



2024-2025



Volunteer Handbook

WELCOME TO THE SJM VOLUNTEER FAMILY

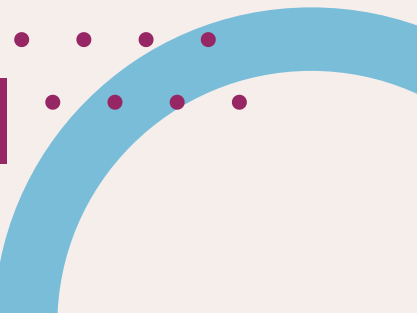


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WELCOME MESSAGE

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It has been an absolute joy and privilege to work alongside the most dedicated volunteers (you!) over the past six years at St. John's Ministries. Your willingness to contribute your time, talents, and treasure to join us in our mission of honoring dignity, restoring hope, and creating lasting change for those experiencing homelessness or housing instability in the Green Bay community is truly inspiring. I am deeply grateful to partner with you in serving the most vulnerable in our community.

We invite you to immerse yourself in our vibrant community of volunteers, where we hope you will forge connections while making a real difference for our neighbors experiencing homelessness. Know that I am here to be a resource to you toward having a fulfilling and impactful volunteer experience. I look forward to getting to know you more as you continue to impact the lives of those we serve at St. John's Ministries.

Brooke Graham, CVA *Volunteer Coordinator*

There is no exaggeration when I say St. John's Ministries would not exist in our current form if not for you, our dedicated volunteers.

Recently one of our main leaders during our early years spoke to our staff about the history of St. John's. He commented that our founders agreed we would need to rely heavily on volunteers to provide shelter. Now, as we enter our 20th season, your dedication and passion are needed and appreciated just as much as those early years. You prepare food, serve meals, do guest laundry, clean our buildings, advocate for our guests, provide hospitality, donate much needed items, and so much more.

Please accept my sincere gratitude and thankfulness for the many ways you give of yourself so our ministry can shelter and serve our vulnerable brothers and sisters in need.

Jesse Brunette *Executive Director*





WHO WE ARE

Who is St. John's Ministries?

This is a name that refers to our organization as a whole. St. John's Ministries provides its services across four locations.

At our two seasonal emergency shelters of last resort, we provide adults experiencing homelessness with a safe place to sleep during the harsh winter months.

At the Micah Center and Wellspring, our two daytime resource centers, we equip adults experiencing homelessness – as well as community members at-risk – with the tools to achieve self-sufficiency.

At St. John's Ministries, we believe that each person is unique, with the same inherent worth as the day they were born. We meet each of our guests right where they're at and walk alongside them on their journey.

MISSION

Our mission is to honor the dignity, restore hope and create lasting change for those experiencing homelessness or housing instability in the Green Bay community.



VISION

At St. John's Ministries, we believe that each person is unique, with the same inherent worth as the day they were born. We meet each of our guests right where they're at and walk alongside them on their journey.

JUSTICE

We will act justly, love mercy, and walk humbly. Micah 4:8

COMPASSION

We will carry one another's burdens. Galatians 6:2

HUMILITY

We will value others above ourselves, looking to the interests of others. Philippians 2:4

FAMILY

We recognize we form one body and belong to one another. Romans 12:4-5

INTEGRITY

We will strive to do what is right in the eyes of God and others. 2 Corinthians 8:21

SERVANT LEADERSHIP

We will use whatever gifts we have received to serve. 1 Peter 4:10

LOVE

As we have been loved, so we will love one another. John 13:34

HOPE

We will fix our eyes not on what is seen but on what is unseen. 2 Corinthians 4:18

VALUES



IMPORTANT CONTACT



BROOKE GRAHAM, CVA

VOLUNTEER COORDINATOR
920-301-0909, CALL OR TEXT
BGRAHAM@STJOHNSGREENBAY.ORG



MEN'S SHELTER

411 ST. JOHN ST
920-436-9344



MICAH CENTER

612 STUART ST
920-617-8700



**WELLSPRING/
WOMEN'S SHELTER**

700 E WALNUT ST
920-857-9587

VOLUNTEER IMPACT



FROM THE EMERGENCY SHELTER SEASON REPORT

Individual Volunteers	230
Group Volunteers	99 volunteers/12 groups
Meal Teams	125
Meals Served	48,246
Volunteer Hours	17,889 hours

2023-
2024

“I always learn so much from our guests. I need these resilient women in my life...” -Lavon Rader

WPS Volunteer Awards



VOLUNTEERING INFORMATION & POLICIES

VOLUNTEER APPLICATION PROCESS

Volunteers over the age of 18 must complete an application and consent to a background check. The application is completed electronically on our website here: <https://stjohnsgreenbay.org/volunteer/> by clicking “Apply Now” and completing the form. For prospective volunteers who do not use a computer, paper copies are available upon request. Once your application is processed, the Volunteer Coordinator will contact you. If approved, you will be able to select the way(s) that you would like to volunteer and utilize our online scheduling system. Background checks will be updated every three years.

