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Welcome!

Lutheran Settlement House (LSH) values the contributions of volunteers like you who give their time, talent and energy to assist some of the neediest of our community. Every person who chooses to share his/her gifts with our clients brings a valuable resource to LSH. We welcome you to our working community and hope that you will have an enriching and rewarding volunteer experience with us. We also value your perspective, feedback and suggestions on how together we can better serve our families.

Thank you for offering to volunteer with Lutheran Settlement House!

The Purpose of the Volunteer Handbook

This handbook is intended as a guide for your volunteer service at Lutheran Settlement House. The handbook discusses volunteers in the context of our four main programs, reviews volunteer positions and trainings, and conveys our expectations regarding volunteer roles. It is important that you become familiar with information about the operations of LSH. If at any time you have any questions, please contact the Volunteer Coordinator.

Mission

Established in 1902, Lutheran Settlement House is a non-profit, community-based organization committed to serving vulnerable children, adults, and families living in Philadelphia. Over the past century, the programs and services offered by LSH have changed in response to the evolving needs of the community. However, the core mission of Lutheran Settlement House — "to empower individuals, families, and communities to achieve and maintain self-sufficiency through an integrated program of social, educational, and advocacy services" — has remained constant.

Vision

Lutheran Settlement house will:

Continuously strive for excellence.

Provide integrated, quality services to individuals, families and communities.

Live the values and behaviors that we support in others.

Partner with individuals, families and communities to advocate for social changes that lead to individual and community self-sufficiency.
History of LSH

In 1902, Lutheran Settlement House (LSH) was founded as the “Lutheran Social Mission Society of Philadelphia,” a special urban ministry of the Lutheran Church in southeastern Pennsylvania. Lutheran Settlement House has, since its inception, served vulnerable children, adults, families, and senior citizens living in inner city Philadelphia, regardless of race, gender, income, or religious or political affiliation.

Early in the 20th century, the Kensington neighborhood was considered one of the great industrial districts in America. This section of Philadelphia was crowded with mills, factories, breweries and machine shops. As a result, the area became the first stop for thousands of immigrants who used their trades from their home country to make a new life in America. As part of the evolution of the settlement movement in the United States in the late 19th and early 20th centuries, Lutheran Settlement House has maintained a physical presence in its lower Kensington neighborhood since the turn of the century. LSH found its permanent location at 1340 Frankford Avenue with the purchase of the property in 1911.

Lutheran Settlement House provides a remarkable witness to the rich history of immigration in the United States, the ebb tide of the industrial revolution, the role of the church in society, and the multicultural face of Philadelphia. LSH continues to address the complex needs of children, adults, and families struggling to survive in some of the most impoverished neighborhoods in the city.
Our Programs

Bilingual Domestic Violence Program

The Bilingual Domestic Violence Program provides free, quality counseling services for victims and survivors of domestic and dating abuse regardless of gender or sexual orientation: female, male, transgender, lesbian, gay, bisexual or heterosexual. Our services include: a safe space for in-person and over-the-phone crisis counseling, individual and group counseling, court accompaniment, advocacy, and education and training. All of our services are offered in English and Spanish. All counseling services are confidential and free of charge.

Community Education Program

The Community Education Program (CEP) is one of the longest-running programs in the agency, dating back more than 100 years. CEP has offered English as a second language, literacy, adult basic education, preparation for the GED examination, and employment training and counseling for over thirty years.

Homeless Services (Jane Addams Place)

In 2006, LSH opened a homeless shelter, Jane Addams Place, for families serving 29 single mothers and between 65-70 children ages 0 to 18. Funded by the Office of Supportive Housing (OSH), Jane Addams Place staff members utilize a holistic framework in assisting residents by focusing on family systems and employing Sanctuary®, a nationally recognized trauma-informed model. Our programs help families to regain and maintain self-sufficiency and access permanent/transitional housing and employment. Programming includes children and teen groups, community meetings, arts and
culture classes and trips, health and dental services, limited childcare and a Mommy and Me family cooking group.

