

Volunteer
Policy and Procedure
Manual

Dakota Woodlands

TABLE OF CONTENTS

Welcome.....	3
100 Workplace.....	5
101 EEO.....	6
102 Persons with Disabilities.....	8
103 Harassment Free Environment.....	9
104 Attendance.....	11
105 Mandatory Reporting.....	12
106 Background Check.....	13
200 Conduct.....	14
201 Communication Systems.....	15
202 Violence Free Workplace.....	16
203 Drugs and Alcohol.....	17
204 Smoking.....	18
205 Dress Code.....	19
206 Non Solicitation.....	20
207 Social Networking.....	21
208 Recording Devices.....	22
300 Safety and Security.....	23
301 Workplace Safety and Security.....	24
302 On the Job Injuries.....	25
303 Use of Dakota Woodlands' vehicles	26
304 Company Property	28
305 Emergency Weather Conditions.....	29
306 Alarms.....	30
400 Job Descriptions.....	31
401 Child Services Volunteer.....	33
402 Kitchen Volunteer.....	34
403 Receptionist Volunteer.....	35
404 Fundraising Volunteer.....	36
405 Direct Service Intern.....	37
406 Volunteer Tutor.....	38
407 Daily Volunteer.....	40
408 Board of Directors.....	41



WELCOME...

Welcome to Dakota Woodlands, where each volunteer is a valued member of the Dakota Woodlands team and contributes to our role as a human service organization. Dakota Woodlands' vision and mission are:

"Empowering homeless women to create stable futures for their families"

By

"Establishing independence and strength by delivering transformative services, ensuring measurable outcomes, and deepening community engagement."

Dakota Woodlands

Dakota Woodlands strives to create an internal culture in which all volunteers are valued as individuals, in which there is a shared vision and understanding of the mission of Dakota Woodlands, and in which volunteers contribute their best talents and efforts to the work they do toward the mission of Dakota Woodlands.

This manual describes and outlines the policies, procedures, benefits, and programs for volunteers at Dakota Woodlands. It is every volunteer's responsibility to be familiar with and comply with the contents of the manual. It will answer many questions regarding volunteering with Dakota Woodlands.

If you have questions regarding items contained in this manual or any other human resources concerns, contact the Volunteer Coordinator. We wish you every success on your decision to become a member of our volunteer team. We hope that your experience with Dakota Woodlands will be challenging, enjoyable, and rewarding.

WORKPLACE 100

EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION STATEMENT

Dakota Woodlands is committed to establishing and maintaining cultural diversity among its staff, participants, Board and volunteers. Dakota Woodlands takes seriously the desire to eliminate racism, ageism, homophobia, classism, and discrimination of the disabled in its programs, and in our lives. We realize that Equal Employment and Affirmative Action is a mindset to eliminate discriminatory ideas and practices that prevent these specific groups from applying to fill a position. We realize that Equal Employment and Affirmative Action is more than statistics and numbers in which people of color, older, disabled, lesbians and gay men need to fill. In order to most effectively utilize and reach all facets of the work force, Dakota Woodlands must continue to look at and change policies, both formal and informal, that are discriminatory. An effective Equal Employment and Affirmative Action strategy analyzes and changes the work environment so that people from these specific populations will choose to work in an organization.

If you have any questions about this policy or concerns about any type of discrimination in the workplace, you should bring these issues immediately to the attention of the Volunteer Coordinator or Executive Director. You can raise concerns and make reports under this policy without fear of retaliation. If you have any concern or complaint with respect to sexual or other unlawful harassment, please refer to Dakota Woodlands' Policy Against Sexual and Other Unlawful Harassment and immediately report it accordingly.

1. Dakota Woodlands will not discriminate against, or harass any employee, volunteer, or applicant for employment because of race, color, creed, religion, national origin, gender, disability, age, marital status, ancestry, sexual orientation and economic, educational, or parenting status.
2. Dakota Woodlands will ensure that all employment practices are free of such discrimination. Such practices include, but are not limited to: Firing, promotion or advancement, demotion, transfer, recruitment or recruitment advertising, selection for volunteering, layoff, disciplinary action, termination, rate of pay or other forms of compensation, selection for training including apprenticeship, fringe benefits and staff development and training.
3. Dakota Woodlands will commit the necessary time and resources, both financial and human, to achieve the goals of Equal Employment Opportunity and Affirmative Action.
4. Dakota Woodlands will evaluate the performance of its management and supervisory personnel, in part, on the basis on their involvement in achieving these objectives as well as other established criteria. Any employee of Dakota

Dakota Woodlands

Woodlands who does not comply with the Equal Employment Opportunity and Affirmative Action Statements will be subject to disciplinary action. It is the responsibility of every employee and volunteer to support the Equal Employment Opportunity Affirmative Action Statement.

