



## GIWC Volunteer Handbook

Dear Volunteer,

We are excited that you want to volunteer with us.

The GIWC Volunteer Handbook is designed to provide information to contribute to your success and enjoyment as a volunteer. We hope you find the information in the handbook helpful in familiarizing yourself with our GIWC mission, programs, and variety of volunteering opportunities.

Your generous gift of time and energy is the foundation upon which, together, we can build a supportive and empowering community for young women in Westchester County. With your help, we will be able to do even more for the community of young women we serve throughout Westchester County.

We thank you for your commitment and we know your experience volunteering with Girls Inc. of Westchester will be engaging and rewarding for you as well as the young women that we serve.

Welcome to the Girls Inc. of Westchester Family! We thank you for your support inspiring all girls to be ***Strong, Smart and Bold.***

## Mission and Values of Girls Inc. of Westchester

Girls Inc. of Westchester' mission is "Inspiring all girls to be strong, smart, and bold" since 2007.

We achieve this by:

- Creating a safe girls-only space;
- Helping girls develop leadership skills;
- Teaching them how to keep themselves and their bodies safe;
- Showing them how to think critically about the images they see of girls in the world around them; and
- Inspiring them to flourish.

The **Girls Inc. Experience** is designed to equip girls to help navigate gender, economic and social barriers and grow into healthy, educated and independent adults. Our programs give girls an opportunity to participate in the **Girls Inc. Experience**, while making lifelong friends, having fun and building skills that will help them throughout their lifetime!

The essential elements and foundation of the **Girls Inc. Experience** has been developed over decades of Girls Inc. affiliate experience, guided by our National Research and Evaluation Department and our Learning Central Database.

The **Girls Inc. Experience** consists of people, environment, program content and practices that empower girls to succeed.

### Our Environment

**We provide** a pro-girl and girls-only environment that is physically, socially and emotionally safe and confirms that girls can succeed and deserve to be taken seriously for the people they are now and the women they will become.

### Our People

**We believe** in the power of developing trusting, mentoring relationships between our adult staff and volunteers who are trained in an approach that is grounded in belief in the rights and abilities of all girls.

### Our Program

**We deliver programs** which are holistic, compensatory, and intentional; focused on girls' needs that provides exposure to a wide variety of experiences and options that girls might not have experienced. We use relevant, field-tested, and research-based curricula that confront the

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serious needs of girls while building the knowledge, skills, and attitudes to enable girls to be competent, confident individuals as they grow toward adulthood.

**We integrate** girl-centered, motivating, deliberate, and interactive activities that develop and promote girls' strengths which demonstrate that sustained exposure to programming and connection with a girl over time increases positive outcomes.

## **Volunteer Program**

The mission of the volunteer program at Girls Inc. of Westchester is to involve community members in meaningful projects to contribute to the organization. Those tasks would include program support, administrative support, marketing/social media, and fundraising (event preparation) to increase our abilities to inspire all girls to be Strong, Smart, and Bold.

**Here are a few of the many ways to get involved:**

### Individual Volunteer Opportunities

1. Program Support
  - a. Assist with programs (i.e. Homework Helpers, Assist our Program Facilitators)
  - b. Assist with events
    - i. Annual Walks -Join our team and walk with us or donate to our goal
    - ii. Girls Inc. Week
    - iii. Youth Leadership Summit
  - c. Outreach (i.e. Ambassador of GIWC)
    - i. Connect your job or business with Girls Inc. to host a trip, tour, or other enrichment activity/experience for a group of our participants
  - d. Guest Speaker or Workshop Facilitator (i.e. Career path, college experiences)
2. Marketing/ Social Media Support
  - a. Social Media Content Creation
  - b. Labeling/Outreach at Events (i.e. Stop & Shop Bag Program)
3. Development/Fundraising

In coordination with development and fundraising efforts, some projects would entail:

  - a. Electronic Mailings
  - b. Event Setup / Breakdown
  - c. Electronic List Generation
  - d. Administrative functions
4. Administrative support
  - a. General clerical work

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- b. Projects
- c. Trainings

### Corporation Volunteer Opportunities

1. Program Support
  - a. Job Shadowing: Allow a group of girls to come and observe your workday to educate them on potential career opportunities for their future.
  - b. Intern/Externship: Provide girls with an internship or externship opportunity with your company.
2. Employee Volunteerism: Create a fun opportunity and pitch it to us to involve your employees in our mission!

