

*Giving
Children
Hope*



Volunteer Handbook

Bringing Health to Kids in Crisis

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GCH Staff Contact Information

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Volunteer Job Descriptions

International Aid & Disaster Relief

Our Pharmaceutical and Clinic Development Programs distributes [pharmaceutical packages](#) that serve 25,000 individuals to small clinics in developing countries. The pharmaceutical package includes life-saving medicines such as anti-worming and anti-malaria medicines. We serve small in-country clinics with all of the supplies, equipment and pharmaceuticals needed to open or refurbish a clinic in areas that have no access to healthcare. We have an on-site biotech department that re-furbishes equipment for use in developing countries. In addition, our Disaster Relief efforts quickly and efficiently get supplies to emergency disaster situations. Giving Children Hope was a first responder in [Haiti](#) after it was hit by a 7.0 earthquake in 2010. GCH distributed over \$5 million worth of life-saving supplies and medicines to Haitians in need.

Medical Supply Inventory

Job Summary & Description:

As a part of our effort to support hospitals, clinics and medical missions throughout the world and in preparation for our disaster relief response packages, Giving Children Hope receives donations of medical supplies in bulk. These supplies then need to be sorted through, cataloged and organized. The volunteer will assist the Warehouse Manager and the rest of the Operations Staff in keeping our donations organized and ready for shipment. Volunteers will learn to identify the kinds of medical supplies in front of them.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: International aid & Disaster relief

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Ability to learn general medical supplies and their function
- Good communication
- Ability to multi-task
- Works well with others

Volunteer Requirements & Competencies:

- The ideal candidate will be friendly and organized
- Volunteers should be comfortable working on their feet with occasional heavy lifting
- Volunteers must be over 16 years of age; 16-18 require adult supervision

Bio-Medical Equipment Tasks

Job Summary & Description:

Our in house bio-medical division ensures that all medical products distributed to overseas clinics are fully operational. As a Bio-med supply volunteer, you will have the opportunity to work closely with a Bio-med engineer to ensure that all parts and products are functional. The bio-med volunteer will help clean, sort, and pack different bio-medical supplies while gaining valuable experience with the different bio-medical equipment that is distributed by our facility.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: International aid & Disaster relief

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Ability to learn general medical supplies and their function
- Good communication
- Ability to multi-task
- Works well with others

Volunteer Requirements & Competencies:

- The ideal candidate will be friendly and organized
- Volunteers should be comfortable working on their feet with occasional heavy lifting
- All ages are welcome; however, applicants 16 and under require adult supervision

“We’ve Got Your Back” Program

This is our local direct service program that serves [homeless elementary children](#) in Orange County. Giving Children Hope works through the schools and the Orange County Department of Education to supply 1,000 of the over 25,000 homeless children in Orange County with nutrition, education and food on a weekly basis.

Backpack Tasks

Job Summary & Description:

Do you enjoy meeting the needs of homeless children by providing a stable and nutritious source of food? Our flagship program, We’ve Got Your Back, is a weekend nutrition program created by Giving Children Hope for homeless elementary students in Orange County. Each week, we fill backpacks full of nutritious foods to distribute to elementary students who are identified as homeless under the McKinney-Vento Act. During the week, we need volunteers to commit to 3 hours or more by filling backpacks with donated food.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Community development, Nonprofit support

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Work closely with “We’ve Got Your Back” Coordinator to complete weekly tasks.
- Packing backpacks and sorting food product
- Help GCH raise food product through food drives and civic partnerships

Volunteer Requirements & Competencies:

- Candidates should be well aligned with our mission to alleviate homelessness
- Volunteers should be comfortable with working on their feet with moderate lifting
- All ages are welcome; however, applicants 16 and under require adult supervision

Food Drive Opportunities

Job Summary & Description:

