



# VOLUNTEER

## ***Isabel's House Volunteer Program Overview & Requirements***

### **ALL ISABEL'S HOUSE VOLUNTEERS MUST:**

- 1)** Submit an informal inquiry or sign up during an outreach event or tour day
- 2)** Complete a Volunteer Application, including:
  - Formal online Application Request with tentative availability
  - Printed & Signed Volunteer Application form
  - Three non-relative character references using forms/online form links provided
    - At least one reference must have knowledge of how the applicant interacts with children
  - MO Family Care Safety Registry (FCSR) Registration (~\$13) and Screening Release
- 3)** Schedule a personal Volunteer Interview with Isabel's House staff
- 4)** Attend an Isabel's House Volunteer Orientation session (2-3 hours) and sign in the presence of staff:
  - Acknowledgement of Volunteer Handbook Receipt & Review
  - Statement of Confidentiality
  - Agreement to Isabel's House Discipline Policy

### **VOLUNTEERS HAVING ROUTINE DIRECT INTERACTION WITH CHILDREN MUST ALSO:**

- 1)** Return a MO Children's Division Physical Exam Form completed by a Physician or NP or RN under the supervision of a Physician
  - Volunteers may be required to provide a TB skin test if so recommended
- 2)** Complete a MO State Highway Patrol Background Check/Fingerprinting screening (\$45)
- 3)** Complete required Volunteer Training packet at Isabel's House or via computer
  - Links and a training checklist will be provided during the application process
  - Includes Mandated Reporter training/refresher

## **Volunteer Program FAQs**

**SCREENING:** Requirements may vary depending on your volunteer position, but all roles that include time spent inside our House will require state and federal background screenings, health screenings, character references, and appropriate online and on-site training.

**MINIMUM AGE:** Due to the nature of our work with children and families in crisis, Isabel's House requests the minimum age to volunteer on site as **18 years or older**.

**SERVICE HOURS:** We welcome "Service Learning" and "Community Service" volunteers, but Isabel's House is not a suitable site for short-term individual volunteering. We are currently only accepting applications for assignments that have **at least 40 hours** to be fulfilled.

**COMMITMENT:** We are currently requesting a **6 month minimum commitment** with at least **1.5 hours of weekly or bi-weekly service** at our House.

**STARTING DATE:** Our application process **can take 6-8 weeks** from time you receive an Application – which may be several weeks after you first inquire. Anticipated start dates for new individual applicants completing training in 2017-18 are: November 1 and May 1.

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***Please submit an inquiry to the office of Madison Gramling, Community Engagement Coordinator.***



*Where kids are loved and families are supported*

2750 West Bennett  
Springfield, MO 65802  
24/7 Line: 417-865-2273  
[www.isabelshouse.org](http://www.isabelshouse.org)

### ***Key Contact***

**Madison Gramling, Community Engagement Coordinator | ext. 293 | [madisong@isabelshouse.org](mailto:madisong@isabelshouse.org)**

## ***Isabel's House Core Volunteer Roles***

A **HOUSE VOLUNTEER** joins in the "daily routine" at Isabel's House by assisting our Direct Care team members with the care, education, and safeguarding of children, as well as the upkeep, cleaning, and daily needs of our facility. House Volunteers:

- Participate in scheduled daily activities
- Provide tutoring and homework assistance
- Serve as a positive, professional, adult role models
- Help prepare, serve, and clean up after meals and snacks
- Assist with general housekeeping and laundry
- Sort donations and purchases
- Inventory and replenish regularly-stocked areas
- Look for ways to help us improve and grow
- Provide important feedback to our team

An **OFFICE HELPER** volunteer assists our Leadership team members with administrative, organizational, and clerical needs related to the day-to-day operations of Isabel's House. Office Helpers:

- Scan and file paperwork
- Prepare copies, packets, promotional materials, and mailings
- Record and update contact information in our database
- Track and reconcile donations and gifts and follow up with donors
- Provide support for team fund raising events and activities
- Suggest improvements and share ideas

A **FIXER-UPPER** volunteer performs regular inspection, light maintenance, and general upkeep of our facilities, grounds, furniture, and equipment. Fixer-Uppers:

- Paint, clean, replace lighting, change filters, repair equipment, mow, trim, seal, seed, build, etc.
- Are "handy," possessing adequate skills in general household projects
- Can commit to a regular schedule
- Watch for problems and report areas requiring attention
- Provide guidance when problems arise requiring additional services

## ***Isabel's House Exploratory Volunteer Roles***

A **RESEARCH APPRENTICE** volunteer assists our Development team in researching new funding opportunities, as well as child care, crisis care, and abuse and neglect topics to obtain statistics, data, quotes, and other resources for use in grant applications and reporting. This volunteer role may be suitable for an off-site volunteer with internet access.

