

WARM Volunteer Handbook

WARM Information:

150 Heatherdown Drive

Westerville, Ohio 43081

614.899.0196

www.warmwesterville.org

Questions about Volunteering?

Julia Smith- Volunteer
Services Manager
julia@warmwesterville.org

WARM

Office Hours:

Monday through Friday:

9:00 am to 4:30 pm

Client Hours:

Tuesday:

9:00 am to 11:00 am

and

1:00 pm to 3:00 pm

Wednesday:

9:00 am to 11:00 am

and

1:00 pm to 3:00 pm

Thursday:

9:00 am to 11:00 am

and

*1st and 3rd Thursday of
the month*

3:00 pm to 7:00 pm



WARM

Westerville Area Resource Ministry

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Our Vision

Through the grace of God, WARM will be an exemplary, faith-based organization compassionately serving the Westerville community, supporting families who are on the economic and spiritual journey of self-sufficiency.

Our Mission

The work of WARM will provide compassionate, short-term assistance, educational services and spiritual support in order to encourage individuals to achieve a God-reliant, self-sufficient life while retaining dignity and hope.

Our Values

- We recognize God through our work.
- We believe in the dignity of the individual.
- We work to help people become self-sufficient.
- We strive to be exemplary stewards of resources with a vision for the future.
- We exist to serve our community.
- Engage community volunteers to help carry out the mission of our agency. Volunteers will renew their efforts to be good citizens by helping to reconnect people and resources within Westerville.
- We want to be a “hand up” not a “hand out.”

WARM HISTORY

- ❖ Westerville Area Resource Ministry (WARM) began in the early 1970's when volunteers from St. Paul's Catholic Church created a food pantry, originally known as Paul's Pantry, in the basement of St. Paul's rectory in Westerville. Families in need received food, clothing, and emergency financial assistance through the efforts of dedicated volunteers.
- ❖ In the 1980's, ministers from other area churches decided to collaborate to eradicate hunger in Westerville. The Westerville Area Ministerial Association adopted this project, and WARM was born. In 2001, WARM obtained 501© (3) nonprofit status as a faith-based organization.
- ❖ WARM has become a local leader in addressing poverty issues such as food insecurity. We moved to the current 40,000 sq. ft. facility in 2014.



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WHO WE SERVE

- ❖ Today, WARM serves individuals and households who are within 200% of the poverty level guidelines. These individuals have been referred to us by HandsOn (LSS 211), a local church, school or other Community Partner.

WARM SERVICES & PROGRAMS

ONLINE *ChoiceMarket*

- Provides food and other essential household items to eligible clients
- Individuals may visit 2 times a month for nutritional assistance

Childhood Nutrition

- Kids Lunch Club
 - Summer program to provide hot lunches and more to children
 - 14 locations – run by WARM KLC staff, assisted by volunteers
- Share Bac a Pac
 - Weekend meals to Westerville School students throughout the school year
 - Meals packed and delivered by volunteers

Client Services

- Connects clients to resources
- Personal assistance with personal goals while meeting nutritional needs

Spiritual Support

- Pastoral Care Ministry
- Referrals to Westerville area churches
- Bibles, prayer cards, Christian books and literature