Would you like to be responsible for helping feed homeless children throughout Orange County? We have just the position. Similar to our Fundraising volunteer, The Food Drive volunteer position allows volunteers to take a proactive role in the community. Food Drive volunteers will work closely with the “We’ve Got Your Back” department to create new civic partners and contacts in order to raise food and donations to help sustain our backpack nutrition program.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Nonprofit networking, Community development

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Seek out new relationships with potential civic partners
- Work with partners to coordinate and raise food product for Giving Children Hope
- Use great people skills to spread the Giving Children Hope mission

Volunteer Requirements & Competencies:

- The ideal candidate will be friendly and organized
- Food Drive Volunteers should possess superior interpersonal communication skills
- Ability to maintain close contact with potential food drive hosts
- All ages are welcome; however, applicants 16 and under require adult supervision

Distribution Assistant

Job Summary & Description:

Are you interested in helping to deliver backpacks of food to more than 1,000 homeless children in Orange County? As a Distribution Assistant Volunteer, you will have the opportunity to see how large scale humanitarian nutrition programs operate, while helping to provide food for homeless children. This is a part time volunteer opportunity and requires volunteers to be available in the mornings from Tuesday through Friday.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Community care, Nonprofit support

Time: Volunteers can serve T – F, 8am-5pm

Volunteer Responsibilities:

- Deliver and receive backpacks to schools throughout Orange County
- Responsible for maintaining accurate records of distribution/receipt list
- Report back any information given from schools to WGYB program coordinator
- Represent Giving Children Hope with a positive and personable attitude

Volunteer Requirements & Competencies:

- Good communication skills
- Able to do some heavy lifting
- Energetic and willingness to work hard

School Liaison

Job Summary & Description:

Are you interested in helping to deliver backpacks of food to more than 1,000 homeless children in Orange County? As a Distribution Liaison, you will have the opportunity to see how large scale humanitarian nutrition programs operate, while helping to coordinate and oversee the provision of food to homeless children. This is a part time volunteer opportunity and requires volunteers to be available in the mornings from Tuesday through Friday.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Community care, Nonprofit support

Time: Volunteers can serve T – F, 8am-5pm

Volunteer Responsibilities:

- Communicating with families and children to ensure the Program runs effectively
- Keeping accurate school records of distribution sheets
- Faxing monthly distribution list and success stories to WGYB Coordinator
- Maintaining constant communication between school and GCH

Volunteer Requirements & Competencies:

- Good communication and people skills
- Must have your own transportation to school sites
- Good problem solving skills & knowledge of Spanish language is a plus.

Summer Distribution Site Manager

Job Summary & Description:

During the summer, in order to furnish families with the same food supply that they get during the school year, we set up several locations in the community where families can receive food. As a Summer Distribution Site Manager, you will be responsible for one of these locations each week. You will manage the distribution of the food, tracking the families that receive it each week. This opportunity requires volunteers to be available for the same two hour block of time each week throughout the summer.

Location: Various Orange County Community Locations

Area of Focus: Community care, Nonprofit support

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Hand out bags of food at locations throughout Orange County
- Responsible for maintaining accurate records of distribution list for food deliveries
- Report back any information given from families to WGYB program coordinator
- Represent Giving Children Hope with a positive and personable attitude

Volunteer Requirements & Competencies:

- Good communication skills
- Able to do some medium-heavy lifting
- Energetic and willingness to work hard

Giving For Living Program/Missionary Program

The Giving for Living program serves over 200 nonprofit organizations in Southern California on a weekly basis with the [supplies they need](#) to run their organizations – from pregnancy centers to homeless shelters to drug rehab programs – Giving Children Hope helps local nonprofits fulfill their unique mission. Also, our Missionary Program is open from Monday through Friday and has an average of 40 visitors per week. Visitors are local nonprofit organizations, churches, or missionaries from around the world who come for over-the-counter medicines, hygiene, and beauty supplies.

