

Head Start of Greater Dallas, Inc.



Volunteer Handbook

Head Start
of GREATER DALLAS

“Service to others is the rent you pay for your room here on Earth.”

--Muhammad Ali

Teaching Children & Building Families



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Mission Statement

HEAD START of Greater Dallas provides children with the foundation of skills and knowledge they need to be successful in school and life and fosters self-reliant families and communities.



HEAD START of Greater Dallas, Inc.

Dear Volunteers:

You are one of a loyal group of citizens who come from every walk of life and from every section of our community to pledge a gift of time and talent to Head Start children and families. Most of you will be working in the classrooms. Some of you have special skills you may wish to share.

Many of you are parents, while others of you are members of the local community. As volunteers, you are all part of the Head Start family. Your contribution makes Head Start viable in the local community. We hope you will feel that you have received more benefit and joy than you have given.

We will try and work out the most convenient time and place for you to work. We will notify the Teachers or other staff with whom you will be working, mentioning special skills or interests you might have. The Teacher or staff member assigned to work with you will explain how to sign in and out on the database, the Head Start Electronic Information System. Please sign in and out each time you volunteer. This helps us keep accurate records and to comply with federal regulations. Each year, we must raise eight million dollars in matching funds to receive the federal dollars required for the Head Start and Early Head Start programs. We are in constant need of parent volunteers as well as corporate, community, and foundation support.

As a volunteer, we expect you to embrace the Head Start philosophy and to value our children and families as we do. Should any concerns arise while you are volunteering, please speak with the Site Manager at the center or call Dione Banks, Community Development Director, at (972) 283-6457.

Again, thank you for devoting your time and energy to the betterment of the children and families we serve.

Yours truly,

Kenneth Gilbert
Chief Executive Officer

VOLUNTEER RIGHTS

- The right to be treated with respect
- The right to have the same working conditions as staff doing similar tasks
- The right to receive feedback on the quality of work, including areas needing improvement
- The right to be kept informed about program activities and calendar changes
- The right to state a grievance in an appropriate forum
- The right to be given meaningful work

Volunteers who have any concerns about the above should contact the Community Development Director, Dione Banks, at (972) 283-6457 or dbanks@hsgd.org.

VOLUNTEER RESPONSIBILITIES

- The responsibility to arrive on time, report absences, and perform assigned tasks
- The responsibility to respect children, staff, and family member confidentiality
- The responsibility to adhere to program policies and regulations

VOLUNTEER CONDUCT

Personal Conduct/Appearance

Personal conduct, grooming and dress of all volunteers are expected to conform to that expected of an employee of the agency.

Telephone Usage

The agency telephones are provided for official business only. The only exception to this policy is that a volunteer may make limited personal use of the telephone with permission of the volunteer's supervisor.

Dismissal

Notice to dismiss a volunteer, approved by the Site Manager and the Community Development Director, must be submitted to the volunteer in writing by the volunteer's supervisor. The following actions will be grounds for immediate dismissal of volunteer services: entering the volunteer workstation with a weapon or drugs; breaching confidentiality; or neglecting, endangering or abusing a child.

VOLUNTEER POLICIES

Obey the Law

We will conduct our business in accordance with all applicable laws and regulations as promulgated by local, state and federal governments. **Compliance with the laws as enforced by the government does not comprise our entire ethical responsibility. Rather, it is a minimum, absolutely essential condition for performance of our duties.**

Child Abuse Reporting Procedures

A person observing a child with bruises, scratches, etc., must report it to Child Protective Services (CPS). If the person observing is unsure if it is child abuse or neglect, he/she, in conjunction with the Site Manager, will make the report.

- There must be no attempt to verify the suspicion by investigating or confronting the parents or suspected abuser.

Criminal Offense Procedure

Procedure for Employees and volunteers who are arrested for any criminal offenses of the Penal Code.

- If a staff member or volunteer is arrested for any criminal offenses of the Penal Code, it is to be reported within 24 hours of the arrest.
- The staff member or volunteer will be suspended until the matter is resolved by the legal system.

TB Testing Policy

Volunteers who contribute more than 6 hours in a 30 day period are required to have a TB Test.

- The Center Staff will alert volunteer upon reaching 6 hours, at that time volunteers are required to:
 - A. Provide proof of TB Skin Test dated no later than 6 months prior to start date.

OR

 - B. Receive TB Skin Test free of charge from the Health Assistant at the Center

Promote a Safe Environment

We are committed to providing a drug free, safe and healthy work environment. Each of us is responsible for compliance with environmental, health and safety laws and regulations. Each employee, volunteer and consultant has the responsibility of observing all posted warnings and regulations, as well as adhering to all directives and work place health procedures. **Employees, volunteers and consultants are to report immediately to the appropriate management any accident or injury sustained on the job or any environmental or safety concern they may have.**

Staff, volunteers, consultants and clients are prohibited from bringing weapons of any kind into a Head Start operated facility or property (such as the parking lots).

Volunteers may not bring any illegal substances or drug paraphernalia into the center or be under the influence of drugs or alcohol while volunteering.

It is essential that each volunteer take precautions to protect all children from harm and to protect themselves from false accusations. In doing so, it is the volunteer's responsibility to never be alone with a child. In addition, volunteers must not relate to children in non-Head Start activities, such as babysitting, weekend trips or other activities without the knowledge of the center's Site Manager.

VOLUNTEER JOB DESCRIPTIONS

Classroom Assistant

The Classroom Assistant supports Teachers with a variety of tasks in the classroom, helps ensure supervision and safety of children on the playground, and accompanies children on field trips.

Reading Tutor

The Reading Tutor tutors individual or small groups of parents to improve skills and/or to prepare to take a GED test.

ESL Tutor/Translator

The ESL Tutor assists individuals in learning English and being able to pass an English Competency Exam. The Translator assists parents with translation of reading materials, as well as provides assistance for center meetings.

Center Assistant

The Center Assistant provides a wide variety of support to center staff, including general clerical assistance, answering telephone calls, filing, photocopying, typing, data entry, and inventorying supplies. On-the-job training is provided as necessary.

Health Assistant

The Health Assistant provides a wide variety of support to the Health Specialist and Health Content Area, such as assisting with First Aid kits and assisting with any agency Health Fairs. Based on experience, the Health Assistant could also assist the Health Coordinator RN.

Kitchen Assistant

Head Start Cooks prepare one meal and two healthy snacks each day. The Kitchen Assistant helps the Cooks in a variety of ways, including assisting with meal setup, taking carts of meals to classrooms, returning carts to the kitchen, checking in delivery, cleanup, and stocking and inventory of supplies.

Maintenance Assistant

The Maintenance Assistant supports agency staff with building maintenance and additional duties based on experience.

Family Advocate Assistant

The Family Advocate Assistant supports the Family Advocate with contacting parents regarding meetings or events at the center, taking pictures of special center programs, contacting other social service agencies regarding services and eligibility requirements, and community recruitment.

VOLUNTEER ACKNOWLEDGMENT

Confidentiality

In the course of performing your job duties, volunteers may have access to highly sensitive and confidential proprietary business information as well as personal information. At no time will a volunteer use or disclose, directly or indirectly, confidential information regarding children, families or staff members to any person outside of this agency.

I agree to adhere to the volunteer policies.

Date: _____

Signature

Print Your Name

I, _____, have received a copy of the HEAD START of Greater Dallas, Inc. Volunteer Handbook.

Volunteer Signature

Date

Head Start Center Staff Person