Dakota Woodlands

Effective: 3/1/2012
Policy 102

PERSONS WITH DISABILITIES

Dakota Woodlands values, promotes, and manages diversity by providing programs that foster participation by persons with disabilities, and complies with all applicable federal, state and local laws protecting the rights of disabled persons. Dakota Woodlands does not discriminate against qualified individuals with disabilities, and provides them with reasonable accommodation where doing so does not cause an undue hardship to the Dakota Woodlands.

Volunteers who have a disability that requires a reasonable accommodation should notify the Volunteer Coordinator. Volunteers may be required to submit documentation describing the disability. The Volunteer Coordinator will meet with the volunteer to discuss the request for accommodation and determine if it is reasonable and can be implemented.

Volunteers who have concerns regarding discrimination due to a disability should discuss the situation with the Volunteer Coordinator or Executive Director.

Dakota Woodlands

Effective: 3/1/2012
Policy 103

HARASSMENT FREE WORKPLACE

Dakota Woodlands is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on Dakota Woodlands premises, while traveling on Dakota Woodlands business, or at Dakota Woodlands social functions. Dakota Woodlands has zero tolerance for unlawful harassment committed by an employee or volunteer.

Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state or local law including race, religion, color, sex, national origin, age, veteran or disability status, which is sufficiently severe or pervasive as to alter the working conditions of an employee. Examples of conduct prohibited by this policy include, but are not limited to:

1. Verbal or physical conduct that harasses a volunteer on the basis of a category protected by applicable federal, state or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive, or hostile environment.

2. Sexual displays or publications, or other verbal or physical conduct, where a volunteer is told either explicitly or implicitly that he or she must submit to the conduct to remain in volunteer service or where his or her reaction to the conduct is used as a basis for a decision, such as evaluation, advancement, assigned duties, or disciplinary action. Examples of prohibited verbal or physical conduct include:

- Unwelcome sexual advances;
- Stalking, dating violence, date rape, or sexual assault;
- Persisting with romantic advances despite the rejection of the advances;
- Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or volunteer relationship;
- Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness;
- Leering, whistling, or touching; insulting or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures.

3. Words, actions or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state or local law.

Dakota Woodlands

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management. Dakota Woodlands does not tolerate retaliation against volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy. If, after investigating any claim of unlawful harassment, Dakota Woodlands concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including termination of volunteer service, may be taken.

Violations of this policy will be dealt with appropriately and promptly. Corrective action may include, but is not limited to, training, referral to counseling, and/or disciplinary action up to and including termination of employment.

Dakota Woodlands

Effective: 3/1/2012

Policy 104

Attendance

Dakota Woodlands establishes the time and duration of volunteers' working hours as required by workload, client need, and any applicable laws. Daily and weekly work schedules may be changed from time to time at the discretion of Dakota Woodlands

All volunteers are expected to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come and volunteer at the designated time or who will be late must notify Dakota Woodlands as soon as possible, but no later than two hours before their scheduled start time. Continued absence could result in removing the volunteer from service. Volunteers who are participating in service learning programs for class credit, or court ordered community service must keep track of their hours. The Volunteer Coordinator will sign off on their timesheet when required.

Holiday	Date Observed
New Year's Day	January 1
Martin Luther King, Jr. Day	3 rd Monday in January
Presidents' Day	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1 st Monday in September
Thanksgiving Day and day after	4 th Thursday and Friday in November
Winter Holiday	December 25

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Effective: 3/1/2012
Policy 105

Mandatory Reporters

Dakota Woodlands is a social service agency and therefore under Minnesota Statute 626.556, Subdivision 3, all Dakota Woodlands employees are mandated reporters of child abuse and neglect. Under Minnesota Statute 626.557 employees are also mandated to report maltreatment of vulnerable adults.