Gift-in-Kind Product Sorting

Job Summary & Description:

Do you enjoy sorting through donations of merchandise? This is an ongoing, fun volunteer opportunity. Each week, we receive pallets of merchandise that needs to be sorted and placed into our local distribution center. From there it is available to local non-profit agencies and to the community to assist those in need. We need volunteers throughout each week to sort through pallets of merchandise and arrange them in our store.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Community development, Nonprofit Support

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Sorting donated product for our Giving For Living Program
- Keeping Giving For Living Program organized for nonprofit partners
- Work with staff to enhance system of product movement

Volunteer Requirements & Competencies:

- The ideal candidate will be friendly and organized
- Volunteers should be comfortable working on their feet
- All ages are welcome; however, applicants 16 and under require adult supervision

Mission Store Product Sorting

Job Summary & Description:

Giving Children Hope has operated a local Missionary Program in Orange County for over 10 years. Its doors are open for nonprofit agencies and ministries all over southern California. Our Mission store is stocked with over-the-counter medicine and hygiene products that are distributed in countries all over the world. We need your help sorting medicine and restocking our store's shelves.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Community development, nonprofit support

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Sorting donated product for our Missionary Program
- Keeping Missionary Program organized for Nonprofit partners
- Work with Missionary Program staff to enhance system of product movement

Volunteer Requirements & Competencies:

- The ideal candidate will be friendly and organized
- Volunteers should be comfortable working on their feet
- All ages are welcome; however, applicants 16 and under require adult supervision

Administration

All of the behind the scenes efforts that make our programs possible is overseen by the [Giving Children Hope Staff](#). However, there is much that Volunteers can do to be involved with and support the efforts of our hard working staff. Whether it is working with our Communications & Development Departments on fundraising projects or doing clerical work for our Logistics Department, there are lots of ways to get involved.

Fundraising Opportunities

Job Summary & Description:

The fundraising volunteer position is unique in that it allows volunteers to take a proactive role beyond working on site at our facility. The fundraising volunteer will work closely with the Communications Department to spearhead new fundraising projects by seeking out new civic partners and contacts in order to raise capital and donations for Giving Children Hope.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Nonprofit networking, Community development

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Seek out new relationships with potential civic partners
- Ability to multi-task
- Works well with others
- Use great people skills to spread the Giving Children Hope mission

Volunteer Requirements & Competencies:

- The ideal candidate will be friendly and organized
- Fundraising Volunteers should possess superior interpersonal communication skills
- Ability to manage schedule and maintain close contact with potential donors
- All ages are welcome; however, applicants 16 and under require adult supervision

Facility Care & Maintenance

Job Summary & Description:

Do you have experience with maintenance, construction or grounds keeping? Do you just enjoy working with your hands? Our 45,000 square foot facility needs a lot of upkeep and we rely on volunteers to do a large majority of that work. Tasks include cleaning work, gardening, roofing, electrical and finishing repair.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Community care, Nonprofit support

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Maintain general upkeep of facility
- Keep facility clean and tidy
- Maintain aesthetic appearance of campus grounds
- Respond to staff's maintenance needs
- Assist with construction projects on campus

Volunteer Requirements & Competencies:

- The ideal candidate will possess a good attitude and friendly personality
- Volunteers should be comfortable performing various janitorial tasks
- All ages are welcome; however, applicants 18 and under require adult supervision

Office Worker

Job Summary & Description:

Office Volunteers will work on various projects across all departments to assist in streamlining our administrative and logistical tasks. This is a great opportunity to gain practical experience that can be applied to any job. Recommendations by the supervisor are available upon request.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Community Development, Nonprofit Administration

Time: Volunteers can serve M – F, 8am-5pm

Volunteer Responsibilities:

- Inventory quality control
- Database system management
- Data entry & filing
- Office support

Volunteer Requirements & Competencies:

- The ideal candidate will possess superb attention to detail.
- Volunteers should be comfortable working in Excel, Word, Power Point and other Microsoft Office platforms.
- Candidates must be over 18 years of age to be considered for this position.

