



Volunteer Manual Procedures and Guidelines

Welcome Letter

Dear Volunteer:

Welcome and congratulations for joining the team at Transforming Lives & Restoring Hope/Lily's Boutique! I am thrilled that you have chosen to be a volunteer. Our volunteers play a vital role in achieving our goal – educating and empowering our clients. I hope you will find your volunteer experience with us to be both rewarding and positive. Volunteers work closely with clients. While we definitely impact their lives, I think you will find that they touch our lives as well.

The following information package involves details about our organization and the roles and responsibilities of our volunteers. If you have questions, please feel free to contact me directly at 757-912-4365 or via email at scredle@tlrh.org.

Once again welcome and thank you?

Sincerely,

Stephanie Hampton Credle
President and Founder
Transforming Lives & Restoring Hope
Director, Lily's Boutique

A. Details of Transforming Lives & Restoring Hope/Lily's Boutique

The board of directors acknowledges and supports the vital role of volunteers in achieving this organization's mission.

Transforming Lives & Restoring Hope is a 501c (3) non-profit organization. A board of directors governs its policies and programs.

Stephanie Hampton Credle, President and Founder
Marvin L. Mullen,
Rev. Kim S. White,
Mrs. Jonquil R. Young, Treasurer
Mrs. Cynthia Lassiter,

1. Transforming Lives & Restoring Hope/Lily's Boutique History

TLRH was born out of a desire to provide renewed hope to those who have been adversely impacted by hardships, challenges, and abuse. The underlying foundation that TLRH operates from is the belief that – if systematic forces have created hopelessness – a systematic approach can restore. Stephanie Hampton Credle is the founder and Executive Director of TLRH. She was divinely inspired to establish TLRH after a personal transformation of her own. With the inherent belief that what was possible for her would be possible for others, Stephanie has developed a holistic program that is based on proven principles. TRLH is based out of Newport News, Virginia and plans satellite locations in Roanoke Rapids, North Carolina and Petersburg, Virginia. TLRH is a nonprofit organization that targets individuals and communities that are socially, economically, and educationally disadvantaged. TLRH is also dedicated to providing personal growth and development to women, minorities, and individuals with disabilities.

In order to determine the need, TLRH analyzed federal and state census records to determine the need for services to the community. TLRH Ministries is located in communities that are represented by citizens who meet certain demographic profiles. The headquarters is located in Newport News, Virginia, a community that has a large homeless community, and has significant percentage of high school dropouts, single parent homes, unemployment rates, and inner city crime. The community is largely minority and has a large percentage of its citizen earning less than the national poverty rate. The income per capita in Newport News, Virginia is 17.5% less than Virginia overall and 3.1% than the nation average. The poverty level in Newport News is 20.4% greater than the state average and 12.1% greater than the national

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average. Female residents in Newport News are even more significantly impacted than male residents, with males earning 59% more than female residents.

The Hampton Roads area also exceeds the state dropout rate. In 2011, the dropout rate for the state of Virginia decreased to 7.2 percent. The Northern and Central regions of the state are lower than the statewide dropout rate, achieving a 5.9% rate and a 6.6% rate respectively. The Hampton Roads dropout rate for 2011 was 7.5%. In Newport News, the 2008 dropout rate was 9.8%. In 2010, 20% of Virginians with incomes below the poverty level had less than a high school education. Thirty-one percent (31%) were females who were the heads of households and 60% were female heads with no workers present. The poverty rate for Virginians was also significantly linked to race, national origin, and citizens with disabilities. African Americans and citizens with disabilities comprised 19% of those living in poverty, closely followed by Hispanic citizens at 13% (as compared to eight percent (8%) of white citizens.

The Virginia Poverty Study of 2010 analyzed poverty statistics and predicted that poverty is significantly linked to gender and work. The percentage of single parent households in our target areas are staggering. In Newport News and Hampton, 42% and 40% of households are headed by single parents. This number makes an astronomical leap in Petersburg, Virginia where 68% of all household heads are single. Using these statistics, TLRH programs are designed to provide programs to women who head single-parent households. Our program offerings are carefully structured to ensure maximum accessibility and accommodations for working parents. This includes on-site childcare for parents who attend seminars and integrative solutions that provide simultaneous outreach for parents and children.