Child Abuse and Neglect Reporting:

An employee or volunteer must make a report when they know or have reason to believe that a child is being neglected or sexually or physically abused or has been neglected or sexually or physically abused within the preceding 3 years. Instances of neglect include, but are not limited to, failure to provide medical care or education, failure to provide appropriate supervision or exposure to threatening or endangering conditions that could seriously endanger their physical or mental health.

Vulnerable Adult Reporting:

The statute is intended to protect adults who, because of physical or mental disabilities, are particularly vulnerable to maltreatment. Any adult who lives in a residential facility is legally classified as a Vulnerable Adult. Maltreatment is defined as abuse, neglect or financial exploitation. No employee shall act in a way that produces or could be reasonably expected to produce physical pain, injury or emotional distress to a vulnerable adult. No employee or volunteer may accept any money, gifts or services from a vulnerable adult. Consequences of such actions could lead to disciplinary actions which could include education or training, up to termination of employment. There could be disqualification from any future employment or volunteering where there may be vulnerable adults and/or personal liability for civil money damages.

If a staff or volunteer knows or has reason to believe that a resident has been or is being maltreated or exploited by another adult, or that a resident has sustained a physical injury which is not reasonably explained, they shall immediately report such information.

Dakota Woodlands

Effective: 3/1/2012

Policy 106

Background Checks

Dakota Woodlands strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent employees and volunteers who do not present a risk of harm to their co-workers or others. Dakota Woodlands will perform, or will request that third parties perform, pre-employment qualification and background checks at any time in the volunteer application or employment process. All background checks will be performed in accordance with applicable federal and/or state law.

Reference and background checks will include criminal history, and may include employment history, education verification and licensure and motor vehicle record, if appropriate to the position. In conducting pre-employment qualification and background checks, Dakota Woodlands will use consumer reporting agencies to gather and report information to the Dakota Woodlands in the form of consumer or investigative consumer reports. All pre-employment qualification and background check results will be maintained in a confidential file.

Volunteers and employees are expected to cooperate fully with pre-employment qualification and background checks. Cooperation includes, among other things, providing consent to conduct a pre-employment qualification and background check and responding with truthful and complete information to inquiries made by Dakota Woodlands or third party investigators during the pre-employment qualification and background check process. Failure to cooperate in these respects, or any attempt to interfere with implementation of this policy, or Dakota County efforts to obtain relevant information, may result in discipline, up to and including termination volunteer service.

CONDUCT 200

Dakota Woodlands

Effective: 3/1/2012
Policy 201

Communication Systems

All communication systems are Dakota Woodlands property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any Dakota Woodlands communication systems, and their communications and systems use may be audited by authorized management at any time without notice. These Dakota Woodlands communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail.

Volunteers are to use proper discretion in the amount and length of non-business use of Dakota Woodlands communication systems.

Volunteers must be mindful that their association with Dakota Woodlands will be visible to any recipient of an electronic communication, and assure that their communications are consistent with Dakota Woodlands' mission and accepted community standards.

Prohibited uses of Dakota Woodlands' communication systems include, but are not limited to:

1. Developing, accessing or distributing material which:
 - harasses or disparages others, or contains ethnic or racial stereotypes, epithets or slurs;
 - contains pornography, profanity, violent or sexually explicit images, messages, or cartoons;
 - solicits for commercial ventures or outside organizations;
 - advocates positions not officially endorsed by Dakota Woodlands;
 - violates any applicable law
2. Personal mass e-mail distribution ("spamming"), unauthorized computer access ("hacking"), obtaining pirated software, or violating copyright protections.
3. Distributing sensitive, proprietary, confidential, or private information of Dakota Woodlands without appropriate authorization.
4. Obtaining unauthorized access to another employee's communication systems, or sending unauthorized communications under another employee's or volunteer's name.
5. Conducting Dakota Woodlands' business on a hand held cellular telephone while driving a vehicle.

Dakota Woodlands' communication systems may not be used in situations that violate federal, state or local law. Inappropriate use of any Dakota Woodlands' communication systems may result in disciplinary action, up to and including termination of volunteer agreement.

Effective: 3/1/2012
Policy 202

Violence Free Work Environment

Dakota Woodlands promotes a safe work environment for all employees and volunteers and does not tolerate any type of violent behavior committed by or against employees. All employees and volunteers are expected to conduct themselves in a professional manner and in accordance with the Code of Business Ethics and Conduct.