Volunteer Leader Position

Job Summary & Description

Giving Children Hope is pleased to introduce an exciting new volunteer opportunity for very motivated individuals. In order to create consistency among our volunteers, we have created the Volunteer Leader position. This position will give the volunteer an opportunity to gain valuable leadership skills within a nonprofit setting.

The Volunteer Leader Position is reserved for those who have volunteered with us regularly for 3 months and who have a demonstrated understanding of our mission and functionalities. In order to be considered for a Volunteer Leader position, motivated volunteers may inquire with Volunteer Coordinator. Although Volunteer Leaders will be supervised by Staff, they will be recognized as staff members and will begin as the Volunteer Leader in one particular department.

Location: 8332 Commonwealth Ave., Buena Park, CA. 90621

Area of Focus: Leadership, Nonprofit networking, Community development

Time: Volunteer leaders will schedule a regular shift during the week (M – F, 8am-5pm)

Volunteer Leader Responsibilities

- Manage and lead small team of volunteers
- Foster relationships with volunteers, answering questions when needed
- Creating the best working environment for volunteers
- Communicate regularly with Volunteer Coordinator about ways to improve program
- Use great people skills to spread the Giving Children Hope mission

Volunteer Requirements & Competencies

- The ideal candidate will have demonstrated leadership qualities in past experiences
- Volunteer Leaders should possess superior interpersonal communication skills
- Ability to manage small team and maintain close contact with volunteers
- Must share the desire to advance the Volunteer program

Advantages of the Volunteer Leader

- Promote advocacy among the Volunteer Leader's friends and family
- More connection with Staff
- Increased awareness of the Vision and Values of Giving Children Hope
- Gain experience working in a Non-Profit environment
- Valuable resume addition
- When paid positions become available, we will look to our Volunteer Leaders
- Allows Staff to release projects and tasks

Guidelines for Volunteering

Orientation

It is recommended that new Volunteers attend one of our bi-monthly Volunteer Orientations. These hour long meetings will explain how Giving Children Hope got started and has expanded to its current potential. Volunteer Orientations consist of a tour of our 43,000 square foot facility, introductions to GCH staff and programs, Q&A, and Volunteer Scheduling.

Appointments and Scheduling

Individual Volunteers and groups of five or less can schedule Volunteer appointments in one of two ways: 1) Set a regular recurring schedule with the Volunteer Coordinator either on a weekly or monthly basis or 2) Give the Volunteer Coordinator at least 24 hours notice before you would like to come in.

Groups of 5-30 are required to arrange an appointment with the Volunteer Coordinator at least a week prior to the event. Priority will be given to groups on a first come first serve basis.

Giving Children Hope can accommodate groups of up to 120. It is preferable for Volunteer groups larger than 30 people to arrange their appointment with the Volunteer Coordinator one month prior to the event.

Check In

Volunteers arriving for a scheduled appointment should sign in at the front lobby and retrieve a Volunteer ID badge. Before proceeding directly to work, please let the Volunteer Coordinator know that you have arrived for your appointment. If the Volunteer Coordinator is off campus or detained, you may proceed to your pre-arranged Staff supervisor to begin volunteering.

Job Placement

Volunteers who have a preference for a particular program will be placed in that department as often as possible. Flexibility for job placement is appreciated as different departments frequently have large projects arise that need the contributing efforts of our Volunteers.

Volunteer Policies and Procedures

Directions

Volunteers will receive directions and supervision from Giving Children Hope Staff or a Volunteer Leader. Should you have any questions about a task or need further tools or support on a project, please consult your project leader.

Volunteer Shifts

The ideal volunteer shifts will last between two hours and five hours. Shifts of less than two hours will be permitted, though it is difficult to get momentum volunteers tasks for in that amount of time. Volunteers seeking to continue shifts longer than five hours will be asked to take a break before continuing their work. Volunteers should inform their project leader if they are leaving or need to take a break. The Volunteer break room is available in the B-Building for rest and lunch breaks.

