



fresno **MISSION**

Volunteer Handbook

Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms. *1 Peter 4:10*

Thank you for helping transform lives!

WELCOME TO OUR TEAM!

Dear Volunteer,

I would like to personally thank you for choosing our organization to volunteer. It is a blessing to utilize our time and talents to help make a difference in the lives of those that need it most and we are excited to partner with you in serving our community! The purpose of this handbook is to provide you with essential information that will help equip you for volunteer service. I hope you will find volunteering rewarding and meaningful. Please feel free to share any questions, comments, or concerns you may have. Thank you for your heart to serve, I look forward to working with you.

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MISSION STATEMENT

To rescue, restore and empower through Christ-centered communities of transformation.



For I was hungry and you gave me food, I was thirsty and you gave me something to drink, I was a stranger and you welcomed me. Matthew 25:35

Vision, Values & Statement of Faith

Our Vision

Recognizing the teachings of Jesus; that the least, the last and the lost will always be in our midst, we will partner with the Christian community, social service agencies, businesses, families and individuals to meet the spiritual and physical needs of all men, women and children in our community.

Our Values

Christ-centered by treating the least, the last and the lost with love and compassion.
Hope shared through God's Word and plan of salvation.
Relationships established, valued and nurtured.
Integrity paramount in all that we do and are.
Service given through stewardship and servanthood.
Totally committed to loving others as Christ loves us.

Our Statement of Faith

We Believe the Bible to be the inspired, the only infallible, authoritative Word of God. (2 Timothy 3:15-17; 2 Peter 1:20-21)

We Believe there is one God, eternally existent in three persons: Father, Son and Holy Spirit. (1 Timothy 3:16; Matthew 28:19; Ephesians 4:4-6 1 Peter 1:2; Romans 8:14-17)

We Believe in the deity and humanity of Christ, born of a virgin, His sinless life, His miracles, His vicarious and atoning death through His shed blood, His bodily resurrection, His ascension to the right hand of the father, His present rule as Head of the Church, and in His personal return in power and glory. (Luke 1:30-35; John 1:1-4; 5:39; 2 Corinthians 5:21; 1 Corinthians 15:3-4)

We Believe, that for the salvation of lost and sinful humankind, regeneration by the Holy Spirit is absolutely essential and that we are saved by grace through faith, apart from works; that the sinner who repents and personally accepts the finished work of Christ on the cross becomes a child of God, is made a new creature and is indwelt by the Holy Spirit. (Ephesians 2:8-9; John 1:12; 3:36; 2 Corinthians 5:17; John 14:17; Hebrews 9:11-14)

We Believe in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a Godly life. (John 14:17, 26; John 16: 13-15; Romans 8:14-17)

We Believe in the resurrection of the saved and their eternal life with God, and the resurrection of the lost and their eternal separation from God. (1 Corinthians 15:53; Job 19:25-27; John 3:16; 1 Thessalonians 4:13-18; Revelation 20:5-6; 20:11-15)

We Believe in the spiritual unity of believers in our Lord Jesus, with equality across racial, gender and class differences. (1 Corinthians 12:13; Ephesians 2:13-14)

We Believe in the ministerial duty of followers of Christ to minister directly to those in need of food, shelter, clothing, compassionate care, and restoration; and particularly to children in such need. (1 Timothy 4:6-16).

Ministries and Programs

Community Care Ministries

Providing a Meal – We serve around 850-1000 meals per day. This includes those in our programs, as well as those that are homeless and at-risk.

24-hour Emergency Services - We provide overnight shelter for our homeless guests on a case by case basis, with the option to meet with a case manager.

Case Management - We provide counseling/assistance to any of our guests that are open to it.

Sobering Center – We care for those brought to us by the police that are intoxicated. We give them a place to sober up, offer them a meal and the option to meet with a case manager.

Medical Respite Care - We provide a place to heal and recover for homeless who are released from the hospital and have been assigned in-home care.

Warming Shelter - When the weather turns cold, we provide a warm place in our chapel for our homeless guests to sleep.

Chapel - Every night we have a chapel service that is open to our guests and the community.

Family Center

Our Family Center is filled with families needing care, a place to stay or to know someone cares. 55% of the people we are seeing come through our doors are women and children.

Programs

The Academy – Our 12-month **men's** program can house up to 100 men. The program consists of 12 months of residency and 6 months of aftercare. The men in the program are working on: (1) their spiritual condition, (2) freedom from addictions, (3) life skills, (4) family reconciliation and (5) job readiness.

Rescue the Children – Our 12-month **women's** program can house up to 75 women and 100 children. The program consists of 12 months of residency and 6 months of aftercare. The women in the program are working on: (1) their spiritual condition, (2) freedom from addictions, (3) life skills, (4) family reconciliation and (5) job readiness.

