

LA PAZ CHATTANOOGA



**VOLUNTEER  
HANDBOOK  
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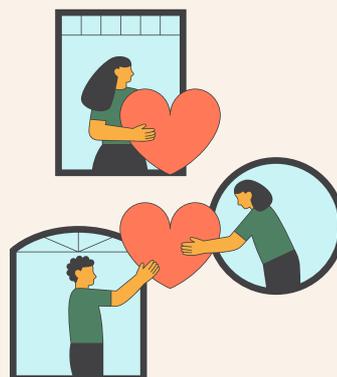
# MISSION & VISION

The Mission of La Paz Chattanooga is to empower and engage Chattanooga's Latino population through advocacy, education, and inclusion.

We have a vision of a thriving Latino community within an inclusive Chattanooga.



The mission of the La Paz volunteer program is to strengthen the Chattanooga community by facilitating engagement and support opportunities for individuals who want to invest time, talent, and resources in our local Latino population.



# Volunteer Values

La Paz Chattanooga strongly encourages our volunteers to be:

Dependable: We are a small staff, and when our volunteers lend a hand, it makes a BIG difference! If you commit to volunteering for a specific event/occasion, please let us know with at least 24 hours' notice if you are unable to attend-we understand life happens!



Cooperative & flexible: You will be given a varying amount of instructions based on the type of volunteer opportunity and whoever is running the show. Needs may change and that's okay! We appreciate your willingness to step in, no matter the role. What's important is that you showed up to help.

# Volunteer Values continued

Brave: Some volunteer opportunities require you to step out of your comfort zone. We encourage you to embrace the challenge, whether it be communicating in a language you haven't quite mastered, or going door to door only to be turned away.



Inclusive: Always be welcoming, inclusive, and open to learning about the experiences and customs of people from all backgrounds.

# RIGHTS & RESPONSIBILITIES

As a volunteer, you have rights and responsibilities. La Paz Chattanooga believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.



## Volunteers have the right to:

- Work in a safe & healthy workplace
- A supportive environment in which to work and contribute
- Provide feedback and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor when required
- Be accommodated for any ability needs

## Volunteers have a responsibility to:

- Act with respect for the cause, community, organization, and its work
- Act responsibly and with integrity
- Fulfill the duties of the role as defined in the description efficiently and effectively
- Respect all policies in place
- Notify their direct report if they are unable to fulfill their duties
- Recommend suggestions and changes if they determine any

# GENERAL VOLUNTEER POLICIES



## INTERNAL COMMUNICATION

All information for volunteer engagement and opportunities will be sent out through an organizational email address:

volunteer@lapazchattanooga.org. Any follow-up email correspondence may be received from another address with the same domain. Day-of-event information may be received via email or via text message.

Volunteers must notify the organization if they will be unable to fulfill a commitment for any reason. Failure to notify a staff member will result in a commitment absence. If a volunteer accumulates 5 commitment absences, they will not be asked to volunteer for one calendar year. Using the information below, volunteers should communicate with the appropriate staff member to notify of their absence:

2+ weeks before volunteer commitment:

Email volunteer@lapazchattanooga.org

1 week before volunteer commitment:

Email volunteer@lapazchattanooga.org

3-5 days before volunteer

commitment: Email direct report or volunteer email

24 hours - 48 hours: Email and/or text direct report

## EXTERNAL COMMUNICATION

No volunteer may act as an official spokesperson for La Paz Chattanooga without designation by the Executive Director or Communications Manager. Volunteers are encouraged to promote La Paz's work in formal and informal settings which do not include media interviews. If volunteers are asked to speak about their work with La Paz at a formal event, they shall inform a staff member and seek information on current client trends, any upcoming promotional events, or current fund-raising goals.



## MINOR VOLUNTEERS

Any volunteer under the age of 18 must have written permission from a parent or guardian in order to participate in volunteer opportunities, and include an emergency contact for the minor volunteer. Organization will provide a consent form to keep on file.

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## Accessibility

In compliance with ADA standards, La Paz Chattanooga's offices and community space are readily accessible to and usable by individuals with disabilities. Onsite, there is available parking and a path of travel to the inside of the building. There are three (3) restroom facilities equipped to accommodate wheelchair access - one in each gendered restroom, and a gender neutral restroom adjacent to the community space.