Employment Services

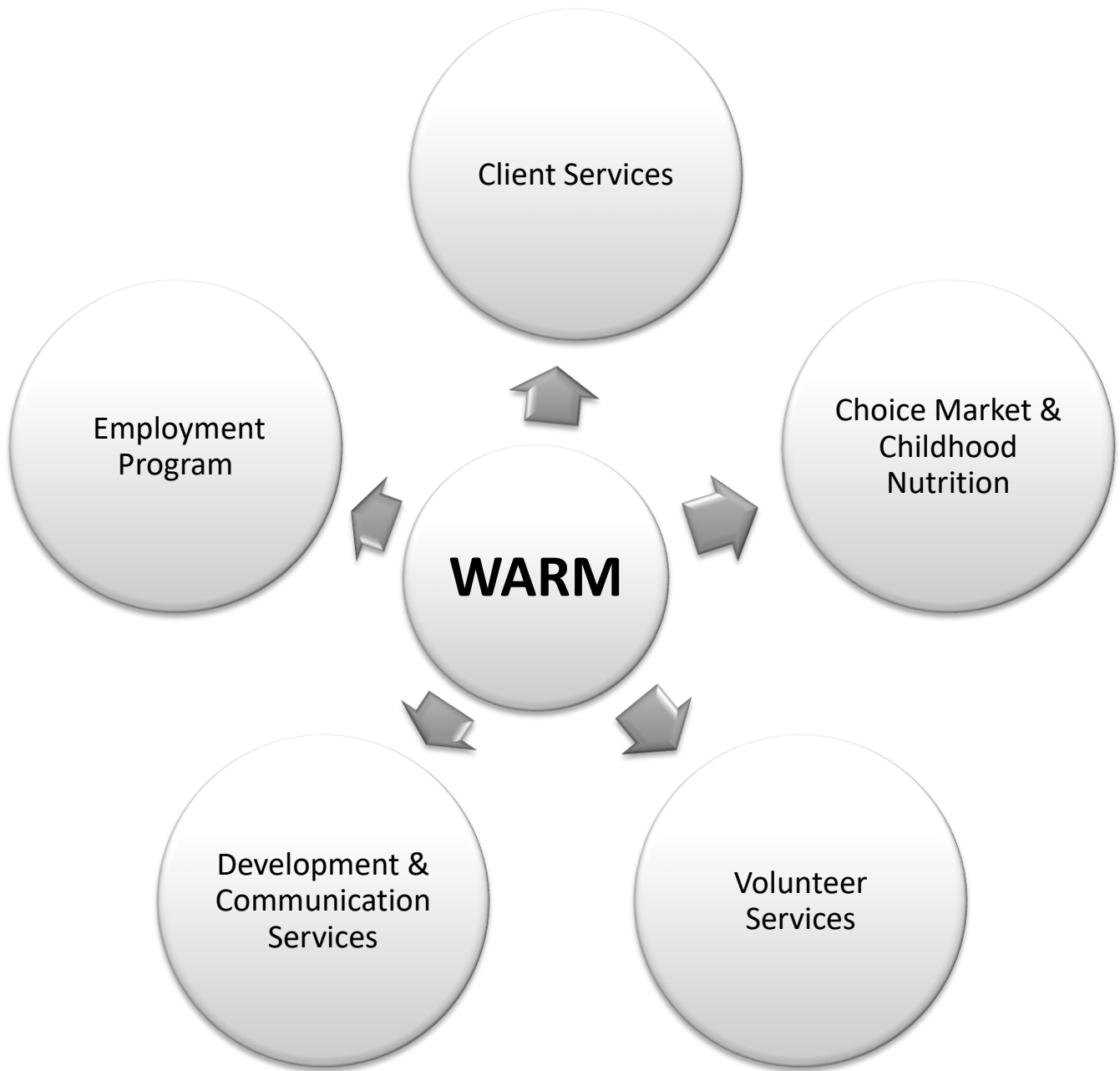
- **Way 2 Work** Employment Program
- Job readiness skills, interviewing and resume writing
- One-on-one job coaching, individual goal setting and employment plans



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TABLE OF ORGANIZATION

All of these services play a very important role on the impact of WARM!



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WARM Individual Volunteer Roles