Halifax County, North Carolina is experiencing much the same conditions. The county is 53.2% African American. The unemployment rate for the county was 12.9%, much worse than the national average. The median income of \$22,131 is lower than the national average and the poverty rate for Halifax County is 20.6%. According to the 2000 Census the poverty rate for Roanoke Rapids, North Carolina was 16.8%. The median worker income in the city was \$25,168.00 and the unemployment rate was 10.3%, much worse than the national average.

The 2010 study further revealed that poverty increases with age, adversely affecting citizens who are over 80 years of age. TLRH is also concerned about senior citizens, who due to economic conditions are now charged with providing childcare services to grandchildren. TLRH considers support to this demographic group as key to the overall health of the community.

TLRH works with clients and communities from a foundational premise that restoring and addressing root causes makes for sustained and productive growth. As such, we start from the premise that there is inherent value and worth in every individual AND there is unlimited potential if we can assist clients in acknowledging that worth and discovering their core talents and abilities. TLRH's three focus areas work to build individuals while providing the basic human needs that must be met before a concentrated effort can be initiated to build self worth and raise personal expectations. We provide several outreach programs that support economically disadvantaged citizens.

Lily's Boutique is one of the outreach ministries under the umbrella of Transforming Lives & Restoring Hope, Inc. (TLRH). Lily's Boutique was TLRH's first outreach programs designed to provide economic resources. Lily's Boutique is an upscale boutique that provides career clothing and semi-formal wear for citizens re-entering the workforce, or who have been adversely affected by economic conditions. Lily's Boutique works with clients to develop a career wardrobe that will take them through the application, interview process, and the first few paychecks. Rather than leaving the boutique with a few separates, client will receive, a no cost, a complete wardrobe that can be mixed and matched to provide weeks of professional outfits that will improve confidence during the initial hiring process.

Stephanie Hampton Credle began Lily's Boutique out of her home in the fall of 2012. There was little direct contact with clients. Instead clothing was provided to other agencies and faith based organizations. This model permitted Lily's Boutique, operating under the mantle of "Transforming Lives & Restoring Hope, Inc., to achieve its mission while maintaining low operational costs, but it also limited organizational growth.

In December 2012, TLRH hosted its 1st Annual Suit-A-Build Inventory Reception in Hampton, Virginia. The event was extremely successful. Much of the Lily's Boutique current inventory came from that event. The event was so successful that it necessitated a move to a larger location. The decision was made to move the clothing to a climate-controlled storage facility. In the summer of 2013, Lily's clothing inventory moved to a 10x15 climate controlled storage container at Uncle Bob's Storage, Newport News, Virginia, Kiln Creek location.

In December 2013, Lily's found a new home. Our first client accessible location came as a result of Ms. Shante Miller-Synaker's support. Ms. Miller-Synaker leased the 2nd floor of her full-service hair salon to TLRH at a significantly reduced-rate. The 2nd floor located consists of two separate rooms and a second floor landing. The women's clothing was placed in a 13x15 room and the men's inventory was set up in a 13x16 room. Ms. Credle, along with a host of volunteers, remodeled the spaces.

Each space was painted, had flooring cleaned or installed, and was outfitted with retail clothing/boutique racks. Lily's officially opened to the public on December 6, 2013, to coincide with the Phoebus Christmas /Tree Lighting Ceremony.

2. **Mission, Vision Statement, and Organizational Objectives**

Mission.

TLRH partners and engages with those who have diminished hope for the future. We come alongside to empower citizens through economic support, education, and encouragement.

Vision.

A world where each one has a willingness to share and a heart to care.

3. **Program Goals and Objectives**

Transforming Lives & Restoring Hope, Inc. has overarching program goals and objectives that drives our policies, practices, and services. Lily's Boutique goals are strategically aligned to TLRH's vision, goals and objectives.

Lily's Boutique Program Goals

- Assist clients to gain employment by making a positive first impression at a job interview and then having the ability to dress in a professional manner that will inspire confidence.
- Assist clients achieve self-sufficiency by increasing knowledge and skill awareness, marketability for employment, and personal growth that leads to career advancement.