### Corporate Visibility Opportunities

You and your company's support and involvement are what truly change the lives of the girls we serve. Your time, talent and passion can make a world of difference in a young girl's life. Below are some opportunities for your organization to partner with GIWC:

1. Career/Educational Opportunities
  - a. Workshops: Engage girls in having fun while learning about your business practice through hands-on activities - at our GIWC office or organization/company
  - b. Career Panels and Mock Interviews: Sit on a career panel or participate in mock interviews. You, along with a small group of individuals, have the opportunity to share your story, interviewing skills and professional tips with our girls.
2. Drives
  - a. Host a drive to collect items like school supplies, incentives, feminine products, etc. Help us engage your employees in our mission.
3. Program Sponsor
  - a. Help fund a field trip, program or special activity/event for the girls. Provide necessary program materials through an in-kind donation.

All volunteer opportunities are subject to change throughout the year.

Girls Inc. of Westchester will hold orientations as needed to update interested volunteers with current roles and responsibilities and needs throughout the organization. All volunteers interested in working directly with the girls will be interviewed, required specific training, and are subject to a background check. The safety and experience of our girls is our number one priority. Just like in our hiring process, not all volunteers will be a good fit for direct organization support. We will work closely with each volunteer to find the best fit for them and for Girls Inc. of Westchester.

## Steps To Become A Girls Inc. of Westchester Volunteer

1. Complete the Girls Inc. Volunteer Interest Form Retrieve online through our website  
[https://docs.google.com/forms/d/1KBesr8eynU\\_\\_CDO2lj-Jvf6-WaElkOt03XPE3LosFZs/edit](https://docs.google.com/forms/d/1KBesr8eynU__CDO2lj-Jvf6-WaElkOt03XPE3LosFZs/edit)
2. Submit the Girls Inc. Volunteer Application  
[https://docs.google.com/forms/d/1exdi-MFkzjzPU\\_MINO2w4rUQ4O3u9HSJcUo2dZCP6c4/edit](https://docs.google.com/forms/d/1exdi-MFkzjzPU_MINO2w4rUQ4O3u9HSJcUo2dZCP6c4/edit)
  - a. Will be sent to applicant with Volunteer Handbook once the staff receive your Volunteer Interest Form
3. Participate in a Zoom Interview
  - b. The interview will take up to an hour and will be scheduled at your convenience Monday - Friday between 9am - 4pm. This will give the applicant and the GIWC staff an opportunity to learn more about the organization and to make sure the applicant will be a good fit for the volunteer opportunities available.
4. Background Check
  - c. A background check will be required. Fingerprinting may be required if working with the participants.
  - d. A failed background check will result in removal from our database and refusal of volunteering
5. Orientation/Training
  - e. Applicants will need to attend a Volunteer Orientation. The orientation can take up to an hour and will be scheduled Monday - Friday between the hours of 9am - 4pm.
  - f. Any applicant interested in working with girls directly will need to attend training. Different levels of training will be required for different volunteer opportunities. The required basic training will be up to 3-hours.

## **Characteristics of Girls Inc. of Westchester Volunteers**

**A Role Model-** displays personal and professional behavior suitable for girls and young women to emulate; has a positive attitude and is goal-oriented; models behavior, characteristics and attitudes that would produce a society that is equitable and positive for girls.

**A Mentor-** develops meaningful relationships with girls and young women. Supports and encourages them to set worthy goals for themselves and to achieve those goals.