Volunteer Opportunities



Serving Opportunities (Level 1 Volunteers; require orientation and signed waiver)

Serve a Meal - Serve a meal to our guests that are dining with us in the morning (5:45am-7:45am) or evening (4:00pm-6:30pm) at our dining hall on G Street.

Annual Events- Easter Luncheon, Fall Banquet, Thanksgiving and Christmas luncheon etc.

Fresno Mission Thrift Store and Cars - The thrift store helps fund our ministries and gives employment to our clients and graduates. You can volunteer and/or donate items.

Hair Stylist, Barber, Cosmetologist, Esthetician - Bless the men and women in our recovery programs with your gifts and talents.

Donor Thank You Calls - Be trained to bless our donors with a simple Thank You Call letting them know we appreciate their contribution. This opportunity can be done from the comfort of your own home or workspace and only takes 30 minutes to 1 hour per week.

Family Center Welcome Bags - Assemble welcome backpacks for our guests when they arrive. These backpacks would include items such as water bottles, sippy cups, hygiene items and healthy snacks.

Family Center BAM (Bring a Meal) – Spend time preparing, serving and enjoying your favorite meal with our families for either breakfast, lunch or dinner.

Family Center Care Closet – Organize and maintain donated items for children and adults including clothing, diapers, formula , wipes, blankets, hygiene items, etc.

First Fruit Market- Spend time helping provide groceries for families that are in need.

Relational Opportunities **(Level 2 Volunteers; Will require Relational Application and Ministry Recommendation)**

Activity Nights – RTC or Family Center Events: Plan a Friday Night or Saturday Family Activity (i.e sports/yard games, crafts, movie night, etc.)

Lead a Bible Study - We have opportunities for individuals or small groups to lead Bible lessons with the men in the Academy, with the women and/or children at Rescue the Children or with the women and/or children in the Family Center.

Instructors - We need enthusiastic individuals who love to teach! Whether your skills are in the academic world (computers, mathematics, language arts, etc.) or biblical studies, we have a place for you! Commitment: 3.0 hours per week for a minimum of 12 weeks (1 meeting per week with staff (1.0 hour) and 1-2 hour per week with assigned class).

Tutors - Meet weekly with our disciples and help them with their academic assignments. Commitment: 1.0/ week, min. commitment of 3 months.

Family Center Homework Helpers – Tutor and assist children with homework assignments.

Mentors - Provide friendship and encouragement to a disciple in one of our programs as they pursue life change. Commitment: 1.0 hr/wk with a minimum commitment of seeing him/her through the duration of the program (12-18 mos., depending on their start date).

Job Coach - Help equip and encourage disciples to find permanent employment. Duties can range from resume building, mock interviews, and offering support during the job-hunting process.

Discovery Center - Rescue the Children Day Care. Help care for the children and plan fun activities. This is a Christianity Based Program for children.

Family Center Adopt-a-Room – Encourage, pray and help meet the needs of a family who is staying in the Family Center. Some of the material needs that will need to be met are blankets, sheets, mattress covers, pillows and pillowcases, towels and wash cloths.

Meal Visits- Join us at our facility with having a meal with one of our disciples. This experience welcomes a seat at the table and having fellowship. Available for Breakfast, Lunch or Dinner at both Rescue the Children and Academy.

Policies and Procedures

Confidentiality

While it may be important to discuss with the Fresno Mission staff issues that arise in your ministry; it is very important to respect the privacy of the Fresno Mission and its residents by agreeing not to deliver, reproduce, or in any way allow any confidential information, knowledge, data, or any documentation relating to the Mission to be delivered to or used by any third parties without the specific direction and written consent of a duly authorized representative of the Fresno Mission.

Dress Code

This code is addressed to all volunteers in an effort to prevent accidental injury. It is important to observe a comprehensive dress code, so as to present to our disciples an example of cleanliness, and modesty.

- Long or short sleeve shirts are acceptable. No sleeveless T-shirts or tank, halter or tube tops. No shirts with low necklines or see-through material. Modesty is key.
- Jeans are acceptable as long as they do not sag or have tears in them. Shorts should be to the knees. No spandex.
- Closed-toe shoes are required when volunteering. No flip flops or strapless sandals allowed.
- Please do not wear any graphic print shirts that may allude to drugs, alcohol, tobacco, violence, gangs or profanity.

Best practices to all volunteers.

- Be friendly, but stay professional. We are here to serve others with respect and kindness.
- Do not give personal information, such as a cell number, address, money, or rides without first checking with a staff member.
- Never be alone with anyone of the opposite gender; do not date residents.
- Do not make any decisions for a resident or neighbor; instead refer them to staff.
- When in doubt, ask a staff member.

Personal Belongings

- Please leave personal belongings in your vehicle and out of sight.
- Please do not talk or text on your cell phone while volunteering. Any pictures taken should **only** be of you and/or your group. Please do not take pictures of others.