TLRH Program Objectives

- Meet the salient needs of citizens who are socially disadvantaged by providing temporary housing and providing for emergent needs.
- Provide leadership, educational, spiritual, and recreational support that will develop self-sufficient citizens.
- Partner with agencies and municipalities to combat homelessness and poverty, and the lack of preventive medical care.
- Support business development and financial literacy in minority and low-income areas.
- Serve as a center of hope for local communities.

Lily's Boutique Objectives

- Provide each client with a professional outfit for job interviews.
- Provide each client with wardrobe and image consulting.
- Provide each client with a coordinated wardrobe designed for his or her specific workplace culture.
- 95% of our clients will report that they gained self-confidence after attending our seminars.
- 95% of our clients feel that Lily's Boutique environment made them feel valued and respected.
- 80% of our clients return after the initial seminar to attend additional seminars and workshops.
- 50% of our clients volunteer with Lily's Boutique or another TLRH outreach program.
- 100% of clients will report that they were treated with dignity and respect

One example of a TLRH program is soon to be launched, *Fish & Loaves*. *Fish & Loaves* is built on the premise that socially disadvantaged citizens are further impacted by their inability to afford whole, organic and nutritional foods. *Fish & Loaves* will provides economically disadvantaged citizens the same ability to go to an upscale, specialty food store. In addition to providing a large selection of fruits and vegetables, *Fish & Loaves* will be an educational resource that teaches healthy food preparation and dietary/nutritional education. *Fish & Loaves* will partner with local farmers, grocers, churches, and non-profits to ensure a healthier community.

What do we really do? *Lily's Boutique provides career attire and image education to men and women in transition, seeking employment so they will make a positive first impression at a job interview.*

4. Our Programs

Work Attire Program

Lily's Boutique partners with various agencies whose client's require work appropriate clothing for job interviews and the work place. We operation on an appointment basis only and all services are at no cost to the client. All clients receive one-on-one wardrobe and image consulting services from specially trained volunteers who assist with clothing selections according to a client's individual body type and personal taste. Clients may try on as many outfits as they like, with the goal of leaving with two outfits suitable for the job interview.

After securing employment, clients may return to *Lily's Boutique* in order to get additional clothing that complement the earlier items. The goal is provide a wardrobe that will enable the client to get through their first two to three weeks on the job.

Lily's Boutique not only provides appropriate attire for an interview but also educates clients how to project a professional image. Outfitted in the proper attire and armed with the knowledge of how to make a positive impression increases a client's confidence at the job interview. While some programs provide no-cost clothing or low cost clothing *Lily's* provides an individualized assessment based on our client's body type, age, career area, and image requirements. We ensure that clients are suitably dressed and aware of how image and first impression factors in a successful job/career search. The educational component is an integral part of our program. Making changes with one's outward appearance in the first step in our holistic approach to personal and career development

4. Our Other Programs:

Lily's Boutique "Foundational Support" Program

Lily's Boutique discovered a high need for women's undergarments, particularly bras. Well-made bras are expensive, yet necessary for a woman to look her best. *Lily's Boutique* partners with retailers and corporate partners to provide "new" and "just like new" bras for our clients. We also partner with retailers to ensure our client's understand that when it comes to bras, the right size makes a tremendous difference in the way clothing fits. *Lily's Boutique* provides bras to women's shelters and women in transition. *None of these women was charged for these services*

5. Who are our clients?

All clients that *Lily's* serves are referred from other agencies. Walk-ins are never allowed:

- Our clients are referred from government, faith-based, nonprofit organizations and referrals from TLRH Board of Directors.
- Our clients are homeless citizens in the Hampton Roads area.
- Women who are residents in transition homes.
- Clients in local community independent living programs.
- Clients affected by emergency situations (fire, flood, critical support needs)
- Nearly 100% of our clients are low-income, living below the poverty level, and most are unemployed.
- We are always searching for additional agencies to **serve**.

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6. Impact of the Organization:

In 2012 - 2013:

- We served homeless citizens in the Newport News area
- We provided meals to the homeless in Newport News/Hampton area
- We provided new undergarments to women in The Menchville House, a transition home in Newport News, Virginia.
- We provide prom dresses and men's suits to clients of local mental health programs in support of their "prom night".
- Provided job enrichment seminars for high school debutantes and students at local colleges that served students in transition.

Our clients expressed:

- Gratitude for our support of clothing and food.
- Pleasure at the high quality of our clothing items.
- Agreed that the quality of our business items increased their confidence.