Please allow up to three weeks to process your application. If you do not hear back three weeks after submitting your application, please contact the Volunteer Coordinator. Feel free to contact her at any time with questions, concerns or assistance in determining your volunteer niche.

Volunteers who are under the age of 18 will not fill out a volunteer application online, but rather can reach out directly to the Volunteer Coordinator to sign up to volunteer. When serving in an onsite operational role, minor volunteers will serve with a parent or guardian who is an approved volunteer.

COMMUNICATION & FEEDBACK

Volunteers who provide an email address on their volunteer profile in Better Impact will receive email updates from the Volunteer Coordinator which can include volunteering needs, supply needs, general updates, volunteer orientation dates, scheduling, etc. These volunteers will also receive a monthly e-newsletter exclusively for SJM volunteers entitled “The Connected Volunteer” via email.

In addition, volunteers can find more information and updates from St. John’s Ministries via our social media pages (Facebook, Instagram, LinkedIn), a “real time” way to stay connected to events within our organization. Finally, volunteers can browse our website to learn more about our services and upcoming events: www.stjohnsgreenbay.org . Remember to read our blog posts while you’re there—they highlight what’s happening in our organization, share guest stories and more.

Don't
Miss
This!

SEASONAL OPERATIONS

Since our shelters operate seasonally, we offer different programming during the cold weather months (November–April) compared to the warmer months (May–October). The cold weather season offers significantly more volunteer opportunities, spanning early morning through evening, seven days a week, while opportunities during the warm weather season are primarily limited to daytime hours on weekdays. For this reason, many volunteers get excited to serve during the cold weather season!



SCHEDULING PROCEDURE

If you plan on volunteering for the same shift each week and do not intend on signing up on Better Impact, please let the Volunteer Coordinator know. It is important that we account for who is volunteering within our scheduling system so that we can ensure adequate coverage, and so volunteers who do sign up know they are needed.

Note: the only location that requires volunteers of a specific gender is Wellspring. Volunteers serving at Wellspring during daytime operating hours must be female. Volunteers serving at the Micah Center, Men's Shelter and Women's Shelter may be male or female.



"I find when I help others, I receive as much or more back than I give. They give me a richness and a fulfillment that I can't receive any other way than helping others."

-Colleen

FIRST SHIFT

We want you to be equipped and feel confident to serve! For this reason, we ensure you are scheduled alongside an experienced volunteer.

It is essential for new volunteers to work with the Volunteer Coordinator to schedule their first shift(s), to ensure that the volunteer has an experienced volunteer or staff member to train them. Showing up to a volunteer shift without pre-coordinating with the volunteer coordinator could result in the volunteer being unable to fulfill the shift due to lack of training.

SHIFT CANCELLATIONS

If for some reason you need to cancel your scheduled volunteer time you can do so using Better Impact. If it is less than 24 hours before you are scheduled to volunteer, please call or text the volunteer coordinator or call direct to the site of your shift (Men's Shelter, Women's Shelter, Micah or Wellspring) and speak with a staff member so that a replacement can be found or so the staff working know not to expect you.

"This is really where my passion lies. I just love being able to help out the shelter and the guests here...I really love being able to send a message to the guests here that there are people in the community who care."

-Delaney



PARKING & ARRIVAL BY LOCATION

09

We want you to feel confident as you begin your first volunteer shifts! Here is what you need to know about parking and arrival at each of our locations.

»»» MEN'S SHELTER

411 St John St

Parking is available in our lot, accessible from the 400 block of S Jefferson Street. Additional 2-hour parking is available for free on S Jefferson St. Ring the doorbell for entry at the “back door,” which is primarily used by volunteers, staff and community members.