Threatening or violent behavior committed by anyone against employees, volunteers, vendors, or clients during work or off-duty hours will not be tolerated. Such behavior may include but is not limited to the following:

1. Physical injury to another person;
2. Threats;
3. Behavior that creates a reasonable fear of injury in another person;
4. Intentionally causing damage to employer property or property of another employee or volunteer;
5. Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on Dakota Woodlands property or while at Dakota Woodlands sponsored-activities; or
6. Committing acts motivated by, or related to, sexual harassment or domestic violence. Statements or gestures which in any way suggest that the employee may engage in violent conduct will be taken seriously by management and responded to appropriately.

Volunteers have a responsibility to immediately report to management any potentially dangerous situations or unauthorized individuals on Dakota Woodlands premises. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

Incidents involving violent behavior by a volunteer may warrant removal of the individual from Dakota Woodlands until further evaluation determines his or her suitability to return. An evaluation that finds a volunteer suitable to return to Dakota Woodlands does not negate further disciplinary action.

Dakota Woodlands

Effective: 3/1/2012
Policy 203

Drugs and Alcohol

Dakota Woodlands strives to maintain a workplace that is free from the effects of drug and alcohol abuse, and will not tolerate any abuse of drugs or alcohol that imperils the health or well-being of its employees, volunteers or clients, threatens its operations, or compromises the safety of its services.

While on Dakota Woodlands property or while performing Dakota Woodlands' business off premises, volunteers are prohibited from the unlawful possession, use, manufacture, distribution, sale or dispensation of illegal drugs. Volunteers who are convicted of any drug or alcohol-related offense, including pleas of no contest, are obligated to inform the Volunteer Coordinator within five days of conviction or plea. Failure to comply with this regulation will result in disciplinary action up to and including termination of association with Dakota Woodlands.

Volunteers who use legally prescribed drugs during volunteer service hours and have any reason to expect that such use may affect their ability to perform work, must report this fact to the Volunteer Coordinator.

Dakota Woodlands reserves the right to establish drug and alcohol search and screening procedures consistent with applicable laws as deemed necessary.

Dakota Woodlands

Effective: 3/1/2012
Policy 204

Smoking

Dakota Woodlands' provides a smoke-free work environment. Smoking inside all Dakota Woodlands property including owned and leased vehicles, is prohibited. Smoking is permitted in exterior designated smoking areas only. Smokers have a special obligation to keep the outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles.

Dakota Woodlands

Effective: 3/1/2012
Policy 205

Dress Code

Appropriately dressed volunteers add to the overall credibility of Dakota Woodlands and convey a sense of confidence to the public. Volunteers are expected to dress appropriately based on their job description. Casual dress and dress for the weather conditions are acceptable. Questions should be referred to the Volunteer Coordinator.

Dakota Woodlands

Effective: 3/1/2012
Policy 206

Non-Solicitation/Distribution of Literature

Approaching fellow employees in the workplace regarding personal activities, organizations or causes, regardless of how worthwhile, important or benevolent, can create unnecessary apprehension and pressures for fellow colleagues.

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace during working time. The workplace includes the Dakota Woodlands' building, parking lots and driveway areas. This policy also prohibits solicitations via Dakota Woodlands' E-mail and other telephonic communication systems. Furthermore, employees may not distribute literature or printed material of any kind in work areas at any time.

Solicitation or distribution by non-staff is prohibited on any Dakota Woodlands' property, including buildings and surrounding parking, patio, and driveway areas. Any requests from outside persons or organizations to sell merchandise, solicit contributions, distribute literature, arrange displays or utilize Dakota Woodlands' property are to be referred to the Executive Director or designee.