A **TEAM-BUILDER** volunteer helps Isabel's House succeed in its mission through participation (online and offline) in fund raising, b2b marketing, special events, and outreach efforts. Acting as champions for Child Abuse & Neglect prevention, Team-Builders:

- Track, replenish, and deliver outreach materials to area referral sources
- Personally promote approved fund raising campaigns
- Assist staff on-site before, during, and after IH events
- Solicit donations, sponsorships, and supplies for IH events
- Leverage relationships and networks to attract new supporters
- Recruit volunteers, referral sources, and community partners
- Attend outreach events as a representative of Isabel's House
- Be on the watch for new ideas, methods, and channels

A **WEEKEND AIDE** volunteer assists our Direct Care team to tend to our doors, accept and sort donations, answer and direct phone calls, and perform other front-office duties on Saturdays, Sunday, and some holidays, when limited help may be available from our Leadership team. To help our Direct Care team keep their focus on our kids 24/7/365, Weekend Aides must be able to:

- Fully understand, enact and comply with all Isabel's House confidentiality guidelines, security policies, and donation restrictions
- Represent Isabel's House in a polite and professional manner
- Interact and converse patiently and politely with a variety of personalities who may or may not understand our organization's mission

A **KITCHEN GURU** volunteer assists our Direct Care team PRIMARILY in preparing, serving, and cleaning up after meals. The greatest need is during our dinner prep hours, 4:00 to 6:00pm, and breakfast prep hours, 6:00 to 8:00am. To help our Direct Care team keep their focus on our kids 24/7/365. Kitchen Gurus must be able to:

- Fully understand, enact and comply with all Isabel's House food handling, food preparation, kitchen use, allergy, and cleaning policies
- Work independently in the kitchen to assist our team in preparing meals for up to 25
- Adapt easily to an ever-changing environment
- Have some fun and help our kids have a positive relationship with food, cooking, and mealtimes

## ***Isabel's House Future Volunteer Program Roles***

Isabel's House is presently in the process of forming a **VOLUNTEER COMMITTEE** to explore the future growth and sustainability of our Volunteer Program, as well as to determine areas where volunteers could be better assisting our team to carry out our 24/7/365 mission to care for children, strengthen families, and prevent child abuse and neglect.

### **FUTURE ROLES MAY INCLUDE:**

- **Volunteer Committee member**
- Therapy Volunteers
  - Music
  - Art
  - Play
  - Pet
- Speakers Bureau, servicing engagements related to
  - Isabel's House
  - Local Child Abuse & Neglect Collaborative
- Grocery / Shopping support
- Photography
  - Special Events
  - Marketing-related
- Long-Term Coordinator / Assistantship
  - House Volunteer Program
  - **Referral Outreach**
  - Gardening
  - Donor Relations & Engagement
  - **HR Compliance**

**If you believe you may be the right person to develop or fill one of the positions listed above, please contact Madison Gramling, Community Engagement Coordinator, at 417-865-2273, ext. 293 or [madisong@isabelshouse.org](mailto:madisong@isabelshouse.org).**

## ***Isabel's House Board & Committee Service***

Isabel's House may have up to 25 voting members serving on its **BOARD OF DIRECTORS** to provide governance and direct fund raising support.

In addition, Isabel's House also receives ongoing guidance and support from its local **Advisory Board**, an **Associate Board** (comprised of young professionals 40 and under), and a **Junior Board** (comprised of high school students).

### **CURRENT ACTIVE COMMITTEES INCLUDE:**

**Finance** - Review fiscal management policies & procedures and make recommendations to the Board. Review audit and 990. Conduct mid-year financial review, review proposed operating budget & capital expenditures for next FY.

**Special Events** - Plan and execute events that grow the Isabel's House circle of support and connect attendees to the mission – celebrate successes and recommit to strengthening families and preventing MORE children from experiencing abuse and neglect.

**Investment** - Monitor and make recommendations to the Board regarding management of Isabel's House investments.

**Fund Development** – Develop and review funding strategies to meet the needs of the organization now and in the future, including opportunities for relationships with individuals and businesses who would support our mission. Evaluate current fundraisers. Recommend Fund Development strategies to the Board and fundraising committees.

**HR** - Review, revise, and advise on personnel-related policies, procedures, forms, etc. Serve as a resource for staff retention, recruitment, and recognition.

**Marketing & PR** – Review and guide annual themes and elements of marketing & communications plans. Liaise with fund raising committees to ensure continuity in messaging, branding and adequate support to fundraisers. Recommend communication strategies to the Board.

**Program** - Be an “expert” or connector for each area our programs cover and/or challenges we encounter with our programming. Programming areas include, but are not limited to medical care, mental health, education (elementary & early childhood), human & social services, dietary needs, trauma informed, children's behavior management. Serve as a resource for the Program Director for program needs including staff and volunteer training and as needs arise.

**If you are interested in Board & Committee service to Isabel's House, please contact Holly Beadle, Executive Director, at 417-865-2273, or [hollyb@isabelshouse.org](mailto:hollyb@isabelshouse.org), or by filling out the Board / Committee Application & Profile Update Form located online at <https://www.isabelshouse.org/board-committee-profile/>**