Additionally, Jane Addams Place provides clinical case management services which include linkages to employment benefits, referrals to GED and adult basic education programs, referrals to healthcare services, supportive counseling and referrals to mental health and substance abuse treatment. We also offer a variety for services targeted to the children who reside at our shelter including: partnerships with schools, homework help, preschool play, mentoring, therapeutic arts programs and trauma informed groups based on children’s developmental levels.

**Senior Services (Senior Center)**

Lutheran Settlement House Senior Center supports healthy aging and cultivates community connections for older adults in Philadelphia while encouraging them to take an active role in leading a self-determined life. The Senior Center provides community-based services, activities and classes that enhance the quality of life for adults 55 plus. The Senior Center also provides a daily meal in addition to its monthly food cupboard services and USDA-donated food boxes through Philabundance.
Volunteer Overview

Definition of a Volunteer

A volunteer is anyone who without compensation or expectation of compensation performs a task at the direction of, and on behalf of, the agency. A volunteer must be officially accepted by the agency prior to the task. Unless specifically stated, volunteers shall not be considered an agent of the organization.

Volunteer Expectations

What you, as a volunteer, can expect from LSH:
Orientation and training
Defined job description
Support and supervision
Respect and trust
Recognition

What LSH expects from each volunteer:
Commitment to the LSH mission
Acceptance of supervision
Dependability and fulfillment of tasks
Generally agreeable and pleasant manner—excitement to be here!

Volunteer Program Goals

Lutheran Settlement House’s volunteer program will:
Connect volunteers to departments and projects that are compatible with their needs, talents and interests.
Promote the value of volunteering.
Strive to meet the changing needs of LSH’s clients and surrounding community.
Increase and improve volunteer recruitment.
Recognize and acknowledge the vital contributions of volunteers to our program.
Volunteer Policies and Procedures

All potential volunteers will complete a Lutheran Settlement House Volunteer Application Form. This form must be completed prior to the commencement of your volunteer assignment.

In an effort to keep you updated on the activities and events of Lutheran Settlement House, volunteer information (name, address and email information) will be entered into the LSH database so that you can receive LSH e-blasts and the LSH e-newsletter.

Each time you report to your volunteer assignment, we ask that you sign in to your program’s Volunteer Sign-In/Out book. Please make sure that when you sign out, you document the number of hours that you performed your volunteer service. This is important for several reasons. Documentation of your service and your hours provides important data to our funders and allows us to highlight the vital contributions and support that our corps of volunteers offers to our clients. Documentation of your service hours also allows us to recognize and acknowledge the breadth of volunteer service that supports our program.

Volunteer Rights and Responsibilities

Volunteers have the right to:

Adequate information, training and assistance.

Staff support.

Respect for your insights, feedback and suggestions.

Confidentiality of your personal information.

Treatment as a partner in the work we do for the benefit of homeless families.

Recognition of your contributions.

Volunteers have the responsibility to:

Meet your time commitment.

Communicate with LSH staff.

Adhere to agency/program policies and procedures.
Report any unsafe or dangerous situation to appropriate staff.

Perform volunteer responsibilities to the best of your ability.

Ask questions, be open-minded and non-judgmental.

**Volunteer Recognition**

Lutheran Settlement House understands that our volunteers are crucial for our success. A majority of our programs rely on your donations of time, energy and talent, without which we would serve fewer clients. In appreciation of your personal and professional sacrifices, LSH will hold an annual Volunteer Recognition celebration and share volunteer stories and accomplishments on our public media.

**Volunteer Positions**

Lutheran Settlement House will make all efforts to ensure that you are placed in a volunteer assignment that matches your interests and skills and one that aligns with the needs of our programs.

***Below are constant volunteer positions that are needed, however:***

1) **Agency needs evolve** and some current opportunities might not be listed in the handbook. Call the Volunteer Coordinator to learn about all open volunteer positions.

2) We are always looking for people with special talents to share with our clients in various settings. **Have a skill you’d like to share, teach, or use in service?** Contact the Volunteer Coordinator—we’ll be excited to work with you to make something happen! Examples include quilting with women, choir performances for the senior center, demonstration cooking and more.

