



Volunteer

Handbook

TABLE OF CONTENTS

WELCOME	3
OVERVIEW.....	4
MISSION STATEMENT.....	4
VISION	4
CCM CORE VALUES	5
SERVICE AREA.....	6
PROGRAMS.....	6
HISTORY.....	6
WHO WE ARE; COMMUNITY INVOLVEMENT	7
GENERAL INFORMATION	
HOURS OF OPERATION	
ATTENDANCE & ABSENTEEISM	
CONFIDENTIALITY	
DRESS CODE	
HOLIDAYS	
RECOGNITION	
VOLUNTEER TIME SHEET & NAME TAGS	
SECURITY	
DONATED ITEMS	
RECRUITMENT & SELECTION	
APPLICATION PROCEDURE	
PLACEMENT	
TRAINING & DEVELOPMENT.....	9
SUPERVISION.....	10
RESPONSIBILITIES & BILL OF RIGHTS.....	11
JOB DESCRIPTIONS.....	

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WELCOME

Welcome and Thank You for bringing the gifts of your time and talents to Cooperative Christian Ministry (CCM). We are pleased that you have chosen to become a part of this ministry.

Our promise to you is that you will receive the training and support to help you be the best you can be for our clients. We have developed this handbook to help you become more familiar with CCM and your volunteer rights and responsibilities. The Volunteer Coordinator and other staff are ready to help you in your new position. At any time, please feel free to ask questions and seek assistance from any of us. We want your experience as a CCM Volunteer to be as rewarding as possible, while providing assistance to residents in our community who are experiencing a crisis.

Volunteers are our most important resource. We want to hear from you regarding your concerns, ideas on how we can improve our services and our support for you and your fellow volunteers.

Once again, thank you for joining with us in service to our neighbors in need. We look forward to a mutually rewarding relationship with you, as we work together to help make life better for our neighbors.



CCM is a nonprofit and faith-based organization that provides emergency assistance to people in critical need in our community. CCM was established in 1981 by seven area churches in response to the slowing economy and rising poverty rates in Cabarrus County. Since its beginning in a storefront located in downtown Concord, CCM has expanded their programs to include the following: Crisis Center, which provides emergency financial assistance and the location of our main Food Pantry, Samaritan Table, Mothers & Children Housing Ministry, My Father's House and our Teaching Housing Program. CCM also has eight satellite pantries and coordinates multiple mobile food pantries throughout the year. CCM has been continually faithful to its mission, maintained the support of the community and the churches that fund it.

MISSION STATEMENT

Our Mission is to provide immediate assistance to members of our community who are experiencing crisis in the areas of food, shelter, or finances while engaging them in a series of actions that will empower them to move beyond crisis.

OUR VISION

... is to demonstrate God's love through a network of resources that encourages individuals of every age to acknowledge their gifts and discover the purpose and fulfillment that God intends for their life.

OUR CORE VALUES

... are principles which guide our ongoing internal conduct and our relationship with the external community.

- **Prayer** undergirds everything we do and is the most important investment our board, staff and volunteers make to the ministry. Prayer is the most effective way to discover God's plan for our ministry and the most effective means of employing His blessing on our efforts.
- **Excellence** means understanding our role in the Mission and applying our talents, skills and spiritual gifts in a manner that will meet or exceed expectations. It is our purpose to bring glory to God in all that we do and say in carrying out our ministry responsibilities.
- **Encouragement** involves affirming the value of each volunteer, staff and supporter; acknowledging the talent, skills and spiritual gifts of each person involved in the ministry with us; and fostering an atmosphere of joy and celebration through God's Word.
- **Community** encompasses embracing accountability to each other and to our community, maintaining a presence throughout our community, recognizing changing needs and altering our approach to ministry in response to those needs.

WHO WE ARE

- With a unified effort on the part of local churches, individuals, businesses and every sector of our community to meet the emergency needs of people in Cabarrus and southern Rowan counties
- Non-profit organization (501(c)(3) governed by a Board of Directors
- Funded by churches, businesses, individuals and grants
- An extensive volunteer organization supported by a small staff
- Offers emergency financial assistance, food and shelter
- Serves as a center for information about and referrals to other agencies and ministries in our community
- Partners and collaborates with other community agencies, organizations and congregations on behalf of our clients
- Strives to perceive each person as a real and worthwhile individual, created in the image of God and treating them

WE ARE PLEASED THAT YOU HAVE CHOSEN TO SERVE AT CCM.