Dakota Woodlands

Effective: 3/1/2012
Policy 207

Social Networking

Volunteers who choose to identify themselves as a Dakota Woodlands' volunteer or discuss matters related to Dakota Woodlands on a social network such as a personal Web site or blog must be mindful that readers may assume that they are speaking on behalf of Dakota Woodlands. Therefore, communications in these types of media must be transparent, ethical and accurate. Volunteers must follow the following guidelines:

1. Include a disclaimer that the views expressed are the volunteer's alone and do not necessarily represent those of Dakota Woodlands.
2. If a volunteer does discuss Dakota Woodlands on a social network, it is important that he/she discloses his/her role within the organization.
3. If voicing personal opinion, volunteers should ensure that they have researched and checked their facts prior to posting.
4. Volunteers must ensure they have permission to post any copyrighted or confidential information (e.g., images) and be careful about posting or linking to items that may contain viruses.
5. Volunteers should use internal resources for recommendations to make improvements or suggestions to Dakota Woodlands. It is unprofessional and non-productive to make negative comments or try to embarrass Dakota Woodlands through social media channels.
6. The confidentiality of our clients, stakeholders, partners, employees, volunteers, and customers must be maintained. No detailed information (including names) should be provided. It is acceptable to discuss general details and to use non-identifying pseudonyms as long as the information provided does not violate any non-disclosure agreements that may be in place with the individual/group or make it easy for someone to identify him/her/them. Volunteers must ensure that they maintain the dignity of all those associated with Dakota Woodlands.
7. Blogging and other social networking activities are personal business and should be done on the volunteer's own time unless specifically assigned to perform an online activity related to Dakota Woodlands.

Volunteers should contact the Volunteer Coordinator with questions. Volunteers who violate the terms of this policy are subject to corrective action up to and including termination of their association with Dakota Woodlands.

Dakota Woodlands

Effective: 3/1/2012
Policy 208

Recording Devices in the Workplace

Dakota Woodlands prohibits employee use of cameras, camera phones, tape recorders or other recording devices in the workplace as a preventative step believed necessary to secure compliance with applicable federal, state and local wiretapping, eavesdropping and privacy laws, as well as to safeguard trade secrets and other confidential business information. Authorization may be granted by the Executive Director when a specific business purpose will be served by the possession of such a device and when its use will not violate the privacy of any client, volunteer or employee. Employees and volunteers should regard this policy as an explicit statement that Dakota Woodlands does not consent to tape recording of any meetings or discussions without prior authorization as discussed above.

From time to time Dakota Woodlands may tape, record, photograph, videotape, or otherwise monitor conversations or other communications between employees and/or between employees and non-employees for legitimate business purposes, such as customer service training or to protect the integrity of certain business transactions. Generally, employees will be notified when such taping or recording occurs, in accordance with applicable laws and sound employee relations principles. Under certain circumstances, however, notice may not be given, such as during an investigation into allegedly unlawful or unethical activities.

Violations of this policy may result in disciplinary action, up to and including termination of volunteer agreement.

Safety & Security 300

Dakota Woodlands

Effective: 3/1/2012
Policy 301

Workplace Safety and Security

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to Dakota Woodlands. Dakota Woodlands is not responsible for volunteers' personal items that are lost or stolen.

Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. Dakota Woodlands will investigate such reports promptly and thoroughly and take appropriate corrective action. Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to the Volunteer Coordinator or Executive Director. Volunteers who violate safety standards, cause hazardous or dangerous situations, or fail to report or remedy such situations, may be asked to terminate the association with Dakota Woodlands.

Dakota Woodlands

Effective: 3/1/2012
Policy 302

On the Job Injuries

A volunteer who is injured while at Dakota Woodlands should report the injury immediately to the Volunteer Coordinator or a Director on duty, no matter how insignificant the injury may appear and complete a first report of injury form. This reporting is necessary to comply with federal and state laws and to initiate insurance benefits should they be needed immediately or in the future.

Dakota Woodlands

Effective: 3/1/2012

Policy 303

Use of Dakota Woodlands Vehicles

From time to time, volunteers may be asked to pick up donations as part of their volunteer duties. Volunteers are asked to do so in a friendly, courteous and safe manner. It is the policy of Dakota Woodlands to make sure its drivers are qualified and legally authorized to safely operate motor vehicles used in the course of company business. Only those drivers who meet the qualifications of the vehicle policy are allowed to operate Dakota Woodlands vehicles or operate a personal vehicle on Dakota Woodlands business.

