



**Miracle Hill**  
MINISTRIES

# **Volunteer Handbook**

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# Miracle Hill Ministries Philosophy & History

## Helping Hurting People Become Whole

Founded in 1937, we are a non-profit organization in the Upstate of South Carolina dedicated to providing extensive services to individuals and families in the form of food, shelter, clothing, personal development, addiction recovery support, and residential and foster care for children. With your help we have become the largest and most comprehensive provider of shelter and food to homeless children and adults in Upstate South Carolina – with nine facility locations and transitional housing throughout Greenville, Spartanburg, Cherokee, and Pickens counties.

***For I was hungry, and you gave Me something to eat;***

***I was thirsty, and you gave Me something to drink;***

***I was a stranger and you invited Me in;***

***Naked and you clothed Me.***

***-Matthew 25:35-36***

We are blessed to partner with a host of individuals, regional and national foundations, churches of various denominations, and businesses to help us achieve our mission. The needs are many and we wouldn't be able to continue our services without the help of the community.

Miracle Hill's name developed from a miracle on "The Hill" at the Children's Home situated at the foot of Table Rock in Pickens, SC. While volunteers were working diligently to pour the concrete floor for the chapel, they saw dark storm clouds moving in. The group stopped and prayed that the rain would hold off around their site – and it did! The group watched in astonishment as the sheet of rain moving toward them parted at the construction site. The rain fell on both sides of the hill then joined again once past the site. Today, Miracle Hill Ministries helps provide miracles to others by restoring hope to those who have often lost everything.

It's been said that "if you can't find a friend in the world, you can find one here."

**F**lexible

**R**esourceful

**I**mmeasurable

**E**ager

**N**atural

**D**ependable

- See more at: <http://miraclehill.org/who-we-are/about-us/#sthash.mzYj7Mxm.dpuf>

# Miracle Hill Ministries Mission

## Mission Statement:

Miracle Hill exists that homeless children and adults receive food and shelter with compassion, hear the Good News of Jesus Christ, and move toward healthy relationships and stability.

Our vision is that each South Carolina Upstate county has adequate and accessible housing options for homeless men, women, and children. Compassionate services point individuals to Christ and move them toward wholeness, stability, and healthy critical relationships.

1. Miracle Hill plays a leadership and facilitative role, with local services shaped by and made possible through resources provided by like-minded Christians in the communities served.
2. Miracle Hill is a catalyst for spiritual, emotional and physical health for those who are served as well for those who served.

## Volunteer Mission Statement:

Miracle Hill Ministries' volunteer program exists to connect people who have a desire to share their God-given talents with those in our care by offering personal opportunities that are meaningful to them and beneficial to the ministry.

See more at: <http://miraclehill.org/how-you-can-help/volunteer-2/#sthash.LHPp6bDP.dpuf>