The cornerstone of this ministry is found in Jesus' words from Matthew 24:35-38 & 40

*I was hungry . . . and you gave me something to eat,
I was thirsty . . . and you gave me something to drink,
I was a stranger . . . and you invited me in,
I needed clothes . . . and you clothed me . . .*

THANK YOU FOR PUTTING YOUR LOVE INTO ACTION AT CCM!

SERVICE AREA & PROGRAMS

CCM provides emergency assistance to people in critical need throughout Cabarrus and southern Rowan Counties. CCM's emergency services are available through multiple programs:

CRISIS CENTER

246 Country Club Drive, NE, Concord
provides emergency financial aid with housing, utilities, medicine and food

Food Program

provides an emergency food pantry at the Crisis Center
and has eight satellite pantries throughout our service area

MOTHERS & CHILDREN HOUSING MINISTRY

274 Spring Street; NW, Concord
offers housing and case management for up to one year for homeless mothers with children

MY FATHER'S HOUSE

769 Sunderland Road, SW, Concord
partnering with local churches, provides emergency shelter for families with children

TEACHING HOUSING PROGRAM

enables working families to transition into independent housing

GENERAL INFORMATION

HOURS OF OPERATION

Crisis Center (246 Country Club Drive, NE, Concord):

- The Crisis Center is open Monday, Tuesday, Thursday and Friday from 9:00 a.m. to 4:00 p.m. for client assistance. (Applications are taken from 9:00 p.m. to 3:00 p.m.)
- On Wednesdays, the CCM Crisis Center is open from 9:00 a.m. to 12:30 p.m. (Applications are taken from 9:00 a.m. to 11:30 a.m.)
- Volunteer shifts are: Morning Shift – 9:00 a.m. to 12:30 p.m. / Afternoon Shift – 12:30 p.m. to 4:00 p.m.

Mothers & Children Housing Ministry (274 Spring St. NW, Concord)

- Open 365 days a year - serving homeless mothers with children

My Father's House – (769 Sunderland Rd, SW, Concord)

- Operates 365 days a year; serving homeless families with children

Samaritan's Table

- An evening meal is served (Monday, Tuesday, Wednesday and Thursday) at Kannapolis area churches.

ATTENDANCE & ABSENTEEISM

- Volunteers are expected to perform their duties on a regularly scheduled and timely basis.
- If it becomes necessary to be absent on a scheduled day, volunteers should inform the supervisor of their area as far in advance as possible. This allows for alternate arrangements to be made. (If a last minute cancellation is necessary, contact your supervisor.)

CONFIDENTIALITY

- Volunteers are responsible for respecting the confidentiality of all CCM clients and following the same ethical standards expected of the CCM Staff.

DRESS CODE

- As a representative of the agency, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

RECOGNITION

- An annual Volunteer Picnic is held each spring during National Volunteer Week.
- In December, a Christmas event is held in appreciation of volunteer service.

VOLUNTEER TIME SHEET & NAME TAGS

- All volunteers sign in and out on the log sheet provided in your area of service. It is important to keep a record of all volunteer service hours.
- Volunteers are asked to wear their name tag while volunteering for CCM.

RECRUITMENT & SELECTION

- Volunteers will be recruited to meet agency needs and with the intent to secure their helpful involvement in serving the needs of persons in the community. The volunteers will be recruited without regard to gender, handicap, age, race or other condition. The volunteers may be recruited through either an expressed interest in a particular area or through a general interest in volunteering.