Additional entry points for this building are located at the front of the building on Saint John Street (primarily used by guests) and near the kitchen, accessible from St. John the Evangelist Parish's parking lot off of Saint John Street (primarily used by meal teams or for kitchen donations). Because this parking lot does not belong to us, SJM volunteers should not park their vehicles here. Please note, the kitchen doorbell is not connected to the phone system as the other two doors, so if you ring this doorbell and no one is nearby to hear it, you may not be able to enter here.

»»» WELLSPRING/WOMEN'S SHELTER

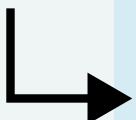
700 E Walnut St

Parking is available in our rear lot, accessible from both from Walnut and Quincy Streets. If entering during daytime office hours, you can walk to the front of the building and walk directly into the reception area at the “Wellspring” door. If entering in the evening and/or not during daytime office hours, call inside for entry through the staff and volunteer entrance, which is a white door located at the rear of the building. The phone number is (920) 857-9587, which is also posted on the door. There is no doorbell at this location.

»»» THE MICAH CENTER

612 Stuart St

Parking is available in our rear lot, accessible from Stuart Street. Additional 2-hour parking is available for free on Stuart St. If entering during daytime office hours, you can walk to the front entrance at the glass doors on Stuart St and walk directly into the reception area at the front desk. If entering not during daytime office hours, ring the doorbell at the main entrance.



Upon arrival, identify yourself as a volunteer and ask for the person you are working alongside or the area in which you will be volunteering (i.e. the Lead Volunteer, the kitchen, etc.)

VOLUNTEER BOUNDARIES

We have a boundaries policy in place to ensure the safety of both our volunteers and guests. Please review the following guidelines:

- **Personal Information:** Volunteers are not to share any personal information, including last names, phone numbers, or addresses.
- **Social Media:** Volunteers should not become “friends” with a St. John’s guest on social media platforms.
- **Transportation:** Offering rides to guests is not permitted.
- **Personal Contact:** Volunteers should refrain from personal contact with St. John’s guests outside of the organization. Developing personal relationships outside of St. John’s programming can lead to complications and may result in removal from active volunteer status. If you encounter someone you knew as a friend or acquaintance before they became involved with us, please notify the Volunteer Coordinator so we can help establish appropriate boundaries.

We acknowledge the compassion our volunteers have for our guests, but it’s crucial that we all adhere to this policy for everyone’s safety and wellbeing. If you have any questions or concerns, please contact the Volunteer Coordinator.

CONFIDENTIALITY POLICY

Every volunteer of St. John’s Ministries agrees to our confidentiality policy in their electronic volunteer application. This protects the privacy of all guests who utilize our services and volunteers. It is vital that volunteers understand the importance of

Every volunteer of St. John’s Ministries agrees to our confidentiality policy in their electronic volunteer application. This protects the privacy of all guests who utilize our services and volunteers. It is vital that volunteers understand the importance of respecting the privacy of each person utilizing our services and that the sharing of any information regarding a guest be done only necessary for the proper provision of service to that guest.

Volunteers should not ask for any personal information about a guest from the staff or from the guest themselves. Guests and/or their personal situations should not be discussed outside of St. John’s with others.



RESIGNING FROM VOLUNTEERING

To resign from volunteering at St. John's Ministries for any reason, simply communicate to the volunteer coordinator in person, via email or by phone, that you wish to resign from volunteering. Your volunteer profile will be deactivated, and you will no longer be able to sign up for volunteer shifts. If you wish to be reinstated in the future, a new background check may be required.

TERMINATION OF VOLUNTEER STATUS

If a St. John Ministries volunteer engages in unacceptable conduct or breaches the confidentiality or boundaries policies, then corrective action or termination of volunteer status may be required. Corrective action is intended to encourage individuals to improve their performance. There are a variety of types of corrective action that may be taken depending on the situation.

Forms of corrective action may include verbal instructions or warnings, written warnings, additional training requirements, apologies or termination as a volunteer. The type of correction action taken will depend on the circumstances of the individual case.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for volunteer assignment under the influence of drugs or alcohol
- Theft of property or misuse of agency funds, equipment, or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent, or unsafe acts
- Abuse or mistreatment of guests, staff, or volunteers
- Releasing confidential information, including photos
- Breach of boundary agreement
- Unwillingness to support and further the mission of the organization
- Unwillingness to comply with agreed-upon previous corrective action

[I hope] that I've touched someone's life in a way that they can move forward with theirs and it makes me smile. -Linda

SERVICE GROUPS

Groups interested in serving together can complete our Service Group Inquiry Form on our webpage. This helps us gather important details about the group's availability and task preferences. Once we receive the form, we will reach out to discuss scheduling options.

