



Miracle Hill
MINISTRIES

Volunteer Handbook

Table of Contents

Miracle Hill & Volunteer Mission Statements	3
Volunteer Policies & Procedures	4
Tracking of Volunteer Hours Served	8
Miracle Hill Philosophy and History	9
Miracle Hill Facilities & Programs	10
Miracle Hill Ministries Facts	11

Revised 1/9/18

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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 opportunities that are personally meaningful and beneficial to the ministry.

See more at: <https://miraclehill.org/how-you-can-help/volunteer-2/>

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 on pages 4-8 of this manual may result in dismissal from volunteer duties at Miracle Hill Ministries.

- **Confidentiality**

- Observing and maintaining confidentiality protects the dignity and privacy of children and adults in our care and provides safety and security for guests/clients and volunteers.
- 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. Without staff involvement, 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 wear modest clothing that is conducive to safety while serving.
 - For example: 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 providing 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 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 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 validate 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 includes: spouse, sibling(s), child(ren), parent(s), in-law(s), dating relationship, or members of the same household, etc. As such, these volunteers must have the approval of the facility Director to serve or 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 of concern, 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 interested in conducting devotions or Bible study with guests must comply with Miracle Hill Ministries' spiritual guidelines in doing so.

- Maintain appropriate attire while performing volunteer task. (See page 5 for more details)
- When you as a volunteer use your personal vehicle for MHM business (i.e.: driving as a mentor), you 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. Ask your tax advisor to confirm.
- 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 alcohol, tobacco and smoke-free environments. Please do not use alcohol, tobacco or smoking devices 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**. Some facilities use electronic means and others use paper/pen. Please speak to the Volunteer Engagement staff at each facility to learn where and how to check-in when you serve.

Miracle Hill Ministries Philosophy & History

Food, Shelter and Miracles. Everyday.

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.

Miracle Hill Facilities, Programs & Ministries

Children's Ministry

Foster Care

Boys' Shelter-Greenville

Children's Home-Pickens

Homes for Life-Spartanburg

Adult Ministries

Overcomers Center

Renewal Center

Cherokee County Rescue Mission

Greenville Rescue Mission

Spartanburg Rescue Mission

Shepherds' Gate Rescue Mission

Thrift

Auto Sales

Thrift Operations

Easley

Greenville

Greer

Mauldin

Powersville

Travelers' Rest

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 an average of 3000 homeless and hurting children, women and men each year.
- 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 for women and Greenville Rescue Mission for men. In addition are co-ed Rescue Missions located in Spartanburg and Cherokee Counties.
- Houses recovery programs for those facing life dominating addictions: Overcomers Center for men and Renewal Center for women, and transitional housing for program graduates.
- Operates eight thrift stores and an auto sales operation where your donations and purchases provide "food, shelter and miracles. Every day."
- 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.