ONLINE *ChoiceMarket (OCM)* & Other Roles

Role	# Vols / shift	Shifts	Position Description
Dry Goods Shopper <i>OCM</i>	4	MTW am	Fulfill client orders in the Quality Control Room of dry goods (cans, boxed items, personal care)
Fresh Market Shopper <i>OCM</i>	3	MTW am	Fulfill client orders in fresh market and cooler (dairy, produce, meat, bread)
Order Confirmation <i>OCM</i>	2	MTW am	Confirm all fresh and dry items are selected for client orders and move order crates to appropriate shelves in garage area for client pick up the next day
Cart Runner <i>OCM</i>	2	TWR am/pm	Put client's fresh and dry items together (already on shelves) and load into client cars as clients arrive for appointments
Quality Control <i>OCM</i>	2	MTWR am	Break down and go through food donations, often portioning items into appropriate sizes for clients
Dry Goods Stocker <i>OCM</i>	2	MTW pm	Replenish items in Quality Control Room (cans, boxed items, personal care)
Fresh Market Stocker <i>OCM</i>	1	MTW pm	Replenish items in Fresh Market (produce, meat, bakery)
Distribution Center Inventory <i>OCM</i>	1	MTWRF am/pm	Rotate inventory from Distribution Center into the <i>SmartChoice</i> system; general DC organization
Greeter <i>OCM</i>	1	TWR am/pm	Greet clients at cars and check them into the Pantry Trak system
Client Assistant <i>OCM</i>	3	MTWRF 2 shifts	Work in Help Center to take client product orders over the phone
Childhood Nutrition	2	MF am (school year)	Work in Childhood Nutrition Room to pack meals, date check items, rotate product for Share Bac a Pac or Kids' Lunch Club

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Driver	2	MTWRF am	Pick up items from various markets and restaurants in WARM vehicles
Front Desk	1	MTWRF <i>as needed</i>	Answer phones, greet visitors, manage guests
Service Learning Leader	varies	varies	Lead various community groups in service projects in the Distribution Center (sorting, date checking, meal packing, etc.)
Pastoral Coach <i>specific experience required</i>	1	TWR am/pm	Pray with clients and/or staff; offer spiritual support to all
Way 2 Work Volunteer	varies	varies	Help clients and others with resumes, interviews or other workforce development areas
Specialized Volunteer Role	varies	varies	Use your personal experience or ideas in new ways you create to help WARM
Special Event Volunteer	varies	varies	Join WARM for fun and uplifting events - no experience required - Fresh Markets, Thanksgiving Blessing, Holiday Food Drive, etc.

All positions in blue require special WARM-provided training - contact Julia for details

Service Project Groups

Do you work at a company or organization with a yearly service day? Want to volunteer with your church group to help somewhere? Does your school require service hours? Is your club or team trying to meet its service quota? Come and serve at WARM through our Service Project group program! We host community groups of every size and every age – work can be scaled to all abilities. Please contact **Julia Smith** at julia@warmwesterville.org to schedule a project!



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Volunteer Information

*YOU are **valued!** Your time and efforts to serve WARM and our clients are very much appreciated. We hope you will have **fun** and enjoy your volunteer experience here.*

WARM is committed to providing excellent customer service to *everyone* who comes through our doors whether they are here to receive services or to conduct business. Please be sensitive to the needs and feelings of others. Remember to treat clients and others the way you want to be treated. Please be very careful to protect the **dignity** of the clients and avoid expressing any judgment or criticism of them, their situation or need. Greet everyone with a smile and give them your total attention.

Thank YOU for volunteering with WARM!

Confidentiality

During your service, you will inevitably be exposed to privileged information. This information could be the identity of our clients, as well as personal information about our clients. It is crucial that volunteers do not share any information learned as a result of service with WARM. Discussing our clients and their needs is strictly prohibited by WARM.

Safety

Your safety is very important to us, and we seek to address any safety concerns you may encounter while volunteering at WARM. We value matching our volunteers to their areas of interest and skill, and we take into consideration any limitations a volunteer may have. You will be given further safety instruction at your assigned volunteer position. This is to ensure a safe working environment. In advance we thank you for your cooperation with the policies and procedures that are implemented for your safety!

Procedures

Sign-In Procedure

- Volunteers are required to track their time *each time* they volunteer through the online system.

Attire

- Name tag (provided by WARM)
- WARM t-shirt should be worn (please see Julia if you need a shirt).
- Wear comfortable closed toed shoes. Volunteers here are very active!
- If working in an office area (reception or client services), volunteers should wear *business casual* attire