Project opportunities vary based on current needs and may include deep cleaning, organizing, painting, and, when available, special or seasonal projects. Service times are available during the day, evenings, and select weekends, depending on staff and volunteer supervision and project availability.

While we prefer groups of 10 or fewer, larger groups can be coordinated with the volunteer coordinator.

SCHEDULED & UNSCHEDULED ACTIVITIES

The volunteer opportunities listed below across our locations are considered 'scheduled activities,' meaning they occur on specific days and at set times. In addition, there are 'unscheduled activities' (not included in this manual) that happen on a more flexible basis. These may involve tasks like landscaping, maintenance, painting, cleaning, organizing, and other 'as-needed' opportunities. Service groups also fall into this category.

OPERATIONAL & NON-OPERATIONAL ROLES

St. John's Ministries offers a variety of volunteer opportunities tailored to individual interests, comfort levels, and availability. Operational volunteers engage directly with guests during shelter hours, providing ample time for relationship-building and hands-on service. In contrast, non-operational volunteers work behind the scenes to support the shelter's smooth operation when guests are not present. The following volunteer role descriptions outline ways to get involved both in guest-facing and behind-the-scenes capacities.

MEN'S & WOMEN'S SHELTERS

VOLUNTEER ROLES

LEADVOLUNTEER

*Highly Needed
Role!*

Operational; Cold Weather Season (November 1 – April 30)

Role Overview:

The Lead Volunteer plays a key role in facilitating a smooth experience for evening volunteers, ensuring they receive the guidance and support they need. This includes greeting meal teams and helping orient volunteers, which fosters a welcoming environment for everyone. By providing this leadership and support, Lead Volunteers help create a positive atmosphere

encourages volunteers to return and continue supporting our guests, while allowing shelter staff to focus on the immediate needs of those we serve.

Identified by a yellow lanyard name tag, Lead Volunteers also bridge communication between volunteers and staff, ensuring the evening runs efficiently. And like hospitality volunteers, Lead Volunteers also have the opportunity to socialize with guests, helping to build rapport and contribute to a warm and engaging atmosphere, which is essential for accomplishing our mission and vision.

Key Responsibilities:

- Check in with the staff shift lead for any specific needs and review the posted volunteer schedule.
- Welcome hospitality volunteers at 4:45 PM and 7:00 PM, ensure they sign in and wear name badges.
- Greet the meal team and assist with any questions or concerns. Offer building tours if desired.
- Assist with kitchen cleanup after meals, ensuring the area is left neat and tidy.

Spending time at the shelter always reminds me of the importance of relationships; all of us--volunteers and guests--are hungry to connect with the other... Volunteering reminds me that we are made for each other. -Mike



Skills and Qualifications:

- Significant volunteering experience in our shelter(s) prior to taking on a Lead role.
- Ability to communicate clearly, offer guidance, and ensure volunteers feel supported throughout their shift.

Time Commitment: 4:30 PM – 8:00 PM

Shifts available 7 days a week. Volunteers can serve regularly on a set schedule or intermittently.

Training and Support:

Lead Volunteers will have the opportunity to discuss the role with the Volunteer Coordinator and may shadow an experienced Lead to gain confidence before taking on the role independently.

Lead Volunteers will have the opportunity to network with other Leads to support and learn from one another and share advice.

Impact:

- **Builds Connections & Fosters Community:** Fosters a positive environment for both guests and volunteers. Engages guests through personal interactions, fostering a sense of community and belonging.
- **Supports Volunteers and Staff:** Creates a collaborative environment by assisting both volunteers and staff, ensuring smoother operations and a more cohesive team, which ultimately enhances our capacity to serve guests effectively
- **Supports Volunteer Program Goals:** Enhances the volunteer experience and improves retention by fostering a positive, fulfilling environment. This strengthens our ability to serve guests more effectively as we maintain a dedicated, engaged volunteer team.
- **Advances Our Mission:** Builds rapport with guests and volunteers and supports our mission of creating lasting change.



BECOME A LEAD VOLUNTEER TODAY! We are actively recruiting new Lead Volunteers to make a huge impact on our organization. Seasonal staff always mention how great the nights are when a Lead Volunteer is on shift! Your leadership ensures smooth operations and builds connections with guests and volunteers, supporting our mission of creating lasting change.



Highly Needed
Role!