Volunteer Records

Careful records of Volunteer hours and contribution are kept by the Volunteer Department. If Volunteers ever need a confirmation of hours contributed for a community service project or school credit please inform the Volunteer Coordinator; confirmation letters can be available within 24 hours of notice. Volunteer contact information will be kept in GCH records. If your records change, please inform any staff member so that our records can remain accurate.

Absence or Schedule Changes

If individual or small groups of Volunteers are unable to attend a Volunteer appointment or would like to change the time of their appointment, please give the Volunteer Coordinator at least a days notice, so that we can plan our Volunteer tasks with the most up to date information possible. Large groups of Volunteers are asked to keep the Volunteer Department informed of group size or time changes as soon as possible.

Personal Property

Volunteer are asked to keep their belongings at home or in their vehicle. If this is not possible, belongings can be kept in the Volunteer Break Room and/or the Volunteer Coordinator's Office. Giving Children Hope will not be held responsible for any lost, stolen, damaged or misplaced items.

Dress Code

Please remember to dress modestly and comfortably with long pants and closed toed shoes. Please no clothing with offensive language or imagery. During the winter, it is also a good idea to bring a jacket or a sweater as it can get cold in the warehouse.

Phone Use

Giving Children Hope telephones are for business use and should not be used except in case of emergency. Personal phones should only be used during breaks and never in the forklift lanes in the warehouse.

Code of Conduct

- Please refrain from obscene or offensive language or conversations while on the premises. No shouting or screaming is allowed in the work place.
- Please be respectful of staff members focused on their work.
- Be aware as you walk around the warehouse area to avoid pallet jacks or forklifts.
- Please inform your project leader before leaving or taking a break. Volunteers are welcome to use the Volunteer break room. Please clean up after yourself and wash your dishes before you leave.
- Leave your work area clean for the following shift. Be sure to throw away any trash or recyclables in properly marked containers.
- Be sure to turn off or put in silent mode any cell phones, iPods, mp3's, DS, etc. Refrain from using cell phones until on a break or standing outside away from the work site.
- The use of alcohol and/or illicit drugs is strictly prohibited prior to or during the hours served at *Giving Children Hope*. If violated, you will be escorted off property.
- Violation of this Code of Conduct will be noted in a Volunteer's file and may result in dismissal.

Screening for "We've Got Your Back" Distribution

Volunteers interested in participating in the distribution of WGYB backpacks to the schools or in participating in other projects dealing directly with students or children must willingly submit to a background check. Please contact the Volunteer Coordinator for information on any of these projects.

First Aid Emergency Procedures

In the event that you are injured or see someone who is, please seek immediate assistance and inform the Volunteer Coordinator or another staff member as soon as it is appropriate.

Natural Disaster Emergency Procedures

Giving Children Hope Staff Members are trained to direct Volunteers and Guests in the event of a natural disaster. Volunteers must follow all directions given by the GCH staff. Once Volunteers have received instructions and have been directed to a safe location, they should not take move to another location until it is safe to do so. This will allow us to account for all Volunteers and Guests in the building.

Equal Opportunity Statement

It is the policy of Giving Children hope to provide equal Volunteer opportunities to all persons regardless of age, race, color, sex, religion, physical or mental disability, medical condition, pregnancy, ancestry, marital status, or national origin. It is also the policy of GCH to comply with all federal and state laws.

Harassment

It is the policy of Giving Children Hope to expressly forbid any form of harassment. The term "harassment" includes, but is not limited to slurs, jokes, and other verbal, graphic or physical conduct which relate to an individual's race, color, sex religion, national origin, medical condition, citizenship, age or handicap. Harassment also includes sexual advances, request for sexual favors, unwelcome or offensive touching, or other verbal, graphic or physical conduct of a sexual nature. Violation of this policy will subject the perpetrator to disciplinary action which may result in immediate dismissal. Volunteers who feel that they are being harassed in any way by another Volunteer or Employee should inform the Volunteer Coordinator immediately. Any concerns will be handled promptly and kept confidential. An investigation will be conducted and appropriate disciplinary action will be taken.