

How long do you plan to volunteer your services at Coyote Hill Children's Home? _____

Please list any physical limitations on type of volunteer work: _____

Areas of Skills and Interest

Please indicate skills or interest you would be willing to use as a volunteer:

General

Office Work

Work with Children

Bookkeeping _____ Maintenance _____ Arts _____ Public Speaking _____

Clerical _____ Receptionist _____ Cooking _____ Recreation/Sports _____

Housekeeping _____ Telephoning _____ Handicrafts _____ Sewing _____

Mailing _____ Typing _____ Music _____ Transportation _____

Filing _____ Writing _____ Tutoring _____

The above list is by no means exhaustive. Please list any other interest or skills you would be willing to use:

1. _____ 2. _____

3. _____ 4. _____

Personal References

Name

Address

Home Phone #

Work Phone #

1. _____

2. _____

3. _____

Signature of Applicant

Date

REFERENCE FORM FOR VOLUNTEERS

Background

Please print or type

Applicant's Name: _____

If an employee, number of years employed: _____ If not an employee, number of years known: _____

Did applicant work with youth/children? _____ Ages: _____

Type of work done: _____

Personal and Professional Qualities

After the following categories of personal and professional qualities, please comment or write a brief description of significant characteristics that you have had the opportunity to observe in this applicant.

1. Description of Personality: _____

Working Relationship with (youth, parents, co-workers, supervisor, community leaders): _____

2. Appearance and Poise: _____

3. Effective Communication and/or Command of English Language: _____

4. Health

(a) Emotional Stability: _____

(b) Physical Condition, Vitality for Position: _____

5. Church Membership and Involvement in Church Activities: _____

Practice of Christian Principles: _____

6. Work Competence

(a) Initiative: _____

(b) Resourcefulness: _____

(c) Time Management: _____

(d) Dependability: _____

(e) Judgment: _____

(f) Group Management: _____

(g) Performance Under Stress: _____

(h) Knowledge of (work tools, materials, and specialized methods): _____

(I) Specific Career Goals and Interest in Improvement of Professional Skills: _____

(j) Attitude Toward Criticism: _____

Additional Comments

Reference Person

Date





Coyote Hill Christian Children's Home
Release of Liability Form

Name: _____ Date of Birth: _____
Street Address _____
City _____ State _____ Zip _____
Phone (Home) _____ (work) _____ (cell) _____
E-Mail Address _____

Emergency Contact Information:

Name _____ Relationship _____
Phone numbers _____

Name _____ Relationship _____
Phone numbers _____

DO YOU HAVE ANY HEALTH ISSUES THAT WE SHOULD BE AWARE OF?

I wish to volunteer for Coyote Hill Christian Children's Home. I understand that the nature of volunteer activities that I may perform in my capacity as a volunteer may involve physical activity, contact with unidentified and/or unfamiliar persons, or other potential risk of bodily injury or damage to property. Knowing this and in consideration of being allowed to volunteer, **I HEREBY ASSUME FULL AND COMPLETE RESPONSIBILITY FOR ANY PERSONAL INJURY AND /OR PROPERTY DAMAGE THAT I SUSTAIN OR CAUSE DURING MY PARTICIPATION AS A VOLUNTEER. IN ADDITION, I HEREBY RELEASE, HOLD HARMLESS AND COVENANT NOT TO FILE SUIT AGAINST COYOTE HILL CHRISTIAN CHILDREN'S HOME AND ANY OF THEIR EMPLOYEES, VOLUNTEERS, PARTNERS, AGENTS, SPONSORS, BOARD MEMBERS AND SUCCESSORS FROM ANY AND ALL LOSS, LIABILITY OR CLAIMS I MAY HAVE ARISING OUT OF MY SERVICE AS A VOLUNTEER.**

Printed name of Volunteer: _____

Volunteer's Signature Releasing Liability: _____

Parent's r Guardian's Signature: _____
(If volunteer is under age 18)

Date: _____