APPLICATION PROCEDURE – ORIENTATION

- All new volunteers attend a one hour "Talk 'n Tour" orientation session held at the CCM Crisis Center.
- Each prospective volunteer is given a tour of the Crisis Center and an explanation of the volunteer jobs being carried out in each area of ministry.
- Prospective volunteers fill out a application and an appointment is set to meet individually with the Volunteer Coordinator.
- This screening determines the qualifications of the volunteer, their particular interests and answers any questions that the volunteer might have about the position.
- New volunteers sign a CCM Privacy Policy form, are requested to read a copy of the Volunteer Handbook and will receive the job description for their new volunteer assignment.
- They will be introduced and given the contact information of the volunteer supervisor in their area of service.
- The new volunteer will then meet with the supervisor of their area of service get instructions on training for their position and receive a job description.

SUPERVISION

REQUIREMENT OF A SUPERVISOR

Each volunteer will have a clearly identified staff supervisor responsible for day-to-day management and guidance of the work of the volunteer. The Volunteer Coordinator will be available to the volunteer for consultation and assistance.

VOLUNTEER/STAFF RELATIONSHIPS

Volunteers and staff are considered to be partners in implementing the mission and programs of the agency with each having critical, but complementary roles to play. It is essential that each partner understands and respects the needs and abilities of the other.

DISMISSAL & TERMINATION

Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Volunteers will have an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff will seek the assistance of a Ministry Director.

GRIEVANCE PROCEDURES

CCM has a procedure in place if a client, volunteer or staff member needs to file a complaint. If a volunteer would like to file a complaint they should:

- First try to resolve the issue with the parties involved
- If no resolution can be reached, fill out a Complaint Form (available from the Volunteer Coordinator or a Ministry Director) and contact their direct supervisor immediately
- If their supervisor is not available, place the form in the supervisor's office or give to the Volunteer Coordinator The volunteer should receive a response within 48 hours

RESPONSIBILITIES

As a volunteer you are a representative of CCM. It is your responsibility to:

- Accept a job compatible with your abilities
- Maintain confidentiality of CCM's clients
- Maintain regular attendance in each job assignment
- Dress appropriately for the job
- Notify your supervisor as early as possible, if you have to be absent from your assignment
- Awareness that items (i.e. food and household items) donated to or purchased by CCM is designated for the families.
- In the lobby entrance (of the Crisis Center), only designated items can be taken by volunteers and staff
- In your particular area, provide ongoing feedback to staff as necessary to increase agency effectiveness
- Remember that you are an important part of a team; it takes everyone doing his or her job competently to make our programs function effectively
- Treat clients and co-workers with dignity and respect at all times
- Consider yourself a member of the team and help out in other areas when necessary and appropriate
- Understand the need for and accept diversity in the work place

JOB DESCRIPTIONS

CRISIS CENTER

RECEPTIONIST

- Greet the Crisis Center clients and visitors, and direct them according to their need
- Pull files for clients, create new files and log in the client's request for assistance
- Answer the phone and direct calls
- File client records and copy forms as needed

Interviewer

- Secure the client's application for CCM services and process that application as appropriate per CCM guidelines
- "Listen" to the client's story, and write a summary of their situation

Food Pantry Assistant

- Guide clients through the selection process in our "Waste Not, Want Not" Emergency Food Pantry
- Obtain a USDA order for clients who qualify
- Help to sort donations, stock working pantry

Warehouse Assistant

- Weigh & sort donated food
- Stock 'Working Pantry'
- Complete USDA orders

DRIVER

- Pick up donated food items from a local grocery store
- Deliver food to a satellite CCM pantry

MOTHERS & CHILDREN HOUSING MINISTRY

- Provide an evening meal
- Life Skills instructor
- House Volunteer - receptionist/clerical
- Children's activities

MY FATHER'S HOUSE

ADMINISTRATIVE OFFICES

- Sort Mail, send cards; assist with mailings, special events or meeting preparation
- Telephone thank you calls or follow up with donor requests
- Enter donor data and donation data into donor software
- Other projects as needed

FARMERS MARKET

- Receive produce from vendors
- Transport produce to Crisis Center
- Weigh produce & record
- Place in walk-in refrigerator

HOLIDAYS

New Year's Day	January 1
Martin Luther King, Jr.	Third Monday in January
Easter	Good Friday
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving (2)	Last Thursday and Friday in November
Christmas (3)	December 25 and two other days at the discretion of the Executive Director