1. Drivers are responsible for the safe operation of their vehicle and report any maintenance concerns. At no time are they permitted to subject a Dakota Woodland's vehicle to abuse through careless or reckless operation.
2. Drivers are required to notify Dakota Woodlands of license suspensions or revocations or other changes, and any drug and/or alcohol related convictions (including pleas of nolo contendere). Drivers must report accidents or damage to company vehicles within 24 hours no matter how insignificant they appear. Drivers who fail to comply with these rules may face disciplinary action up to and including termination of association with Dakota Woodlands
3. Seat belts must be used at all times, by both the driver and all occupants of the vehicle. Failure to properly use seat belts and or properly install car seats will also be cause for disciplinary action. No driver, while operating a Dakota Woodlands vehicle, or while driving his or her personal vehicle on Dakota Woodlands business, may use any type of electronic device, such as a hand-held cellular telephone or a Blackberry. Smoking is prohibited in Dakota Woodlands vehicles.
4. No driver may operate a motor vehicle while the driver's ability or alertness is so impaired, through fatigue, illness, taking medication or any other cause, as to make it unsafe for the driver to operate the vehicle. Drivers who drive vehicles on Dakota Woodlands business while under such conditions which could impair their driving ability face disciplinary action up to and including termination of the relationship with Dakota Woodlands.
5. Drivers can be disqualified from driving vehicles for a number of reasons, including involvement in a number of accidents, or a demonstration of disregard for the safety of the public, as evidenced by excessive speeding, reckless driving, driving under the influence, driving with a suspended or revoked license, other

Dakota Woodlands

evidence of reckless driving, failure to report an accident and/or breaking any motor vehicle laws.

6. Parking and traffic fines incurred while utilizing Dakota Woodlands' vehicles are the responsibility of the driver and will not be paid or reimbursed by Dakota Woodlands.

Dakota Woodlands

Effective date:3/1/2012
Policy 304

Company Property

Dakota Woodlands works to prevent property loss of any kind. All property used to conduct business belongs to Dakota Woodlands. Dakota Woodlands assumes no liability for personal property brought into the workplace.

Dakota Woodlands

Effective: 3/1/2012
Policy 305

Emergency Weather Conditions

If weather or traveling conditions delay or prevent a volunteer from reporting to work, he or she must notify Dakota Woodlands as soon as possible. Repeated cancellations or unexplained absences may result in termination of association with Dakota Woodlands.

Dakota Woodlands

Effective: 3/1/2012
Policy 306

Alarms

Dakota Woodlands is a 24/7 shelter that is staffed as needed. You may need to respond to an emergency alarm if at the shelter during an incident. All alarms must be taken seriously for the safety of staff, residents and volunteers. In the event of an alarm, locate a staff member and follow instructions for evacuation of the building in the case of fire or seeking safe shelter in the event of severe weather.

JOB DESCRIPTIONS 400

Dakota Woodlands

Effective: 3/1/2012
Policy 401

Job Descriptions

Every volunteer job at Dakota Woodlands has a job description summarizing the principal duties, responsibilities and qualifications of the job. Information in the job description is used by Dakota Woodlands to recruit and train volunteers.

Dakota Woodlands

Job Title	Child Services Volunteer
Purpose	To provide assistance to our staff while supervising and playing with resident children of assorted ages. To ensure child safety at all times.
Reports to	Child Services Staff members
Key Responsibilities	<ol style="list-style-type: none"> 1. Interact and engage children of all ages in different activities such as building blocks, painting, make believe, reading stories, etc. 2. Assist children on the playground with bikes, swings, climbing, etc. and make sure they are as safe as possible. 3. If there are no children to play with for a period of time, volunteers will be asked to clean or organize the playroom. 4. Gently redirect a child who is having difficulty playing with another child by suggesting another activity.
Length of Appointment (If applicable)	
Time Commitment (Hours per Week)	Flexible, but minimum of 2 hours per week preferred.
Skills Desired	<ol style="list-style-type: none"> 1. Previous experience caring for children- either babysitting, or childcare for family members. 2. Ability to relate and play with children of all ages and ethnic backgrounds. 3. Sensitive, nurturing with children. 4. Able to direct energy of children in a positive way.
Orientation	On the job training with Childcare Staff members.

Dakota Woodlands

Job Title	Kitchen Volunteer
Purpose	To assist the Kitchen Coordinator in keeping the pantry, cage, and kitchen areas clean and organized.
Reports to	Kitchen Coordinator
Key Responsibilities	<ol style="list-style-type: none"> 1. Organize food according to instructions and clean in the following areas: Pantry Cage Refrigerators/ freezers and any additional storage spaces. 2. Develop a rapport with the residents who cook in the kitchen and be a positive role model for them. 3. Assist in meal preparation if needed. 4. Keep kitchen utensils and equipment organized and clean. 5. Put recent food donations away in appropriate storage spaces.
Length of Appointment (If applicable)	6-12 months preferred
Time Commitment (Hours per Week)	Flexible, 1-2 hours per month minimum
Skill Desired	<ol style="list-style-type: none"> 1. Feel comfortable in the kitchen, enjoy working with food. 2. Organizational and cooking skills a must.
Orientation	On the job provided by Kitchen Coordinator.