In 2012 we will track the following client information:

Gender	Education Levels	Ethnicity
Income Levels	Military Status	City of Residence
Job History	Job Search Efforts	Referring Agency
Parole/Probation Status		

We will also track the following —Program Objectives:

1. Do our clients feel they were treated with dignity and respect?
2. After their visit, do they have a better idea how to dress professionally?
3. After their visit, do they have appropriate **interview clothing**?

7. Organizational Chart

Stephanie Hampton Credle, president and founder of Transforming Lives & Restoring Hope, Inc. (TLRH) is the director and manager of Lily's Boutique. She answers to the TLRH board of directors. Stephanie is responsible for:

- Screening, selection and training of all volunteers
- Screening and selection of partnering referral agencies
- Educational presentations
- Speaker series/community outreach
- Organizational communications (newsletter, marketing materials, annual report)

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- Grant writing and grant management
- Tracking and measuring outcomes
- Drafting and managing the budget
- Fund development
- Volunteer recognitions
- Strategic planning and direction
- Acquisition of inventory and inventory management
- Program development and management

8. Emergency Procedures

An emergency situation can arise at virtually any time, so it's important for the safety of volunteers to know what to do. The safety of our volunteers and clients is the most important objective. Remember, everything else is used garments and replaceable!

a) Fire

Evacuate the building and then dial 911 once all volunteers and clients are safely away from the building. Volunteers are asked to help clients evacuate the building safely.

Lily's Boutique is located in close proximity to fire and rescue station. Once you have evacuated the building, assemble in the far rear of the building in the parking lot. Do not reenter the building for any reason unless instructed to do so by the Fire Marshall.

- Note—a fire extinguisher is located in the men's **dressing room**.
- **Smoke detectors are located in each room. If the "battery low" indicator sounds, immediate alert the director/manager. Replacement batteries are kept in the file cabinet behind the customer service desk.**
- **Remember that both the front and rear doors can be used to evacuate the building.**

b) Earthquake

Although earthquakes are rare in Virginia, we have had a few tremors in the past couple of years. Try your best to —duck, cover and hold during an earthquake. Do not flee the building in panic! If it is a serious tremor, it may be advised to close up after the shaking ceases. Volunteers are expected to use their best judgment.

However, after an incident, fill out the proper incident form and immediately contact the Lily's Boutique director/manager.

c) Other Emergencies

Volunteers should use good judgment. Close-up if necessary and post a note on the door. Immediately notify the director/manager.

- A FIRST AID KIT is located in the cabinet behind the customer service desk.
- The safety of our volunteers is paramount! Please maintain safety precautions. This includes wearing shoes that prevents slips and falls, taking care in incimate weather, not running on steps, not leaning over stair rails, and using caution when lifting. Remember to stoop and bend properly when lifting. Use the reach bar when getting clothes from high racks.

d) Accident/Incident Report Form

In the event of an accident or incident (injury, illness accident or incident), volunteers need to complete an Accident/Incident Report Form. These forms are available in a folder under the —Volunteer Sign-In Sheet. Follow the instructions listed on the form.

[OBJ] [OBJ] [OBJ] [OBJ] [OBJ] [OBJ]

e) Communication during/after an emergency

If the director/manager is not present, after everyone is safe and 911 has been contacted, please call her.

9. Hours of Operation

Currently, Lily's Boutique serves clients on Mondays and Thursdays, 5:30 p.m. to 7:30 p.m. and Thursdays on 1st and 3rd Saturdays from 9:30 a.m. to 3:30 p.m. Lily's also works with referring agencies, faith-based, and corporate sponsors on a case-by-case basis. We also support emergency needs (fire, flood, crisis needs). We hope to expand our service hours pending resources and volunteer support.

10. Communication

- a) Dealing with the media—all media queries must be directed to the director/manager. She, or her designee, will speak with the media. This is important to avoid miscommunication and allows for consistent message management.

- b) All Lily's communication is directed and governed by the core values of Transforming Lives & Restoring Hope, Inc. Our communication plan will always reflect our commitment to set an example of Christian faith.
- c) All corporate symbols are for the exclusive use of TLRH and its ministry outreach programs.
- d) The Lily's director must approve all requests for support, endorsement, partnership, sponsorship, or advertisement. The director will forward all sponsorships that result in a contractual obligation to the TLRH Board of Directors.