HOSPITALITY VOLUNTEER

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Operational; Cold Weather Season (November 1 – April 30)

Role Overview:

Hospitality Volunteers create a warm, inviting environment for guests through personal interactions and supportive tasks. By engaging in one-on-one conversations, sharing meals, or playing games, volunteers help foster a sense of community and connection. In addition to these interactions, Hospitality Volunteers assist with simple tasks to support the needs of guests. This role is essential for building rapport and ensuring a positive experience for everyone at the shelter.



Key Responsibilities:

- Engage with Guests: Focus on connecting with guests through conversation, asking about their day, and making them feel welcome. Emphasize community by building personal connections.
- Check In: Coordinate with the Lead Volunteer for any specific tasks or, if there is no Lead scheduled, direct questions to the staff shift lead. Assist the Lead Volunteer by welcoming and orienting new hospitality volunteers, addressing any questions or concerns, and ensuring smooth interactions between volunteers and meal teams.
- Support Tasks: If desired, assist with additional tasks such as:
 - Making coffee
 - Putting away food and donations
 - Cleaning the kitchen area
 - Warming up meals for late-arriving guests and making lunches for approved guests

Skills and Qualifications:

- Comfortable working and interacting with large groups of people.
- Friendly and outgoing demeanor.

Time Commitment:

Shifts available 7 days a week, November 1 – April 30.

First Shift: 4:45 – 7:00 PM

Second Shift: 7:00 – 9:30 PM

Volunteers can serve regularly on a set schedule or intermittently.

Training and Support:

New volunteers should focus on engaging with guests initially and can learn additional tasks over time. Ongoing support is provided by the Lead Volunteer and staff.

Impact:

- **Builds Connections & Fosters Community:** Engages guests through personal interactions, fostering a sense of community and belonging.
- **Supports Daily Operations:** Assists with tasks that help maintain shelter functionality.
- **Advances Our Mission:** Builds rapport with guests and volunteers and supports our mission of creating lasting change.

➤➤➤ **BECOME A HOSPITALITY VOLUNTEER TODAY!** We are actively seeking new Hospitality Volunteers to help create a warm, welcoming environment for our guests. Your personal interactions and support behind the scenes play a crucial role in fostering community and ensuring the smooth operation of the shelter, making a lasting difference in the lives of those we serve.

BREAKFASTSERVER

Highly Needed Role!

Operational; Cold Weather Season (November 1 – April 30)

Role Overview:

Breakfast Servers play a crucial role in starting each guest's day with warmth and support. As one of the first interactions guests have in the morning, your smile and light conversation can help ease the stress and anxiety many feel when waking up in an emergency shelter. By serving food and coffee, you set a positive tone that encourages guests to start their day feeling motivated and cared for as they work toward self-sufficiency.



Key Responsibilities:

- Arrive by 5:30 AM to prepare coffee and set up the breakfast area.
- Using the food items on hand, plan, heat and serve a hot, protein-rich breakfast along with continental options like juice, milk, cereal, toast, and fruit, based on availability. Alternately, some breakfast volunteers choose to provide and serve the menu of their choice.
- Ensure guests are served from 6:15 AM to 7:15 AM, offering refills as needed.
- Maintain a clean and organized kitchen by restocking supplies, cleaning dishes, and tidying up after service.

Skills and Qualifications:

- Able to greet guests with a friendly, welcoming attitude early in the morning.
- Comfortable working in the kitchen and planning and serving a simple meal with available ingredients.

Time Commitment:

Shifts available 7 days a week, November 1 – April 30.

Shift: 5:30 – 7:30 AM

Volunteers can serve regularly on a set schedule or intermittently.

Training and Support:

New Breakfast Servers will be trained on coffee and meal preparation by working alongside experienced volunteers. Ongoing support is available from shelter staff, and volunteers are encouraged to communicate any questions or needs as they arise.

Impact:

- **Enhances Guest Experience:** By providing a nutritious meal and offering a friendly interaction, you help meet the basic need of feeding our guests while easing the stress they often feel in the morning, setting a welcoming tone for the day ahead.
- **Supports Daily Operations:** Ensures guests are provided with a nutritious meal in a clean, well-organized environment.
- **Builds Connections & Fosters Community:** Builds rapport with guests, contributing to a sense of care and connection.
- **Advances Our Mission:** By serving breakfast with care and respect, you help fulfill our mission of honoring the dignity of each guest as they begin their day.



BECOME A BREAKFAST SERVER TODAY! We are actively recruiting new Breakfast Volunteers to help create a welcoming atmosphere each morning. By serving a warm, nutritious meal, you'll make a significant impact on our organization, honor our guests' dignity, and set a positive tone for their day.

