Yellowjacket Volunteers Handbook Fall 2012

Program Overview

What is Yellowjacket Volunteers?
Yellowjacket Volunteers is in its first year at Rochester Community and Technical College. In this semester-long program, teams of student Yellowjacket Volunteers and Yellowjacket Volunteer Leaders volunteer every week at local organizations in and around Rochester. All of the sites involve working to address a specific community issue. Student volunteers register to be placed at community partner sites that match their interests and availability. In addition to weekly on-site participation, all members of Yellowjacket Volunteers will attend a Yellowjacket Volunteer training, on-site orientation, and meet for education and reflection sessions. These meetings are run by Yellowjacket Volunteer Leaders and are designed to facilitate thoughtful reflection on volunteer experiences and to instill skills and knowledge useful in and pertinent to the weekly volunteer experience.

Program Structure

Yellowjacket Volunteers is made up of four main fractions: Community Partners, Senior Yellowjacket Volunteer Leaders (SYVL), Yellowjacket Volunteer Leaders (YVL), and Yellowjacket Volunteers (YV).
Community Partners: Local nonprofits and community organizations serve as Yellowjacket Volunteer Community Partners. These groups host Yellowjacket Volunteers each week giving them the opportunity to volunteer at their site. By agreeing to host Yellowjacket Volunteers, the Community Partner agrees to the following:

- Hold an on-site orientation and/or training for Yellowjacket Volunteers
- Demonstrate the need to host a group of student volunteers on a weekly basis
- Have regular expectations and tasks for Yellowjacket Volunteers to do each week
- Provide supervision and support to Yellowjacket Volunteers throughout the semester
- Remain in regular contact with the Senior Yellowjacket Volunteer Leader and Yellowjacket Volunteer Leaders
- Commit to a year-long partnership to host Yellowjacket Volunteer

Senior Yellowjacket Volunteer Leaders: Senior Yellowjacket Volunteer Leaders are new to the Yellowjacket Volunteers Program as of Fall 2012. The SYVL is the main point of contact between the community partner and the Yellowjacket Volunteer Leader. This person will develop a strong relationship with the site, work to understand their needs, and serve as a special ambassador to the community partner. The SYVL will support 1-3 Yellowjacket Volunteer Leaders who have teams at the site and ensure the program is running smoothly. This person will also play an important role in the program by serving on a committee (e.g. celebration, education, reflection etc.) and do special planning for Yellowjacket Volunteers. Senior Yellowjacket Volunteer Leaders agree to the following:

- Volunteer at least once with each of their groups of Yellowjacket Volunteers
- Work with the community partner to promote events at their organization and meet special volunteer needs
- Serve on a Yellowjacket Volunteer Committee and attend meetings as necessary
- Represent RCTC, Student Life, and himself/herself respectfully when volunteering
- Agree to attend orientations, reflection sessions, trainings, and celebrations throughout the semester
- Agree to let RCTC use photos taken of him/her while participating in Yellowjacket Volunteers for promotional and marketing use
- Assist Yellowjacket Volunteer Leaders in compiling paperwork

Yellowjacket Volunteer Leaders: Former Yellowjacket Volunteers gain leadership skills by serving as Yellowjacket Volunteer Leaders. In this role, they help coordinate logistics such as transportation and paperwork in support of the Yellowjacket Volunteers and Community Partners. Yellowjacket Volunteer Leaders agree to the following:

- Attend mandatory trainings
- Serve for a minimum of one semester
- Volunteer weekly with Yellowjacket Volunteers
- Represent RCTC, Student Life, and himself/herself respectfully when volunteering
- Lead his/her Yellowjacket Volunteers in orientation, reflection, trainings, and transportation coordination
- Agree to let RCTC use photos taken of him/her while participating in Yellowjacket Volunteers for promotional and marketing use
Yellowjacket Volunteers: Yellowjacket Volunteers are RCTC students from all types of majors and years in school who want to volunteer weekly in the Rochester Community. Yellowjacket Volunteers register for the program and commit to a semester of service with other members of their teams. Yellowjacket Volunteers agree to the following:

- Attend a mandatory orientation
- Commit to volunteering weekly for the duration of the semester
- Volunteer at the same site each week
- Represent RCTC, Student Life, and himself/herself respectfully when volunteering
- Agree to attend a small-group reflection session & end-of semester celebration
- Agree to attend one education session or workshop
- Agree to let RCTC use photos taken of him/her while participating in Yellowjacket Volunteers for promotional and marketing use

Key Components of Yellowjacket Volunteer Program

Orientation: Participants are oriented to the mission and objectives of both the community partner and their policies and other useful on-site information.