**An Advocate-** genuinely engages with girls and young women and actively champions their cause; actively works to overcome discrimination against girls and young women on the basis of gender, race, ethnicity, disability, sexual orientation or other aspects.

**Committed-** follows through on commitments and delivers.

**Mission-Oriented-** believes in the Girls Inc, mission, policies and programming.

**Knowledge about Youth Development-** is aware and mindful of patterns of girls' growth, learning and development, yet is attuned to individual and cultural differences.

**Creative-** can recognize and take advantage of “teachable moments”- opportunities for girls and young women to make useful connections between what they learn and experience through GIWC programming and what they will need in order to succeed now and later in life.

**Calm & Reflective-** is a model of patience and self-control, constructively evaluates activities and behavior, and encourages girls to do the same.

**Inclusive-** feels at ease with all girls, appreciating their differences and their commonalities.

**Flexible-** is able to adapt to new or unexpected situations, to rebound from setbacks and to tolerate creative chaos.

**Responsible-** act in a responsible, professional and ethical manner. Uses good and sound judgment when interacting with girls, families, staff and community partners/supporters.

**Enthusiastic & Fun-** communicates with energy and excitement.

## **Standards of Conduct & Compliance**

Mindful of our respect for one another, our regard for the reputation of Girls Inc. of Westchester (GIWC), our pride in our personal and professional standing, and our obligation to empower all girls to be strong, smart, and bold. It is expected that all GIWC volunteers will:

- Conduct personal and professional relationships with awareness that, by agreeing to participate in the fulfillment of the organization's mission, we assume responsibility for the honor of the GIWC community.
- Recognize within the organization each person interacts with others in a manner that assumes fairness, responsiveness, straightforwardness, and courteous behavior that persons of good will and mutual trust may expect from one another.

We will accomplish the above as we encourage the girls to become responsible human beings who will effect positive change in their communities.

As a volunteer of GIWC, you represent our mission and purpose. You are required to conduct yourself during your time with GIWC in a positive manner and avoid even the appearance of

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dishonest or unethical behavior. GIWC expects you to approach whatever volunteer opportunity assigned to you in a positive and professional manner. Remember your personal conduct can have a negative impact on our organization. If such occurs, you will be asked not to return as a volunteer to GIWC. GIWC expects our volunteers to comply with all laws, rules and regulations applicable to the organization's operations.

Violations of any of these rules or other unacceptable behavior will terminate the volunteer agreement.

Examples of unacceptable conduct include, but are not limited to:

- Verbal and physical aggression, fighting, rudeness, swearing or abusive language, mistreatment, bullying, harassment, gross neglect or discriminatory behavior towards girls, staff, other volunteers or guests.
- Violation of safety rules and policies.
- Unsatisfactory or inefficient work performance or failure or refusal to perform assigned duties.
- Stealing, removing or defacing GIWC property or another person's property, and/or disclosure of confidential information.
- Absence without proper notifications to supervisor, including excessive absence or tardiness.
- Damage, loss, destruction of GIWC property or the property of others due to willful or careless acts.
- Possession of weapons on GIWC property is prohibited, including in one's vehicle.
- Reporting to our site(s) under the influence of alcohol and drugs, possessing or smelling or consuming any alcoholic beverages or controlled substance while volunteering.

Relationship with Girls

- Volunteers will not verbally, physically, emotionally, or sexually abuse a child.
- Appropriate language is supporting and encouraging. Appropriate language does not include swearing, cursing, demeaning remarks, or any other type of verbal aggression. At no time is it acceptable to raise your voice at the girls. Communication with girls must reflect Girls Inc. mission, for example, volunteers should never speak in a manner which speaks down to the girls or could be considered "not supportive".
- Keep yourself and GIWC safe from allegations of abuse. At no time may any girl sit on your lap. Offer other forms of positive physical contact such as a high five or handshake.
- To provide a safe environment a team approach should be used to supervise or be in attendance with minors during organization-related activities. If individual meetings need to occur, the meeting should take place in an unenclosed area and with the knowledge of another adult.
- Never be alone in the restroom with a girl.
- Volunteers will not display intimate affection towards others in the presence of girls, parents, partners or other participants while volunteering with GIWC.