3) **Single service days** for large groups are always helpful and appreciated. If you are part of a religious group, women’s group, sports team, or any other kind of association that would like to volunteer, there are many ways to do so. Get in touch with our Volunteer Coordinator!

**Bilingual Domestic Violence Program Volunteer Positions**

Direct Service (requires federal clearances; all but childcare require a 40-hour DV training as well):

**Hotline Crisis Counseling** – Provides crisis counseling and referral services over the Philadelphia citywide hotline to domestic violence victims, their friends, and family members.
Court Advocate – Accompanies victims of domestic violence to court hearing (Protection Order, custody, support, criminal listing, etc.) and other locations to provide support, translation/interpretation, referrals and information as is necessary.

Counselor Advocate – Provides supportive individual and/or group counseling services, crisis intervention, and referral services to domestic violence victims, their friends, and family members.

Group Counseling – Co-facilitates group counseling meetings with domestic violence victims in a similar capacity to that of counselor advocate.

Childcare Volunteer – Watch children who accompany parents to counseling services at LSH

Non-Direct Service:

Community Educator – Facilitates/assists BDVP staff in conducting workshops and community education for schools, community groups, agencies, etc.

Outreach/Awareness Worker – Assists BDVP staff in coordinating and implementing community relations activities including educational tabling at community events, distributing materials, and public service announcements.

Administrative Volunteer – Responsible for the clerical and office management activities for the BDVP including entering data, typing correspondence, compiling monthly statistics, translating materials (if bilingual), compiling packets of information for training and workshops.

Jane Addams Place Volunteer Positions

Bright Spaces Volunteer – Assists in maintaining the safety of our 0-4 year olds. Provides opportunity for creative and age-appropriate play.

Childcare Volunteer – Assists in maintaining the safety of our youth ages 5-18. Provides opportunity for creative and age-appropriate play.

Homework Help Tutor – Provides academic support to K-12 students

Front Office Volunteer – Provides coverage of Front Office

Community Education Program Volunteer Positions

Tutors* – Works one-on-one with an adult learner two hours/week for 10 sessions basing lesson plans on the client’s needs

Classroom teacher* – Instructs a group of adults learners once a week for 10 weeks
*Teaching subjects with the greatest need are math, reading, writing, computer skills, and GED preparation

**Senior Services Volunteer Positions**
*These positions—except that of gardener and some of the teaching positions—are mostly filled by senior center members

*Craft Instructor* – Teaches arts and crafts once a week

*Kitchen Assistant* – Aids in preparing and distributing the daily meal to the seniors

*Gardener* – Help to clean and maintain the garden, plant new vegetables and herbs, water and weed and supervise young adults engaged in various garden projects

*Host/Hostess* – Runs the daily lunch offered by the center

*Sign-in Processor* – Assist senior center members with the computer sign-in as they enter the building

*Senior Advisory Council Member* – Serves in an advisory position to staff, assessing Senior Center services and opinions/needs of members, relaying information and decision to the general members and developing fundraising strategies.

*Food Server* – Serves the daily meal to the seniors

*Bingo Caller* – Facilitates and runs the daily bingo game

*Trip Coordinator* – Oversees senior center trips including managing the funds

*Coffee Vendor* – Sells coffee to seniors in the morning

*Bagel/Donut Vendor* – Sell bagels and donuts in the morning

*‘Chances’ Vendor* – Oversees and runs daily chances sale to our seniors

*Bible Study Book Distributor* – Distributes bibles stored in the center to interested Senior Center members and collects donations for the pastor.
Final Steps!

Now that you have learned more about LSH’s programs and volunteer opportunities, we want to hear from you. Contact the Volunteer Coordinator to discuss which positions interest you or to find out more. We will conduct a simple screening to help place you where your skills and interests will best be served. Once we have decided on a departmental placement together, you will receive a more in-depth volunteer job description, orientation, and any necessary training.

We are looking forward to working with you!

Thank you from all of us at Lutheran Settlement House.