C. Volunteer Standards and Code of Conduct

1. Importance of volunteers

Volunteers are our greatest asset and our only human resource. Volunteers deliver our mission and the execution of program objectives. Simply stated, volunteers sort clothes and fit clients with clothing. But the reality is that volunteers do so much more:

- Volunteers work closely with clients. In order to be successful, volunteers need to quickly gain a client's trust and develop a rapport.
- Volunteers offer wardrobe and fashion advice
- Volunteers educate clients how to dress professionally and how to make a positive first impression
- Volunteers encourage clients to try clothes that are often out of their comfort zone
- Volunteers treat every client with dignity and respect

2. Attendance and Absenteeism

Lily's Boutique depends on volunteers to complete scheduled shifts, however from time to time certain situations may arise that prevent you from doing so:

- Please alert the manager/director of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate scheduling arrangement may be made. There is a calendar on the Volunteer Sign-in Sheet clipboard.
- Volunteers are encouraged to contact other volunteers to —swap shifts. Please alert the manager/director if someone else is covering your shift.
- In the event of an unscheduled absence – illness or emergency – please call the manager/director’s cell phone and alert her as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive your volunteer relationship may be reevaluated.

2. Professionalism and Confidentiality

All Lily’s Boutique volunteers need to sign a Confidentiality Agreement as part of their volunteer service. In order to serve our clients successfully it is important that we gain their trust. Our clients are vulnerable and depend on us to treat them with respect and dignity. Volunteers need to heed the following guidelines:

- While we collect personal information on our clients, it is only for use by the organization and not individual use. All information in files is confidential and is not to be examined, scrutinized or shared.
- Do not share too much personal information nor pry for personal information. Keep conversations professional, friendly and light.
- Do not exchange email addresses or phone numbers with clients.
- Be discreet when sharing your volunteer experiences with friends and family members—avoid using names of agencies or clients.
- Remember to guard confidentiality even if you happen to encounter a Lily’s Boutique client outside of our facility. Lily’s clients may not want you to disclose the nature of your support. If they volunteer to share how they know you (if with other people), simply smile and thank them. You may let them know of future events and share how glad you are that we were able to assist them.

3. **Representing the Organization**

Volunteers are only authorized to act as a representative of Lily's Boutique if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, the director/manager before engaging in any actions that may affect or hold the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

4. **Safety Issues with Clients**

All clients have been screened by the referring agency. Yet, it is not uncommon for our clients to have a misdemeanor or felony conviction. The safety of our volunteers is of primary interest to the organization, so we have instituted a few controls:

- Volunteers should never be alone on site under any circumstances when clients are present. As a result, we have a “buddy system” policy.
- If a volunteer ever feels uncomfortable or threatened, we *have a secret code where* we say, — “I need a cigarette break”. This phrase will alert others of a potential danger without being too obvious.
- If a situation arises that volunteers or others may be in danger, volunteers should promptly evacuate the building and call 911 once safely off the premises. Remember, everything on site is used garments and replaceable—our volunteers are not! Keep in mind that the building may be evacuated by both the rear and front doors.
- If there is an incident—a recordable injury, illness, accident or incident—please complete an Accident/Incident Report Form. The report and any supporting materials (photos, evidence) need to be submitted to the manager/director. These forms are available in a folder on the — “**Volunteer Sign-In**” clipboard.

5. **Volunteer Appreciation and Benefits**

We show our appreciation of our volunteers in several different ways:

- Beverages and snacks are provided for volunteer use. Please do not hesitate to help yourself—no need to ask permission. If there is something you would like to be regularly stocked, please suggest to the director/manager.

- There are two formal volunteer appreciation functions annually—a holiday party in December and the Annual Volunteer Appreciation luncheon in June. These events are open for all volunteers—both those who volunteer weekly and those who volunteer just once or twice a year.
- Shopping perks! The week leading up to our monthly sales, volunteers may purchase items in advance of the sale. Garments that are not deemed appropriate for client use or for sales (those going to Thrift Stores) *are available prior to being bagged up as long as* volunteers do not abuse this privilege.
- Volunteers may be eligible for training and developmental opportunities. Volunteers may attend Lily’s Boutique seminars and workshops. At the director’s discretion, volunteers may be selected to attend training conventions at our expense, depending on funding availability.

