



Holiday **VOLUNTEER LEADERS** *Make Time*

*Join our Volunteer Leader team
and Bring Hope to families in
need this Holiday Season*

HOLIDAY DEPARTMENTS

Kidzone
Client Care
Volunteer Care
Donor care
Food Operations
Parking
Loading
Community Sites

REQUIREMENTS

6 Shift Commitment
18+ Years of age
Free Background Check
Free Leadership Training



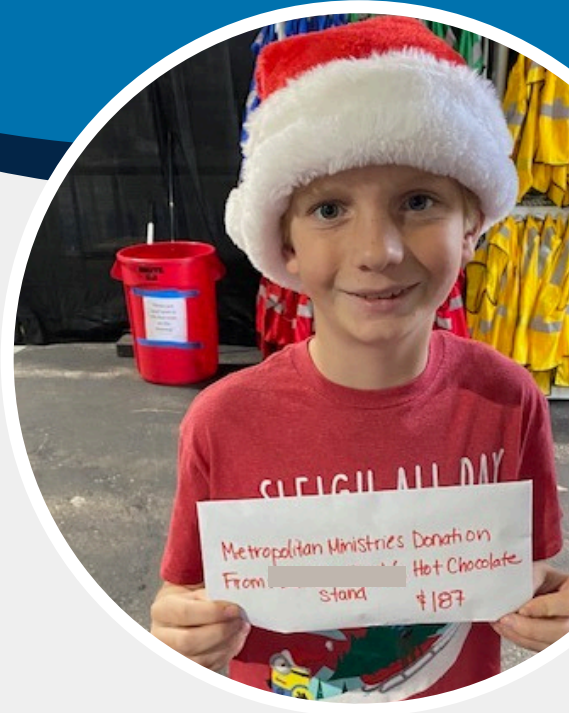
THE HOLIDAYS

Metropolitan Ministries' holiday tent has brought Hope to families in need for over 40 years! This is made possible by our incredible donors and volunteers. It will take the support of **over 12,000 general volunteers and 100+ Volunteer Leaders** to bring Hope this holiday season.



The Tampa Tent

Families in need are given the opportunity to shop for food to provide their families with a special holiday meal for the Thanksgiving and Christmas holidays. During Christmas, families will also shop for toys, giving them the opportunity to have special Christmas gifts for each of their children. **Over 32,000 families will be served this season through our holiday tents**, sharing hope for the holidays.



Pop-Up Sites

Metropolitan Ministries' **holiday pop-up sites** allow us to meet **community members in their neighborhoods** across Hillsborough, Pinellas and Pasco counties. Over **8,300 families** will be served this season through our pop-up sites, sharing hope for the holidays.





VOLUNTEER LEADERS

RESPONSIBILITIES

We ask that all volunteer leaders commit to 6 different shifts. These can be on the same day, multiple days and even at multiple sites!

Responsibilities

Metro's Holiday tent will see a wide variety of volunteers. It's imperative that Volunteer Leaders are open to working with individuals from diverse backgrounds, abilities, and ages. **The patience and helpfulness of our Volunteer Leaders helps make the Holiday tent a joyful experience for families and volunteers alike.** In most departments, Volunteer Leaders, train and oversee general volunteers. The M.E.T.R.O. acronym can help guide Leaders in working with general volunteers.

M.E.T.R.O.!!

Volunteer Leaders are responsible for helping train and oversee that departmental tasks are happening smoothly. For this reason, we ask VL's to **commit to 1 department for the season**

Meet & Greet – Get their name and share yours!

Explain - Explain how your area impacts the flow of the tent and the clients.

Train - Give detailed Instructions on how your area works, and the task general volunteers should be focused on.

Respond- Respond to questions with a smile

Overview - Keep an overview of how the volunteers are doing. Ensure things are running smoothly and keep an eye out for late comers.

!! Thank them - Be sure to emphasize how much Metro appreciates the time they gave to help families in need this Holiday season.



VOLUNTEER LEADERS

COMMITMENT & REGISTRATION

Volunteering in a leadership capacity does require a higher level of commitment during the Holiday season than our general volunteer shifts.

Commitment

Volunteer Leaders keep the tent running smoothly by training and overseeing general volunteers in their specified department. For this reason, **Volunteer Leaders commit to 6 shifts** in their desired department. These can be on the same day, multiple days and even at multiple sites! This helps to build familiarity and trust with the staff as well as give time to build expertise in their chosen department.

If you cannot commit to 6 shifts, or you want to try several departments- then please consider signing up as a general volunteer instead of a volunteer leader.

All Volunteer Leaders will receive a complementary **Red Holiday Leader shirt**. We ask that you pair it with pants or appropriate length shorts and **comfortable closed toed shoes**. Please wear a name tag or badge.

Registration

Pre-Registration - Once you have chosen a department, a link will be sent for you to pre-register for your volunteer shifts. Please let volunteer services know if you need to cancel your shift.

Day of Check-in - All volunteers must check in with volunteer services at the beginning of every shift. Please inform volunteer services if you plan to stay for two shift back-to-back shifts.



DEPARTMENTS

The following is a broad overview of the tasks assigned to general volunteers within the Main Tampa tent. **Volunteer Leaders are responsible for helping train and oversee that these tasks are happening smoothly.** For this reason, we ask VL's to commit to 1 department for the season.