MEALTEAMS

Highly Needed
Role!

18

Operational; Cold Weather Season (November 1 – April 30)

Role Overview:

Meal Teams are essential for both providing and serving a warm, nutritious meal each evening at our shelters. Meals are prepared off-site and brought to the shelters, where the team will serve them. The support and care provided with each meal helps us uphold our mission to honor the dignity of every guest.



Key Responsibilities:

- Arrive by 5:00-5:30 PM to set up the meal and prepare for serving.
- Serve meals from 5:45 PM to 7:15 PM, ensuring guests are well cared for and any special needs are addressed.
- Clean up after serving, including tidying the serving area.
- Meal Teams will Provide additional items such as milk, juice, and paper products as needed, and prepare extra plates for late arrivals if requested by the Lead Volunteer or staff shift lead.

Skills and Qualifications:

- Comfortable working in a kitchen environment and serving a diverse group of guests.
- Ability to handle and serve food with care, using disposable gloves when handling food.
- No volunteer application required; however, youth under 18 must be accompanied by a parent or guardian AND approved by the Volunteer Coordinator (can be done through email).

Time Commitment:

XX

Dinners served 7 days a week, November 1 – April 30.

Preferred Arrival Time: 5:00-5:30 PM

Serving Shift: 5:45 – 7:15 PM

Sign up Here:

- Men's Shelter: <https://www.mealtrain.com/trains/7der71>
- Women's Shelter: <https://www.mealtrain.com/trains/9mvodl>

Training and Support:

Dinner Servers will receive instructions on meal setup and serving procedures through the Meal Train website. For questions or additional support, please contact the Meal Coordinator or the Volunteer Coordinator. Parents/guardians of youth volunteers should reach out to the Volunteer Coordinator for approval.

Impact:

- **Enhances Guest Experience:** Provides a warm and nourishing meal that sets a positive tone for the evening.
- **Supports Daily Operations & Meets Basic Needs:** Ensures meals are served efficiently and clean-up is handled effectively.
- **Builds Connections & Fosters Community:** Shows care and respect for guests, contributing to a supportive and welcoming environment.
- **Advances Our Mission:** Your service helps fulfill our mission by treating every guest with the respect and care they deserve.

FORM YOUR MEAL TEAM TODAY! We are actively recruiting new Meal Teams to provide and serve a warm, nutritious meal each evening. Your contribution will make a big difference, meeting a basic need and showing our guests they are valued.

Want to serve a meal but not provide it? Contact the Volunteer Coordinator to explore opportunities to serve on nights when meals are provided but additional servers are needed, including leftover nights.

New This Year!

Form a Leftovers Night Meal Team!

Form a meal team, and WE provide the food! If you are interested in serving as a meal team but not providing the food, read on! Thanks to the generous ongoing donations of event leftovers from our community partners, there are opportunities to serve dinner without having to prepare it. You can still support our guests by joining us to serve these donated meals, ensuring everyone is well-fed. We ask that Leftovers Meal Teams coordinate with the volunteer coordinator to choose a date and reserve the food items AND take the food offsite to store until their meal date, to conserve our freezer space for other use.

Contact the Volunteer Coordinator for more details!



Non-Operational; Year-Round

Role Overview:

Office Reception Volunteers serve as ambassadors for our organization, creating a welcoming environment for callers and visitors. They play a crucial role in answering the phone and door, managing donations, and ensuring smooth operations within the office. By handling these tasks, they help staff focus on other important areas, thereby increasing our overall capacity and effectiveness.



Key Responsibilities:

- Answer the phone and door, warmly directing callers and visitors to the appropriate staff member or location.
- Accept donated goods and provide receipts for tax purposes.
- Log financial donations in the monetary binder and secure them in the lock box.

Skills and Qualifications:

- Friendly and engaging with callers and community members
- Ability to effectively communicate about our organization clearly and consistently
- Must complete training to be qualified for this role
- Ability to work independently, as there are few other staff/volunteers onsite

Time Commitment:

- Cold Weather Season (Nov. 1 – Apr. 30): Monday-Friday, 9:00 AM – 12:30 PM and 12:30 PM – 4:00 PM
- Warm Weather Season (May 1 – Oct. 31): Monday-Wednesday, 9:00 AM – 12:00 PM and 12:00 PM – 3:00 PM
- Volunteers may sign up for one or both shifts and can serve regularly or intermittently.