- Volunteers may never take photographs of girls with their personal cell phones and/or cameras (unless requested by a GIWC Director). All photographs will be deleted after the event at the direction of the Director). Nor may volunteers put any photographs on social media or a website outside of GIWC's social media platforms.
- Volunteers can not transport girls.
- GIWC discourages volunteers from socializing, associating, or providing services (such as babysitting, private lessons, etc.) to GIWC girls outside of GIWC activities. In the event that such a relationship does occur, GIWC requires you to discuss this matter with the Director and/or the Executive Director immediately.

### Grievance and Conflict Resolution

Volunteers are encouraged to speak with their immediate supervisor with questions or problems relating to the volunteer opportunity. If you feel your questions or concerns are not being adequately addressed, you are welcome to schedule a meeting with the Executive Director. It is your responsibility to bring your concerns to the attention of someone who can do something about them. Please be aware in certain instances you will be asked to put your grievance in writing.

## **Volunteer Procedures**

### **All volunteers are expected to be a positive role model to girls, parents, and other volunteers/staff.**

Being a **positive role model** includes the following:

- No smoking or use of alcohol or drugs on GIWC property or site(s). Do not come to Girls Inc. programming/events smelling of these substances.
- Appropriate dress- You may wear shorts/skirts (appropriate length) or pants. If working directly with girls, volunteers should wear sneakers and/or closed toe shoes. You may not wear sandals or flip flops. Use your best judgment, all parents and community partner sites should feel comfortable with what you are wearing. If you are unsure, do not wear it. Ask first!
- Appropriate language- Supporting and encouraging. Appropriate language does not include swearing, demeaning remarks or raising your voice at the girls or staff.
- Professionalism- Remember your personal life is private and the girls have keen hearing.
- Punctuality- You are expected to be on time. The time at which you are supposed to be volunteering with the girls means you should be with the girls.
- Food/Beverage- Please do not bring personal food/beverages to the sessions. Please do not give your personal food to the girls.
- Personal Items/Phone- Your personal items/phone should be kept away from the girls. Cell phones should not be used during the sessions.
- Medication- Do not give any prescription or non-prescription medication to the girls. Please do not hold/carry any personal medication for the girls.

- Visitors- You are not allowed to have any visitors while volunteering. Friends or families may not participate in Girls Inc. activities unless they are registered with the program.
- Clean Up- It is your responsibility to clean up after using a program area. The area should be cleaner than how you found it!
- Building Specifics- Familiarize yourself with the buildings exits and locations of the fire extinguishers. Girls are not allowed to wander the building (girls must always be in sight and sound of the GIWC volunteers and/or staff).
- Incident Reports- An incident report must be filled out asap when a child is injured or damage to a building/classroom . Please make the Program Director aware of this incident asap.

## Confidentiality Policy

As a volunteer of Girls Inc. of Westchester County, I understand that any information (written, verbal or other form) obtained during the performance of my duties must remain confidential. This includes all information about members, clients, families, employees and other associate organizations, as well as any other information otherwise marked or known to be confidential. I understand that any unauthorized release or carelessness in the handling of this confidential information is considered a breach of the duty to maintain confidentiality. I further understand that any breach of the duty to maintain confidentiality could be grounds for immediate dismissal and/or possible liability in any legal action arising from such breach. I also understand that the above statement does not apply to whistleblowing and mandated reporting situations.

## Volunteer Handbook Acknowledgement

I \_\_\_\_\_ acknowledge I have received a copy of the Girls Inc. of Westchester Volunteer Handbook. I have read and understood the contents of this handbook and will act in accordance with the information as a Volunteer with Girls Inc. of Westchester. I understand if I have any questions and/or concerns at any time about the Volunteer Handbook I will consult the Program Director or the Executive Director.

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

This is not a contract. The contents of this handbook may change at any time.