To the best of our ability, La Paz Chattanooga will disclose any known information regarding accessibility for off-site volunteer opportunities.

## Code of Conduct

The following are considered grounds for immediate dismissal:

- Illegal, violent and/or unsafe acts
- Theft of property or misuse of La Paz Chattanooga funds, equipment or materials
- Being under the influence of alcohol or drugs while performing volunteer duties
- Any action or behavior that causes harm to clients
- Any discriminatory behavior or language



## Group/institution volunteering (corporate, churches, schools, etc).

For volunteer groups with four individuals or more, a representative must be designated to receive and send correspondence with the organization regarding volunteering details. The representative is responsible for disclosing the amount of individuals who will be participating in the opportunity. If there are any minors in the group, they must be accompanied by a parent/guardian or have written consent by a parent/guardian. Ages of all volunteering minors must be disclosed with staff prior to the date of the activity. Children under the age of eight years old cannot participate as volunteers.



## Community Service Hours/Timesheets for class credit

For volunteers participating in any volunteer activity who require written documentation of their completed time, they must communicate with their direct report staff member or the Communications Manager either via email or in person.

Any timesheets that must be submitted should be sent to the staff member in a timely manner with clear instructions on how to complete.

# SCOPE OF WORK

*La Paz Chattanooga offers a variety of activities and events in which volunteers can participate. Some of these activities require more energy and effort than others but all are of equal importance, as they allow our small staff to focus on their job duties and collaborate with individuals (that's you!) who want to help further our mission and vision.*

*These opportunities are available at the discretion of the La Paz Chattanooga staff and are contingent upon program scheduling for the calendar year. An opportunity listed below does not indicate that it will be offered on a regular basis. Please see below for a list of currently available tasks and duties as well as their requirements from volunteers:*

## Childcare for program participants

Requirements: Volunteer must complete a background check at volunteer's expense and submit to the organization; ability to care for multiple children of varying ages at once, ability to move around a space and lift up to 100 lbs

Preferred: CPR trained, experience with children, conversational Spanish



## Program Assistance (Classes, workshops, etc.)

- 
- 
- Requirements: Advanced conversational Spanish
- proficiency (depends on task),
- ability to move and lift up to 50 lbs
- 
- Preferred: Native level Spanish
- proficiency with cultural
- understanding of local Latino
- community



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## Special events support

Requirements vary depending on task. La Paz Chattanooga commits to disclosing task details when sharing information about special event volunteer opportunities.

Preferred: conversational/professional level Spanish proficiency, ability to stand for 5 hours (with breaks), ability to lift up to 50 lbs

## Language support\*

- Note: La Paz Chattanooga no longer provides widespread language support services to Hamilton County Schools.
- However, as we still receive periodic requests for support, we will share the opportunities with volunteers, as staff capacity permits.
- Requirements: Native bilingual proficiency in both English and Spanish

Preferred: Conversational proficiency in a Mayan dialect (varies)

## Food pantry management/operations

Requirements: Ability to maintain sanitary environment and personal hygiene up to USDA standards, ability to stand up to 1 hour and lift up to 50 lbs [Note: Please notify a staff member if you have any food or latex allergies], ability to multitask

Preferred: Conversational Spanish proficiency, reliable method of transportation, clear and legible handwriting



## Civic engagement/voter registration/survey outreach

- Requirements: Professional or native bilingual proficiency in English and Spanish, ability to walk and stand for up to 4 hours, ability to accurately and effectively communicate the mission of La Paz and current effort(s)

- Preferred: Ability to proactively engage in conversation with community members at various events and during canvassing efforts, ability to effectively communicate the importance of civic engagement and community involvement



# WAYS TO VOLUNTEER ON YOUR OWN SCHEDULE

## Peer to Peer Fundraising & Supply Drive Coordination

Requirements: Ability to proactively coordinate efforts independently and communicate effectively with peers and La Paz staff representatives

Preferred: Ability to effectively communicate the mission of La Paz and engage peers in fundraising efforts



## La Paz Ambassador

Requirements: Willingness and ability to share the mission/vision/message of La Paz Chattanooga via traditional communication avenues, including in-person & via social media/email, etc.

Preferred: Connection to Chattanooga's local Latino community and/or local philanthropic community



# CONTACT US



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