Dakota Woodlands

Job Title	Volunteer Receptionist
Purpose	To act as the communication center for our staff and residents. To welcome visitors, volunteers and residents to our home.
Reports to	Volunteer Coordinator
Key Responsibilities	<ol style="list-style-type: none"> 1. Field phone calls for help from potentially homeless people. 2. Answer and transfer phone calls for our residents and staff. 3. Greet visitors and volunteers and direct where they should go. 4. Accept material donations from the local community. 5. Reserve the van for use and keep track of keys for vehicles and the garage. 6. Monitor the security cameras on the computer screen.
Length of Appointment (If applicable)	As needed
Time Commitment (Hours per Week)	As needed
Skills Desired	<ol style="list-style-type: none"> 1. Demonstrated ability to handle multiple phone lines. 2. Strong communication skills and friendly personality. 3. Sensitive, caring and able to work with people of diverse ethnic, cultural and religious backgrounds. 4. Detail oriented.
Orientation	On the job provided by current Receptionists.

Dakota Woodlands

Job Title	Fundraising/Event volunteer
Purpose	To assist the Community Resources Coordinator in fundraising efforts and event planning.
Reports to	Volunteer Coordinator
Key Responsibilities	<ol style="list-style-type: none"> 1. Make contacts with new and former organizations and individuals 2. to elicit support for our work. 3. Maintain accurate records of donors and sponsorships. 4. Brainstorm and implement new ideas. 5. Develop rapport with event committee members and potential donors. 6. Assist with set up and take down of the event(s). 7. Be responsible for monetary donations.
Length of Appointment (If applicable)	As needed
Time Commitment (Hours per Week)	As needed
Skills Desired	<ol style="list-style-type: none"> 1. Demonstrated ability to prioritize tasks which are time sensitive. 2. Experience with excel and word. 3. Strong communication skills and outgoing personality. 4. Detail oriented, creative problem solver, self- starter. 5. Proven ability to work on a team and follow direction from various team members. 6. Comfortable collecting and handling monetary donations.
Orientation	Training provided by Community Resources Coordinator.

Dakota Woodlands

Job Title	Direct Services Intern
Purpose	To learn the role of case manager by assisting the direct service staff in daily services for the residents.
Reports to	Program Director
Key Responsibilities	<ol style="list-style-type: none"> 1. Assist Family Managers in daily tasks as directed. 2. Assist children's services staff as requested. 3. Drive residents to appointments and meetings. 4. Pick up prescriptions for residents. 5. Check chores to ensure they are completed and teach residents how to clean and organize, etc. 6. Attend individual resident meetings and learn the roles of team members. 7. Complete intake paperwork with new residents.
Length of Appointment (If applicable)	N/A
Time Commitment (Hours per Week)	Variable. Schedules are set with input from the intern, Dakota Woodlands' Program Director and intern's Educational Advisor.
Skills Desired	<ol style="list-style-type: none"> 1. Ability to keep information about resident families confidential. 2. Demonstrated ability to prioritize tasks which are time sensitive. 3. Self -starter. 4. Ability to work with people of diverse ethnic, religious and gender backgrounds.
Orientation	Training provided by Program Director and direct service staff.

Dakota Woodlands

Job Title	Tutor (GED or children’s homework helper)
Purpose	<p>To assist resident women with their preparation for the GED exams.</p> <p>OR</p> <p>To assist resident children with their assigned homework to prevent falling behind in their schoolwork.</p> <p>OR</p> <p>To assist residents with reading, writing skills as needed.</p>
Reports to	Volunteer Coordinator
Key Responsibilities	<ol style="list-style-type: none"> 1. Provide coaching, assistance and encouragement in completing lesson plans. 2. Develop a rapport with the women and be a positive role model for them. 3. Use creative methods to motivate and teach them the subjects they need to know for the GED exams. 4. Communicate with the Education Coordinator when a resident is ready to take the exam or if there are issues that need to be discussed. 5. Celebrate successes! 6. Provide coaching, assistance and encouragement in completing children’s homework assignments. 7. Develop a rapport with the children and be a positive role model for them. 8. Use collaborative methods to teach them and help with assigned subjects. 9. If they don’t have specific assignments, play educational games to sharpen reading, math and thinking skills.
Length of Appointment (If applicable)	One school year minimum, preferred.
Time Commitment (Hours per Week)	1-2 hours per week