# Miracle Hill Facilities, Programs & Ministries



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## **Children's Ministry**

*Boys' Shelter-Greenville*

*Children's Home-Pickens*

*Foster Care*

*Homes for Life-Spartanburg*

## **Adult Ministries**

*Overcomers*

*Renewal*

*Rescue Mission – Cherokee Co.*

*Rescue Mission – Greenville*

*Rescue Mission – Spartanburg*

*Shepherds' Gate*

## **Thrift**

*Auto Sales*

*Thrift Operations / Greenville –Pete Hollis*

*Easley- Main St.*

*Greenville - Pleasantburg*

*Greenville –Wade Hampton*

*Greer- Wade Hampton*

*Mauldin- Butler Rd.*

*Powdersville –Hwy 153*

*Travelers' Rest-Roe Center Court*

# Miracle Hill Ministries . . .

- Serves thousands of free meals to children and adults living in our facilities and staying in our cold weather shelters.
- Provides safe, warm shelter for on average 3000 homeless and hurting children, women and men each year – and even more during cold weather.
- Through its children’s ministry, operates two shelters for at-risk boys and young men – Miracle Hill Boys’ Shelter and Homes for Life. In addition, there is the Children’s Home and a foster care program serving children in the upstate of South Carolina.
- Offers four emergency shelters – Shepherd’s Gate and three Rescue Missions located in Greenville, Spartanburg and Cherokee Counties.
- Houses two recovery programs for those facing life dominating addictions, Overcomers for men and Renewal for women, and transitional housing for program graduates.
- Operates eight thrift stores and an auto sales operation where your donations and purchases provide “help for hurting people.”
- Employs trained staff that provide case management, personal and group counseling, daily devotions and educational opportunities for those in our care.
- Relies on thousands of committed volunteers to provide the necessary manpower to help the ministry accomplish its mission.

# Volunteer Policies & Procedures

Miracle Hill Ministries recognizes the critical role of its volunteers, and is extremely grateful for the dedication, time, compassion and energy provided to guests across our ministries. Understanding and abiding by the following policies is critical in treating our guests in a manner that reflects biblical character, shows respect for the value and dignity of all people, recognizes the need for protection and well-being of all and is God-honoring.

***Violation of one or more of the policies described here on pages 8-11, may result in dismissal from volunteer duties at Miracle Hill Ministries.***

- **Confidentiality**

- Observe, maintain and protect confidentiality regarding our guests.
- Avoid sharing any information with others that may identify the children or adults in our care. Volunteers will not reveal the identity of any Guest or any Guest's Personally Identifiable Information ("PII") to anyone outside of the MHM paid staff. "PII" is information that can be used on its own or with other information to identify, contact, or locate a Guest (i.e.: name, age, place of birth, school, pictures, address, gender, postal code, etc.)
- Any information shared with you by an adult or child in our care, sibling, roommate, or a staff member must be kept **strictly** confidential, except in situations where there is threat of harm to the adult/child or others. If there is threat of harm, report it to a staff member on duty immediately.
- You may not share any personal information about our guests (children or adults) on any social media outlets or with anyone outside of Miracle Hill Ministries.
- Refrain from taking pictures of our guests. No pictures or videos may be taken of children in our care at any time. You must have a signed MHM waiver authorizing you to do so with adults.



- Never ask a staff member about the circumstances of a particular adult or child. Our staff is bound by a confidentiality pledge and may not divulge information.
- It is not within the scope of a volunteer's responsibility to help a child make contact with family members or other previous care takers. A volunteer should never agree to mail a letter for a child or promise to make a phone call for them. For the emotional and physical protection of the children in our care, the SC Department of Social Services dictates with whom they may have contact and the frequency of that contact.
- **Appropriate Attire**
  - Volunteers are asked to maintain modest and respectful dress attire while serving.
  - No sweats, spaghetti strap tops, low cut tops, yoga or tight fitting pants, short shorts or skirts, torn clothing, or open-toed shoes (i.e.: flip flops)
- **Authority**
  - The MHM staff member who is in direct care of our guests is the authority in charge. With the exception of our mentor/mentee relationships (a special MHM program with specific training), there will always be a staff present with volunteers.
  - Please direct any questions or concerns you may have about our guests with regard to schedules, behavior, discipline, programs, etc. to the facility staff on duty.
- **Physical Contact**
  - Avoid being alone with a child or adult guest at any time. There is safety and accountability in the presence of others.
  - Your interaction with children and other guests is to take place in open common areas. Volunteers are not permitted to be in guests' bedrooms or bedroom hallways.