Volunteer Tasks

Volunteer care - Digitally check in, and deliver volunteers

Kids Care - Check in and entertain kids while parents are shopping

Donor care - Receive, receipt and weigh incoming donations with a smile.

Food ops - Sort and stock food shopping shelves

Toy Ops - Sort and stock toy shopping shelves

Parking & Loading - Helping families to safely arrive and return to their vehicles.

Hospitality - Offering refreshments for families waiting

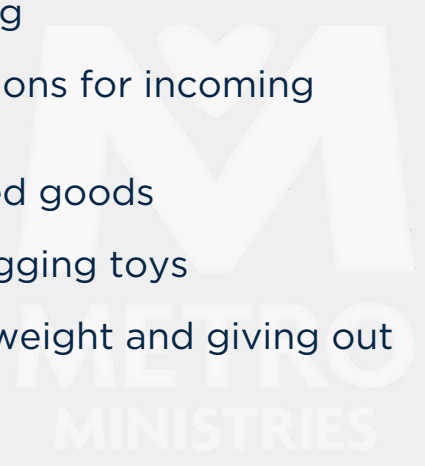
Check-in - Checking paperwork and answering questions for incoming families

Food Shopping - Assisting families in choosing canned goods

Toy Shopping - Assisting families in choosing and bagging toys

Proteins & Veggies - Matching family size to protein weight and giving out bags of produce.

Volunteers at our **pop-up sites** help match families with boxes of Hope, pass out gift cards and more! **This year we are looking for seasoned Volunteer Leader support at every pop up location!**



POLICY AGREEMENT

GENERAL PROCEDURES

Registration and Signing In: Report to the Volunteer Center 120 E. Ross Ave. to sign in. The Volunteer Center is typically open M-F from 8:00am-5:00pm and Saturday from 8:00am-4:00pm. At all other times report to the Uplift Hall at 2010 N. Florida Ave.

Dress Code: Closed toed shoes (tennis shoes), long pants, Volunteer Leader t-shirt.

Volunteer Assignments: Remain in your assigned area unless otherwise directed by Staff. If you need to relocate or are having any issues in your assigned area contact the Volunteer Services Manager.

Commitment: Volunteer Leaders are expected in their position for a minimum of 3 hours per week for 3 months.

Meals: Food at Metropolitan Ministries has been donated by the community principally, but not exclusively, for homeless and at-risk families. For serving our community, all VL's have access to meals during their shifts. Please work out these times with the staff in your area

CONFIDENTIALITY AGREEMENT

Information about Metropolitan Ministries, its employees, clients, volunteers, suppliers, donors, and vendors is confidential information and may be divulged only to those within the Ministries with authorization to receive such information. Confidential information includes any information learned orally or through exposure to Metropolitan Ministries' records, files, policies, and procedures. The Ministries reserves the right to pursue all legal or equitable remedies in order to either prevent the impermissible use of confidential information or to recover damages incurred as a result of the impermissible use of confidential information

REVOCATION & TERMINATION

Metropolitan Ministries reserves the right to revoke any and all volunteer hours should any of these policies be violated. Further, all volunteers serve at the sole discretion of Metropolitan Ministries and, as such, their service may be terminated at any time

By Signing below, I acknowledge and confirm I have read, understood, and agree to comply with this agreement. I also confirm that I agree to all policies and procedures of Metropolitan Ministries as outlined in this agreement and a copy of this signed agreement will be kept in my file.

CONDUCT

- Volunteers may not use any personal electronics while volunteering. Personal electronics include, but are not limited to cell phones, MP3 players, hand held video games and headphones.
- Do not participate in, condone, or be associated with dishonesty, deceit, fraud, or misrepresentation of facts.
- Always speak respectfully; profanity, sexual innuendo, threatening words, and condescending tones of voice will not be tolerated.
- Treat all clients with respect and without discrimination, regardless of race, sex, sexual orientation, age, religion, national origin, marital status, political belief, physical or mental handicap, or any other preference or personal characteristic, condition, or status.
- Do not form, initiate, or indulge in inappropriate relationships with clients. Relationships cross the line of impropriety when they are social, romantic, or sexual in nature.
- Avoid special favors of any kind that are able to only one individual or group of clients. This includes such things as loaning items, giving money, giving gifts or providing special transportation options.
- Never exploit relationships with clients for personal advantage. The following behaviors are prohibited: Accepting gifts, buying items from and/or selling items to clients, and hiring/using clients to accomplish personal tasks.
- Unless assigned to the Resident Halls, volunteers are not permitted to loiter in the Resident Halls. Under no circumstances should a volunteer enter an occupied room.
- Respect the confidentiality of clients and guests. Specifically, do not disclose the names of clients, information about clients, or acknowledge in settings away from Metropolitan Ministries a person's present or former status as a client unless the client gives permission in advance.
- Metropolitan Ministries prohibits sexual harassment of any kind towards clients, volunteers, or staff members. All such harassment is unlawful and will not be tolerated.
- Do not take any property of Metropolitan Ministries.
- Report any suspected violations of the law or business ethics to the appropriate staff member before seeking resolution outside the organization. Reports may be made in confidentiality

Name: _____ Date: _____ Signature: _____