Training and Support:

Volunteers will receive training to effectively engage with callers and visitors, by learning alongside experienced office reception volunteers, so they are equipped to represent our organization positively.

Impact:

- **Supports Daily Operations and Increases Organizational Capacity:** Ensures smooth office operations by handling essential tasks, allowing staff to focus on other key areas and increasing our ability to serve effectively.
- **Strengthens Community Relations:** Greets community members with a friendly presence and represents the organization in a positive and professional manner.
- **Advances Our Mission:** Supports our goal of honoring the dignity of every guest and helping create lasting change by ensuring efficient operations and warm, welcoming interactions.

Operational Season: Year-Round

Role Overview:

Laundry Volunteers play a vital role in honoring the dignity of our guests. By providing fresh clothing, bedding, and towels, you help ensure that every guest feels comfortable and valued during their stay. This is a great opportunity to serve behind the scenes and make a significant impact by supporting the basic needs of those we serve.



Key Responsibilities:

- Launder Guest personal & community Items: Wash, dry, and fold guest clothing, towels, sheets, and bedding.
- Restock Essentials: Keep the laundry room, towel rack, and donation room stocked with clean items.
- Organize Recycled Clothing: Wash and re-stock clothing left by guests moving on from shelter for others to use.

Skills and Qualifications:

- Ability to operate laundry machines and fold laundry items neatly.
- Physically able to handle and move laundry in and out of stacked machines.
- Women's Shelter only: Must be able to navigate stairs to basement.

Time Commitment:

- Year Round: Tuesdays & Fridays 9am-noon
- Cold Weather Season (Nov. 1-Apr. 30): Evenings, 7 days a week, 7:00-9:00 PM.
- Shifts available 7 days a week. Volunteers can serve regularly on a set schedule or intermittently.

Training and Support:

New Laundry Volunteers will receive training to ensure they feel confident and prepared for their role. This includes instruction on laundry procedures, machine operation, and safety protocols. Detailed instructions are also posted in the laundry rooms, and staff members are available to answer questions and provide support as needed.

Impact:

- **Supports Daily Operations & Meets Basic Needs:** Ensures a steady supply of clean linens and provides clean clothing and bedding, helping guests feel comfortable and cared for.
- **Advances Our Mission:** Your service helps fulfill our mission by treating every guest with the respect and care they deserve.

Operational; Year Round

Role Overview:

Donations & Requests Volunteers play a vital role in ensuring that the clothing & hygiene needs of our guests are met efficiently. They manage incoming donations, organize items for guest use, and fulfill specific requests for clothing, hygiene products, and other essentials. By doing so, they help create a welcoming and supportive environment for our guests, ensuring they have access to the items they need while staying at our shelters. This role is crucial to maintaining the flow of resources and providing our guests with a sense of dignity and care.



Key Responsibilities:

- **Manage and Organize Donations:** Sort, label, and organize incoming donations; monitor inventory to identify shortages and high-demand items; and ensure quality control by removing unsuitable items.
- **Fulfill Guest Requests:** Act as a personal shopper for guests by filling their requests for clothing, hygiene products, and outerwear. Use the Guest Binder to log requests and track distribution.
- **Coordinate with Staff:** Ensure that filled requests are delivered to the designated area and that staff are aware of any excessive or repeated requests.

Skills & Qualifications:

- **Attention to Detail:** Ability to accurately sort, label, and organize a wide range of items.
- **Organization Skills:** Efficiently manage inventory and maintain a tidy donation area.
- **Communication Skills:** Engage effectively with staff and other volunteers to ensure smooth operations.
- **Mobility:** Ability to move freely around the shelter, lift up to 20 pounds and carry items.
- **Adaptability and Willingness to Learn:** Open to receiving feedback and learning new methods, with a focus on continuous improvement rather than maintaining the status quo.

Time Commitment:

- **Cold Weather Season (Nov. 1-Apr. 30):** Monday-Friday, 9:00 AM -11:00 AM.
 - **Warm Weather Season (May 1- Oct. 31):** Monday-Wed, Fridays 9:00 AM-11:00 AM.
- Volunteers can serve regularly or intermittently, depending on their availability.

Training and Support:

New Donations & Requests Volunteers will receive a comprehensive orientation and training session, covering all aspects of the role, including sorting procedures, fulfilling guest requests, and using the Guest Binder. Staff members are also available to provide support and guidance as needed.

