

The Beacon Volunteer Policy – Day Center

Mission Statement

Our mission is to provide essential and next step services to restore hope and help end homelessness in Houston.

Volunteers play an essential role in helping us achieve this mission by offering their time, skills, and compassion to our guests.

1. Volunteer Eligibility

- Volunteers must be at least 18 years of age.
- Volunteers between 13-17 years of age may volunteer but must be accompanied by their legal guardian or designated chaperone if volunteering with a school, who is responsible for supervising them at all times during their volunteer shift.
- Volunteers may be asked to submit to a background check to ensure the safety of our guests.

2. Code of Conduct

Volunteers are expected to:

- Treat all guests, staff, and other volunteers with respect, dignity, and kindness.
- Maintain a positive, non-judgmental attitude at all times.
- Respect guests' privacy and confidentiality regarding their personal information.
- Refrain from engaging in discriminatory behavior based on race, gender, sexual orientation, religion, or other personal characteristics.
- Maintain a professional demeanor and dress appropriately. Modest attire is best with pants and jeans. Closed-toed shoes are mandatory.

3. Volunteer Roles and Responsibilities

- Volunteers must create an account in Volgistics, The Beacon's volunteer management system, and be responsible for scheduling their own shifts. Volunteers can volunteer once or on multiple occasions. Recurring groups may be asked to limit shifts to provide opportunities to other groups.
- Volunteers may be assigned to various tasks, including but not limited to the following areas:
 - **Intake:** Assisting with checking in clients in the database system
 - **Kitchen:** Assisting with preparing and serving homecooked meals, cleaning, and
 - **Laundry and Shower:** Assist with full-service laundry, managing shower queue, cleaning and sanitizing, and providing clients with hygiene items
 - **Resource Center:** Assisting with sorting, filing, and distributing mail, device charging, and phone services

- Volunteers are expected to **arrive on time** for scheduled shifts and stay for the full duration unless otherwise arranged.
- Volunteers clock in for their shift upon arrival (using their unique PIN Number) and clock out once their shift is completed before they leave the facility. The clock in and clock out screen is located inside the Day Center Volunteer entrance.
- Volunteer assignments are never guaranteed and depend on the needs of the day. Volunteers may be asked to switch their assignments during their shifts.
- If you are not able to make your shift, please remove yourself from the volunteer schedule in Volgistics **at least 3 days** before your scheduled shift.
- In addition to all responsibilities above, **groups leaders** are responsible for communicating pertinent information with their group including date and time of scheduled shift, parking and location instructions, and ensuring they complete The Beacon Volunteer Agreement, Release, and Waiver of Liability form before volunteering for their shift. Group leaders also must ensure that group sizes **do not exceed the limit** specified in Volgistics or by staff. This ensures we have the appropriate number of volunteers per shift.

5. Safety and Emergency Procedures

- Volunteers should stay in their assigned area unless otherwise directed by a staff member.
- Volunteers should **immediately report** any unsafe or concerning behavior, incidents, or accidents to staff.
- Volunteers should not engage in any physical altercations or attempt to intervene in potentially dangerous situations. Staff will handle such issues.

6. Confidentiality and Privacy

- Volunteers must respect the **confidentiality of all clients** and any sensitive information shared in the course of volunteering.
- Volunteers should not share personal details about clients with anyone outside of The Beacon, including on social media platforms. Photos are allowed while volunteering as long as clients are not included.

7. Termination of Volunteer Status

- Volunteers may be removed from their role if they violate any policies, fail to maintain appropriate behavior, or are found to be unsuited for their assigned tasks.
- Volunteers are also encouraged to inform staff if they are unable to continue volunteering for any reason, allowing staff to make appropriate adjustments.

8. Volunteer Benefits

- Volunteers will receive regular feedback from staff to ensure a positive experience and growth opportunities.
- Individual volunteers meeting 100, 500, and 1000 hour service milestones will be awarded service items as recognition for their dedication to service at The Beacon. Hours must be

tracked in the Volgistics system to count toward this goal, and service instances within a group do not count toward these totals.

- Volunteers requiring confirmation of their hours for required community service or volunteer service programs may log in to Volgistics to check their hours and may email Volunteer@beaconhomeless.org for a Service Hour Verification Letter.
- Group volunteers may receive certificates or letters of recognition for their service.
- The Beacon is committed to providing a supportive, enriching experience that fosters personal growth, skills development, and community engagement.

Contact Information

For any questions or concerns regarding the volunteer policy or your role, please email Volunteer@beaconhomeless.org.

Thank you for your commitment to supporting our mission and helping those in need!