6. Problem Solving and Grievance Policy

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to resolve certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arises during the course of your volunteering. In situations where differences arise between volunteers it is advised to first try to resolve these differences amongst the parties involved. Lily’s volunteers agree to have their concerns resolved through an alternative dispute resolution process, such as mediation:

- If a third party is needed, the manager/director is to be informed and involved. Under no circumstance shall the difference be made public or involve other members of the organization.
- If the grievance is in regard to the manager/director, an appeal may be made to the TLRH Board of Directors.

7. Equal Opportunity/Harassment Policy

Lily’s Boutique is committed to maintaining a work environment free of unlawful discrimination and harassment. Our policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, color, religion, national origin, genetic information, physical or mental disability, marital status, age, sexual orientation

or any other status protected by federal or state law or local ordinance or regulation. All such discrimination runs counter to TLRH, Inc. core values and will not be tolerated. The TLRH/Lily's Boutique policy applies to all persons involved in the operation (both employees and volunteers) of the Lily's and any TLRH programs and activities and prohibits unlawful harassment by any volunteer/employee of Lily's Boutique including supervisors and co-workers. Lily's Boutique is also committed to ensure our volunteers are not subjected to a hostile work environment due to actions by vendors, agency partners, visitors to our site, or our clients.

Sexual harassment is any unwelcome verbal or nonverbal acts of a sexual nature in a work or work related environment when that behavior is made a condition of employment or volunteering, or creates a hostile work environment. Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching;
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual;
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.

8. Ending Your Volunteer Service

a) Leaving

You may resign from your volunteer service with the Lily's Boutique at any time. We request that you notify the director/manager ideally two weeks prior to your departure.

It is advised that such information be relayed via a telephone call, email or written letter of resignation.

Prior to departure, you must return all Lily's Boutique work garments, nametags, and keys to the director/manager. If you were volunteering to gain work experience, please schedule an exit interview with the director/manager so that we can better provide references or feedback to your supervisor and or case manager.

Please remember that you must continue to maintain our client's confidentiality even after you are no longer volunteering. Our client's privacy information must never be disclosed or provided to others who are not directly involved with provided client-based services.

b) Short Term Service

If a volunteer signs on for a predetermined time with a specific ending point, no notice of resignation is necessary.

c) Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between volunteer(s) involved and the director/manager. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible and disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Lily's Boutique. Volunteers and associates can be immediately dismissed for:

- Theft
- Sexual harassment
- Violence in the Workplace
- Breaches of Confidentiality

9. Money Matters and More

a) Vouchers—are very important to our operations. Clients from the federal programs generally bring vouchers. Vouchers must be signed and dated by the client before they leave.

b) Exit Surveys—are important for ALL clients to complete. This is the way we measure organizational impact and achievement of our program goals and objectives.

c) Money—is NEVER to be accepted from clients for additional garments.

d) Money—is NEVER to be exchanged in front of clients.

e) Associates must NEVER give money to clients and must report requests for money to the director/manager. While we do have resources that we can refer clients to,

all requests must go through the director/manager and in some instances must be reported to the referring agency.

f) Volunteers are not authorized to use Lily's Boutique office equipment (printers, fax machines, copiers, supplies, etc. without the prior permission of the director/manager.

10. Insurance and Liability Coverage

Lily's Boutique has general liability insurance coverage. We do not provide health or medical coverage for volunteers.

11. Volunteer Positions Descriptions

Wardrobe Consultants

Provide quality and dignified services to clients while outfitting them with professional clothing and accessories.

Major responsibilities:

- Greets clients as they enter the boutique.
- Assists clients in selecting clothing of appropriate size and fit.
- Provide encouragement and advice as it relates to appropriate professional clothing.
- Ensure that client's intake and exit forms, invoices and vouchers are completed accurately.
- Receive and unload donations, sign and file contribution acknowledgment forms.
- Sort clothing according to Lily's Boutique standards.
- Identify items inappropriate for boutique that can be used for resale.
- Create merchandising displays.
- Keep boutique organized and neat.
- Greet Donors and accept donations.