- Do not accompany children in our care to the bathroom. Do not change diapers, take a toddler to go “potty,” give a resident a bath or help a child change clothes. The staff on duty will take care of any type of bathroom needs.
  - Avoid horseplay or tickling children. Avoid any situation where your intentions could be misinterpreted by a child.
  - Do not allow children in our care to sit on your lap.
  - Giving a child a hug is permissible, but be very intentional to hug from the side with an arm around the shoulders.
- **Interaction with Guests**
    - Do not give guests your phone number or home address.
    - Refrain from offering medical, legal, or financial advice to any of our guests. Any items of this nature should be referred to the Director of the facility or staff member on duty.
    - Do not transport any guest in our care without approval from a Volunteer Coordinator and appropriate background checks.
    - Volunteers bringing their own children to any facility are directly responsible for their children’s behavior and whereabouts at all time.
    - Children attending with volunteers must be within line of sight and supervised at all times. Interaction and activities may only take place in common areas and is not permitted in bedrooms or in bedroom hallways.
- **Gifts**
    - Do not give gifts or money to guests. Gifts should only be made through an organized giving program, such as a donation drive or church/corporate partnership.
    - Do not accept gifts or money from guest for any reason.
    - With prior approval, volunteers, when serving, may bring small gifts, such as goodie bags, to an entire cottage of children.

- If volunteers see a need for a particular child or adult, they are to speak to the Volunteer Coordinator to legitimize the need and discuss the best way to meet that need.
- **Personal Dedication & Performance**
  - Miracle Hill Ministries seeks to eliminate any situation which could lead to conflict of interest or favoritism. This extends to volunteers who would have reporting responsibility to someone employed by Miracle Hill that include: spouse, sibling(s), child(ren), parent(s), in-law(s), dating relationship, or members of the same household, etc. As such, these volunteers are welcome to serve in other facilities where no direct reporting concerns exist.
  - Because our ministry depends on volunteers to support our guests and services in many ways, it is critical that you perform your service to the best of your ability, arriving on time, and maintaining Miracle Hill's mission as your primary focus.
  - Your service is not useful unless you come at times and frequency agreed upon. If you are unable to fulfill your volunteer assignment at a particular time, please call the facility with which you are volunteering and inform them well ahead of your assigned time to arrive.
  - Consistently act with compassion and professionalism.
  - Maintain an environment free of harassment (physical, sexual, or verbal), discrimination, and unprofessional conduct.
  - If you see any suspicious behavior or signs of abuse, report it immediately to the staff member on duty. If the on-duty staff is the one in suspect, report to the Volunteer Coordinator.
  - Respect the cultural, religious, and political views of our guests. Refrain from getting into debates with guests about any such topics.
  - Miracle Hill Ministries is a faith based organization. Volunteers who are in positions of teaching, preaching, mentoring, or discipleship should meet with a dedicated staff member within the facility you chose to volunteer prior to

volunteering. Volunteers in the above positions must agree to our doctrinal statement of faith and teaching guidelines before they can begin their volunteer schedule.

- Although Miracle Hill is a faith based organization, we don't require volunteers to share our same faith to volunteer in many positions. However we do request that if you choose to volunteer that you refrain from proselytizing/evangelizing while within our facility.
- Maintain appropriate attire while performing volunteer task. (See Section II. for more details)
- When a volunteer uses their personal vehicle for MHM business (i.e.: driving as a mentor), they have two options for recovering costs. Volunteers may choose between deducting actual gas and oil used or take a mileage deduction at the rate of .14 cents per mile on their annual IRS Tax Return. Volunteers may also add in parking fees and tolls should those be incurred.
- If a time comes that you can no longer volunteer for your assigned task, please inform your Volunteer Coordinator. Do not turn over your responsibilities to a friend. Recommendations are welcome, but every volunteer must go through the interview process.
- Miracle Hill Ministry facilities are tobacco-free environments. Please do not use tobacco products while on premises at any facility.

# Tracking of Volunteer Hours

Volunteers are critical to our ministry in many ways. Not only in helping to care for our guests, but volunteers create added value to all that we do. We are often asked by churches and other organizations to quantify our volunteer base and hours served. Sometimes this information is influential in our ability to obtain funds from grant sources and other entities. With multiple sites, various ministries and many willing volunteers, consistently tracking our volunteers is a challenge.

Because we value volunteers, we want to ensure that we capture information from all who come to serve. We utilize an electronic database to store this information and accuracy is important. We respectfully request that you **sign-in legibly each and every time you visit any facility to volunteer and provide all the information requested.** Please speak to the Volunteer Coordinator at each facility to learn where and how to check-in when you serve.