Impact:

- **Enhances Guest Experience:** By ensuring that guests receive necessary items promptly, you help foster a sense of dignity and comfort during their stay.
- **Strengthens Community Relations:** Helps manage the flow of resources from the community to those in need.
- **Advances Our Mission:** Provides essential items that improve guests' quality of life as they take steps toward self-sufficiency



THE MICAH CENTER & WELLSPRING

VOLUNTEER ROLES

24

FRONTDESK

Operational; Year-Round

Role Overview: Front Desk Volunteers provide a warm and welcoming presence to guests and community members at the Micah Center and Wellspring. By managing guest sign-ins, answering phone calls, and assisting with various inquiries, volunteers play a key role in ensuring smooth operations and enhancing the guest experience.



Key Responsibilities:

- Greet guests and assist with the sign-in process.
- Answer the phone and direct callers to appropriate staff and resources.
- Assist guests with questions and provide general information.
- Schedule appointments for guests with case managers.
- Sort and distribute mail to guests.
- Support the Office Manager with other duties as needed to enhance service delivery.

Skills & Qualifications:

- Excellent communication and interpersonal skills.
- Ability to work well in a fast-paced environment and manage multiple tasks simultaneously.
- Comfort in handling sensitive information and maintaining confidentiality.

Time Commitment:

- Cold Weather Season (Nov. 1-Apr. 30): Monday-Friday, flexible 9:00 AM -4:00 PM.
- Warm Weather Season (May 1- Oct. 31): Monday-Friday 9:00 AM-3:00 pM.
- Volunteers can serve regularly or as substitutes with flexible availabilities. Commitment is preferred due to the training involved.

Training & Support:

Volunteers will receive thorough training from the Office Manager, including phone handling and appointment scheduling. Continuous support and guidance will be provided to ensure volunteers feel confident and equipped in their roles.

Impact:

- **Enhances Guest Experience:** Creates a positive and supportive environment for guests as they navigate services
- **Strengthens Community Relations:** Greets community members with a friendly presence and represents the organization in a positive and professional manner.
- **Increases Organizational Capacity:** Frees up the Office Manager to focus on other essential tasks, enhancing service delivery.
- **Advances Our Mission:** Supports our goal of honoring the dignity of every guest and helping create lasting change by ensuring efficient operations and warm, welcoming interactions.

DAYTIME HOSPITALITY

Operational; Year-Round

Role Overview: Wellspring Hospitality Volunteers provide direct support to guests by engaging in one-on-one and small group interactions. Through conversation, activities, and offering a welcoming presence, volunteers help to create a positive, supportive environment. For many guests, Wellspring is a vital connection to socialization, meals, and resources. Volunteers also assist with light tasks to help keep the center running smoothly.

**Key Responsibilities:**

- Engage in conversations to build meaningful connections with guests.
- Assist with light cleaning and organizing tasks if needed.
- Help with light lunch preparation if needed.

Skills & Qualifications:

- Excellent interpersonal and communication skills.
- Ability to engage guests in conversation with compassion and understanding.
- Friendly and non-judgmental attitude towards guests from diverse backgrounds.
- Open to female volunteers only, as Wellspring serves women.

Time Commitment:

- Cold Weather Season (Nov. 1-Apr. 30): Monday-Friday, flexible 8:30 AM -4:00 PM.
- Warm Weather Season (May 1- Oct. 31): Monday-Friday, flexible 8:00 AM-3:00 PM.
- Volunteers can serve regularly on a set schedule or intermittently.

Training & Support:

Volunteers will receive on-site training, alongside experienced volunteers and/or staff. Ongoing support will be provided to ensure volunteers feel comfortable and confident in their role.

Impact:

- **Builds Connections & Fosters Community:** Engages guests through personal interactions, fostering a sense of community and belonging where guests feel welcomed and valued.
- **Supports Daily Operations:** Assists with keeping Wellspring running smoothly, allowing staff to focus on other important tasks.
- **Advances Our Mission:** Builds rapport with guests and volunteers and supports our mission of creating lasting change.





SJM Volunteer Rock!

WISCONSIN

ST. JOHN'S
MINISTRIES

ST. JOHN'S
MINISTRIES

Bath Tissue

30-240

fresh

Thank You

TO EVERY PERSON WHO SUPPORTS THE
MISSION & MINISTRY OF SJM-
WE COULD NOT DO ALL WE DO TO SUPPORT
THOSE EXPERIENCING HOMELESSNESS WITHOUT
You.