Qualifications:

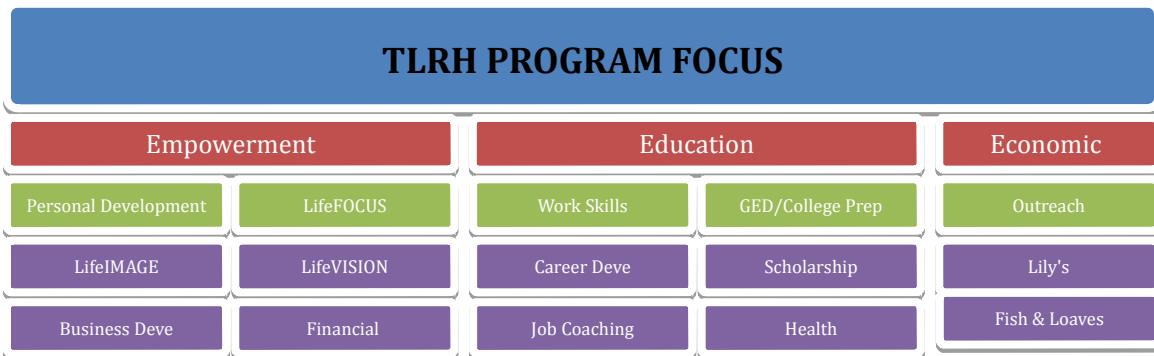
- Excellent communication skills.
- Great sense of color and style.
- Team Player.
- Sensitivity toward clients in transition
- Comfortable working with diverse clients different cultures and backgrounds.
- Professional demeanor.
- Good Customer service skills.
- Background check may be required

Resume and Interview Coaches

Prepare our clients to re-enter the workforce by providing targeted resume and interview coaching in small groups and/or one-on-one. Administers a number of personal development assessments to determine skills, talents, work styles, etc.

Major Responsibilities:

- Conduct Lily’s and TLRH Job Success Empowerment Workshops
- Facilitate career and personal development seminars and workshops
- Creates and evaluates Lily’s and TLRH seminars and workshops
- Provides “interest” workshops for potential clients and referral agencies.
- Reviews resumes and conducts interview preparation sessions and seminars
- Reviews client assessment surveys to tailor Lily’s services to employment aspirations
- Ensures Lily’s workshops and seminars are directly in line with TLRH’s program focus.



Qualifications:

- Background in Human Resources, career coaching or trainer, or other related professional expertise
- Background in Training and Development
- Background in Education or Personal Coaching

Media & Marketing Director

Markets and promotes Lily’s Boutique using a varied media mix. Develops promotional materials for Lily’s Boutique. Promotes Lily’s Boutique events and activities. Reviews and evaluates marketing strategies and events to ensure efficient return on marketing investment. Conduct surveys to better serve client base.

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Responsibilities:

- Create a host of marketing items to promote Lily's Boutique
- Tailor outreach efforts to gain referral agencies and corporate sponsors.
- Develop Lily's Capital Campaign strategy in concert with Lily's Director and TLRH Board of Directors.
- Analyze Lily's exit surveys and Annual Client surveys
- Solicit support from Corporate Sponsors and donors
- Market Lily's events
- Promote Lily's via social media outlets.
- Manage and maintain Lily's social media sites and Lily's space on the TLRH website
- Promote Lily's via local media outlets (radio, television, cable networks, faith-based organization websites).
- Responds to media inquiries about Lily's (with director's approval).

Qualifications

- Knowledge of social media
- Knowledge of marketing strategies and public affairs.
- Excellent Communication Skills
- Desktop Publishing/Video Skills

Other positions may be added as program need expand. Volunteers may be asked to provide other duties that arise from time to time.

Other Transforming Lives & Restoring Hope, Inc. Volunteer Opportunities

Fish & Loaves

Fish & Loaves is TLRH's future outreach program. It is built on the premise that socially disadvantaged citizens are further impacted by their inability to afford whole, organic and nutritional foods. Fish & Loaves will provide economically disadvantaged citizens the same ability to go to an upscale, specialty food store. In addition to providing a large selection of fruits and vegetables, Fish & Loaves will also be an educational source that teaches healthy food preparation and dietary/nutritional education. Fish & Loaves will partner with local farmers, grocers, churches, and non-profits to ensure a healthy community. While awaiting the launch of Fish & Loaves, TLRH provides support to homeless citizens through periodic outreach events such as Love & Warmth 2012 and A

Lily's is an outreach ministry of Transforming Lives & Restoring Hope, Inc.