Dakota Woodlands

Skill Desired	<ol style="list-style-type: none">1. Experience working with adults (for GED tutor).2. Desire to teach and be a positive role model.3. Up-to-date tutoring skills in various subjects.4. Experience working with children.
Orientation	Training provided by Education Coordinator.

Dakota Woodlands

Job Title	Daily Volunteer
Purpose	To assist in the general duties of keeping our Shelter clean and organized.
Reports to	Volunteer Coordinator
Key Responsibilities	<ol style="list-style-type: none"> 1. Clean common areas such as the dining room, conference rooms, etc. 2. Sort donations of food, clothing and household items and organize them in designated storage areas. 3. Clean and maintain the grounds, gardens and exterior of the building. 4. Assist with clerical duties. 5. Pick up and deliver donations to our Shelter.
Length of Appointment (If applicable)	Minimum of 3 months
Time Commitment (Hours per Week)	As needed
Skills Desired	<ol style="list-style-type: none"> 1. Motivated and willing to do what is needed in any area of the shelter. 3. Flexible-able to work as a team member or individually with limited supervision. 4. Respectful of people from diverse ethnic, cultural and religious backgrounds. 5. Reliable. 6. Able to keep the identity of our resident families confidential
Orientation	Training provided by Volunteer Coordinator.

Dakota Woodlands

Job Title	Member of the Board of Directors
Purpose	<p>To support the work of Dakota Woodlands and provide mission-based leadership and strategic governance. While day-to-day operations are led by Dakota Woodlands’ chief executive officer (CEO), the Board-CEO relationship is a partnership, and the appropriate involvement of the Board is both critical and expected.</p>
Reports to	Works in partnership with the CEO of Dakota Woodlands
Key Responsibilities	<ol style="list-style-type: none"> 1. Serving as a trusted advisor to the CEO as she develops and implements Dakota Woodlands’ strategic plan 2. Reviewing outcomes and metrics created by Dakota Woodlands for evaluating its impact, and regularly measuring its performance and effectiveness using those metrics; reviewing agenda and supporting materials prior to board and committee meetings 3. Approving Dakota Woodlands annual budget, audit reports, and material business decisions; being informed of, and meeting all, legal and fiduciary responsibilities 4. Contributing to an annual performance evaluation of the CEO 5. Assisting the CEO and board chair in identifying and recruiting other Board Members 6. Partnering with the CEO and other board members to ensure that board resolutions are carried out 7. Serving on committees or task forces and taking on special assignments 8. Representing Dakota Woodlands to stakeholders; acting as an ambassador for the organization 9. Ensuring Dakota Woodlands commitment to a diverse board and staff that reflects the communities Dakota Woodlands serves 10. Dakota Woodlands Board Members will consider Dakota Woodlands a philanthropic priority and make annual gifts that reflect that priority. So that Dakota Woodlands can credibly solicit contributions from foundations, organizations, and individuals, Dakota Woodlands expects to have 100 percent of Board Members make an annual contribution that is commensurate with their capacity.

Dakota Woodlands

Length of Appointment <i>(If applicable)</i>	Three year term, may be eligible for one additional term.
Time Commitment <i>(Hours per Week)</i>	Attendance at six annual Board meetings and occasional ad hoc committee meetings.
Qualifications	<ol style="list-style-type: none"> 1. Track record of Board leadership and extensive professional experience in business, government, philanthropy, or the nonprofit sector. 2. A commitment to and understanding of Dakota Woodlands' beneficiaries, preferably based on experience. 3. Ability to build consensus among diverse individuals. 4. Diplomatic skills with a natural affinity for cultivating relationships. 5. Personal qualities of integrity, credibility, and a passion for improving the lives of Dakota Woodlands' beneficiaries.
Orientation	Provided by the Executive Director