Education: Participants are informed about the social issue that they are addressing through their service. Each Yellowjacket Volunteer must attend one educational session that will be organized by the committee of Senior Yellowjacket Volunteer Leaders.

Training: Participants are provided with adequate training in skills necessary to carry out tasks and projects at their service site. Additionally, training about the basics of volunteering will also be provided.

Reflection: During the semester, participants will reflect upon the experiences they are having. The Yellowjacket Volunteer Leaders schedule times for reflection to take place once a semester. Informal reflection often takes place when groups are being transported to and from their volunteer sites.

Leadership Roles in Yellowjacket Volunteers

Yellowjacket Volunteer Leaders:

- Commit to a semester-long commitment of 1-3 hours per week
- Have been a Yellowjacket Volunteer for a minimum of a semester
- Responsible for day-to-day coordination of their YV team, which includes:
  - Volunteering weekly with their YV Team
  - Scheduling transportation/ recording and submitting attendance
  - Ensuring all YV Team Members meet all Program Expectations
- Responsible for ALL communication with community partner:
  - Deciding together the day and time of volunteering at start of semester
  - Mid-Semester check in with community partner
  - Weekly communication
- Responsible for group dynamics and YV event participation
  - Team-building
  - Organize all Team Members to attend the YV Celebration
Senior Leader Committees (SLC):
Senior Leaders are academic year long positions which you must apply for and be appointed. There are four Senior Leader Committees:

- Orientations
- Education
- Program Development
- External Relations

Each Committee has a Lead and three Members. Each student volunteers weekly as a Yellowjacket Volunteer and holds the following responsibilities:

SLC Leads:
- Have been a Yellowjacket Volunteer Leader
- Hold monthly meetings with their committee to plan events and determine tasks
- Meet monthly with other SLC Leads to brainstorm new ideas
- Responsible for collaboration across various committees
- Encourage committee Members and Yellowjacket Volunteer participation
- Create fun new programming to improve Yellowjacket Volunteers!

SLC Member:
- Have been a Yellowjacket Volunteer for a minimum of a semester
- Attend monthly meetings with committee to plan events and brainstorm ideas
- Responsible for creating and implementing programming
- Encourage Yellowjacket Volunteer participation and improve Yellowjacket Volunteers!

Expectations of all Yellowjacket Volunteers

- All Yellowjacket Volunteers must attend the General Mandatory Orientations, on either;
  - Monday September 10th at 3:00pm in CC408
  - Tuesday September 11th at 3:30pm in CC408
  - Wednesday September 12th at 4:00pm in CC408 (Mandatory for AIM mentors at 4:30 pm)
  - Thursday September 13th at 4:30pm in CC408
- All Boys & Girls Club Yellowjacket Volunteers must attend an orientation on Wednesday, September 19th at 4:00pm-6:00pm at the Boys & Girls Club (Former Gage East Building.)
- All Operation Hometown Gratitude Yellowjacket Volunteers must attend an orientation on Tuesday, September 18th at 3:30pm-5:00pm at Mayo High School.
- All Channel One, Inc. (Food Bank and Food Shelf) Yellowjacket Volunteers must attend an orientation for the Food Bank on Monday, September 17th at 1:00pm-3:00pm at Channel One or for the Food Shelf on Tuesday, September 18th at 4:00pm-6:00pm at Channel One.
- All Yellowjacket Volunteers must commit to volunteer for the whole semester.
- All Yellowjacket Volunteers must agree to volunteer each week at the same agency with their Yellowjacket Volunteer team at the determined day and time.
- All Yellowjacket Volunteers will agree to represent the RCTC, Student Life, the Rochester Community, and themselves respectfully when volunteering.
- All Yellowjacket Volunteers will agree to participate in their on-site orientation, an issues forum, workshop, and celebration during the semester.
• **If the student fails to meet the expectations, they may be removed from the Yellowjacket Volunteer Program.** The student has the opportunity to reapply for the Yellowjacket Volunteer Program the following semester depending on the availability.

**Guidelines for Yellowjacket Volunteers**

As students begin their service relationship with a community agency, they will be eager to get involved and make a difference in the lives of people and the agency where they are serving. It is important that students view themselves as a representative of Yellowjacket Volunteers in the community and as such, that they carefully read through and abide by the following guidelines.