Day of Hope. During these events, TLRH provides warm weather clothing and food to homeless citizens during a community outreach event.

TLRH Seminars, Workshops, & Conferences

TLRH hosts a number of seminars, workshops and conferences. Volunteers provide support as seminar facilitators, conference volunteers, and administrative/clerical support staff. All TLRH seminar facilitators must attend facilitator training and co-facilitate workshops with a TLRH certified presenter.



VOLUNTEER ACKNOWLEDGMENT

I acknowledge that I have received and read the TLRH/Lily's Boutique, Volunteer Manual, Procedures and Guidelines. I understand that I am responsible for knowing and adhering to the policies set forth in the Manual during my volunteer service with TLRH/Lily's Boutique.

The policies contained in the Manual and Procedures and Guidelines are not intended to create any contractual rights, or obligations, and the organization reserves the right to amend, interpret, modify, or withdraw any portion of the Manual and/or Procedures and Guidelines at any time.

I understand that I may not commence my volunteer service at TLRH/Lily's Boutique ("Lily's") until I have reviewed the Manual and Procedures and Guidelines and confirmed by signing this form.

_____ Date

_____ Print Full Name

_____ Signature

TLRH/Lily's Boutique

Volunteer Waiver of Liability

Waiver must be signed in order to volunteer.

I wish to volunteer for TLRH/Lily's Boutique. I understand that the nature of volunteer activities that I may perform in my capacity as a volunteer may involve physical activity, contact with unidentified and or unfamiliar persons, objects, conditions of premises, or other unforeseen conditions or events. I understand that such events may pose potential risks of bodily injury or damage to property.

Knowing this and in consideration of being allowed to volunteer, I hereby assume full and complete responsibility for any personal injury and/or property damage that I sustain or cause during my participation as a volunteer.

I hereby release, hold harmless and covenant not to file suit against Transforming Lives & Restoring Hope, Inc. and/or Lily's Boutique and any of their employees, volunteers, directors, agents, sponsors, board members, and successors from any and all loss, liability or claims I may have arising out of my service as a volunteer to the fullest extent permissible under law.

Signature

Print Name

Date

(Over)

Transforming Lives & Restoring Hope/Lily's Boutique
CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

I, _____, hereby acknowledge that as a volunteer of TLRH/Lily's Boutique, I may have access to confidential information as defined below. In consideration of my service as a volunteer with TLRH/Lily's Boutique, I agree to the following terms and conditions:

1. For the purpose of this Agreement, "confidential information" shall mean any information or material belonging to or specifically designated by TLRH/Lily's Boutique ("Lily's") as confidential information which is not generally known by non-TLRH/Lily's personnel, or by which I obtain knowledge of and/or access to as a result of my volunteer service with TLRH/Lily's.

Confidential information shall include, but not be limited to, the following type of information: all information concerning clients including their names, records, services being received, progress reports and flow charts, any electronic records etc., TLRH/Lily's policies, procedures and financial information gained by direct contact, by observation, by telephone or information received while in contact with a client or staff member. Confidential information also includes any information described above which TLRH/Lily's treats as or designates as confidential information.

2. I agree that I shall not, at any time during or following my service with TLRH/Lily's, reveal, report, publish, disclose, transfer or cause to be revealed, reported, published, disclosed or transferred, any confidential information that was gained by direct contact, by observation, by telephone, overheard or any other indirect contact, for any purpose except in the prior approved course and scope of my work for TLRH/Lily's. I also agree that I will not take, or cause to be taken, any confidential information from TLRH/Lily's offices without the appropriate written approval of the director/manager.

3. This agreement supersedes any and all prior negotiations, understandings and agreements between me and TLRH/Lily's concerning the subject matter of confidential information.

4. If any part of this Agreement shall be held to be void, invalid or unenforceable, it shall not affect the validity of the balance of this Agreement.

I, by my signature below, acknowledge, understand and agree to all of the previously stated terms and conditions and acknowledge receipt of a copy of this Agreement.

Signature Date

Print Name