**Please remind your Yellowjacket Volunteers of the following information:**

- **DO** make sure they know whom to contact at the site and at the College in case of an emergency.
- **DO** make sure they know how to exit your service site in case of an emergency.
- **DO** encourage students to ask for help from their supervisor or another staff member at your service site when in doubt.
- **DO** be punctual and responsible in completing your commitment to the service site.
- **DO** call your Yellowjacket Volunteers Leader if you know you will be late or not able to come in at all.
- **DO** keep all information about clients you work with confidential.
- **DO** follow the organization’s policies and procedures and show respect for your service site, its staff, and its clients.
- **DON’T** go alone with an individual behind closed doors. Make sure you are always with another person or out in the open.
- **DON’T** give or loan a client money or other personal belongings.
- **DON’T** make promises or commitments to a client that you cannot keep.
- **DON’T** give a client or community-based organization representative a ride in a personal vehicle.
- **DON’T** use your personal vehicle to provide services for your organization.
- **DON’T** tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a client or community-based organization representative.
- **DON’T** tolerate verbal exchange or engage in behavior that might be perceived as discriminating against an individual on the basis of her/his age, race, gender, sexual orientation, ability, or ethnicity.
- **DON’T** engage in any type of business with clients during the term of your service.
- **DON’T** wear expensive jewelry, clothing, etc. when performing your service.
- **DON’T** enter into personal relationships with a client or community-based organization representative during the term of your service.
Volunteer Opportunities

Channel One

Supplemental Food Shelf Volunteer (Tuesdays 4:00pm – 6:00pm): Would you like to make an immediate impact in your community? Channel One Food Shelf provides food for over 3,800 families in Olmsted County each month. Individuals are needed to assist our clients with grocery selection, stocking shelves, and general tasks that keep our food shelf running smoothly.

Clean Room Volunteer (Mondays 1:00pm - 3:00pm): Help Channel One feed people in need by repacking, labeling, and sorting food that has been donated by individuals and corporations. This food needs to be packaged and prepared to serve the over 85,000 people in need in our 14-county region

Requirements: Fill out the Channel One Volunteer application.

Operation Hometown Gratitude (Tuesdays 3:30pm – 5:00pm)

Operation Hometown Gratitude sends care packages with necessary supplies and everyday home items to troops and will provide support for families of the troops. Volunteers will organize and assemble care packages for troops, fill out paperwork such as custom forms, work on developing community partnerships and procuring future donations, design and coordinate fundraising opportunities, and have opportunities to further their program such as developing a website and social media tools.

Boys and Girls Club

Academic Impact Mentor (A.I.M.) (as arranged): Would you like to work one on one with a mentee to develop academic skills and provide enrichment activities? Throughout your experience you will develop and maintain positive relations with a mentee. It is the Yellowjacket Volunteer’s responsibility to be a positive role model for members, record and maintain mentoring notes for members, engage mentee in conversations and games, encourage members to participate in programming, communicate and work directly with Club staff to develop goals, and help to ensure a safe and positive environment by monitoring youth activities and interactions, intervening when necessary.

Requirements:
- Availability for two Power Hour sessions per week
- Successful completion of the organization’s screening process (references, criminal background check, interest survey etc.)
- Volunteer Orientation
- Mentoring training
- Ongoing training as identified

Program Assistant (Wednesdays 4:00pm – 6:00pm): Are you interested in developing positive relationships with all members? Yellowjacket Volunteers will be responsible for greeting all members and monitoring their arrival and departure, accurately recording which members are participating in the program, entering participation information in MTS, assisting program facilitator in the implementation
of that day’s scheduled activities, encouraging member participation, and helping to ensure a safe and positive environment by monitoring youth activities and interactions, intervening when necessary.

Requirements:
- Availability one day a week for 12 weeks
- Volunteer Orientation
- Basic volunteer training
- Meeting with YDP on program
- MTS training
- Ongoing training as identified

Opportunities:
- Art Studio
- Music Studio
- Technology Center
- Academic Center
- Teen Center
- Gym/Outside
- Kitchen

Timeline & Important Dates

8/25/12-9/7/12: Yellowjacket Volunteer Registration available via web portal.
9/10/12-9/14/12: Orientation week for Yellowjacket Volunteers.
9/16/12-9/22/12: Site-orientation week for Yellowjacket Volunteers.
10/14/12-10/20/12: No Yellowjacket Volunteering.
11/18/12-11/24/12: No Yellowjacket Volunteering.
12/9/12-12/15/12: Last week of Yellowjacket Volunteering.
12/19/12: Student Life Holiday Party.

For more information contact:
Student Life Office, CC405
(507) 285-7204