








VOLUNTEER HANDBOOK



Miracle Hill
MINISTRIES

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FROM OUR CEO

Dear Valued Volunteer,

Welcome to the Miracle Hill Ministries family! We could not do what we do without the ongoing support and tireless dedication of volunteers across our ministry. We are so grateful that you have decided to join Miracle Hill through volunteering.

Perhaps you are already well-acquainted with what we do at Miracle Hill, resulting in your choice to volunteer with us. We are blessed by this eternal investment of your gifts, talents, time, energy, and kindness.

If you are not familiar with Miracle Hill, I hope that by becoming part of our family of volunteers, you will see the beauty of what God is doing here in your time with us.

Our Thrift stores are a ministry in themselves to customers—offering encouragement, a kind word, or prayer. Thrift proceeds are turned into food, shelter, and miracles through the adult and children's ministry divisions at Miracle Hill.

Lives are being changed on an ongoing basis in Miracle Hill's shelters for those experiencing homelessness as well as our Christ-centered discipleship programs. Children and youth are given the opportunity to live in safe, stable, and loving homes through Miracle Hill's Foster Care program.

I believe that I have one of the best jobs in the world in getting to watch God at work in such tangible and dramatic ways each day. I believe you will see the same life transformation as you move about the ministry and I hope you will find volunteering with us to be one of the best ways you could give of your time and talents.

When you volunteer with Miracle Hill, you are a part of the compassionate services being offered to those most in need. Whether you are organizing clothes in the back room of a thrift store, sitting at a desk answering phone calls, serving a meal to guests, helping to beautify the outside of a facility, ministering directly to a guest through discipleship, or volunteering in one of the other countless ways available here at Miracle Hill, you are partnering with us to accomplish our Mission:

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.

I am grateful for your interest in caring for the least and the lost in the Upstate of South Carolina and thankful that you have decided to spend time serving with us. I trust that you will be blessed, even as you are a blessing to guests, staff, and other volunteers at Miracle Hill.

In recent years, Miracle Hill has had an emphasis among staff that as good stewards of God's grace in our lives, we use our gifts to serve one another (1 Peter 4:10-11). Thank you for using your gifts to partner with our staff by serving others! Thank you for sharing in His Grace at Miracle Hill.

In Christ,



President/CEO



DIRECTORY



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Please feel free to give one of us a call if you have any questions.



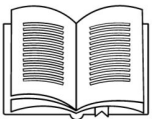
WHO WE ARE



Founded in 1937, we are a non-profit Christian organization in the upstate of South Carolina dedicated to providing extensive services to individuals and families in the form of food, shelter, clothing, counseling, addiction recovery support, 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.

As Miracle Hill began to grow, we opened our first thrift store in 1957 to raise operating funds for the ministry. Since then we have grown to 8 different stores throughout the upstate. Miracle Hill also has a food warehouse that helps feed Greenville County residents and guests that are living under our care.

MATTHEW 25:35-36



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.



We are blessed to have many different partners that help us achieve our mission. The needs are many and we wouldn't be able to continue our services without the help of those around us.

BUSINESSES

FOUNDATIONS

INDIVIDUALS

CHURCHES

Our name developed from a miracle on "the hill" at the former Miracle Hill Children's home, now a foster care community, situated at the foot of Table Rock. Volunteer construction workers prayed that rain would hold off around their site - and it did - on what is now known as Miracle Hill. 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."



MIRACLE HILL MINISTRIES

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 towards healthy relationships and stability.

VOLUNTEER MISSION STATEMENT

Miracle Hill Ministries' volunteer program exists to connect people who have a desire to share their God-given gifts and talents with our organization by offering personal and group opportunities that are meaningful and beneficial to everyone involved.



MIRACLE HILL MINISTRIES

Facilities & Programs

HOMELESS MINISTRY



Greenville
Rescue Mission
Shepherd's Gate

Spartanburg
Rescue Mission

Cherokee Co.
Rescue Mission

ADDICTION RECOVERY



Overcomers
&
Renewal



MIRACLE HILL MINISTRIES

Facilities & Programs

CHILDREN'S MINISTRY



Foster Care

THRIFT



Pete Hollis
Easley
Greenville
- Pleasantburg -
Greenville
- Wade Hampton -
Greer
Mauldin
Powdersville
Travelers Rest
Auto Sales



VOLUNTEER POLICIES AND PROCEDURES

Miracle Hill is a catalyst for spiritual, emotional, and physical health for those who serve as well as for those served. 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 the following pages can result in dismissal from volunteer duties at Miracle Hill Ministries.

I. CONFIDENTIALITY

- Observe, maintain and protect the confidentiality of our guests.
- Avoid sharing any information with others that may identify one of our guests.
- 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 without a signed waiver.
- Never ask a staff member about the circumstances of a particular guest. 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 guest make contact with family members or others. A volunteer should never agree to mail a letter or promise to make a phone call for a guest.

II. APPROPRIATE ATTIRE

- Volunteers are asked to maintain modest and respectful dress attire while serving.
- No sweats, spaghetti strap tops, low-cut tops, crop-tops, yoga or tight-fitting pants, short shorts or skirts, torn clothing, or open-toed shoes (flip flops).



VOLUNTEER POLICIES AND PROCEDURES CONT.

III. AUTHORITY

- The MHM staff member who directs the care of our guests is the authority in charge.
- Please direct any questions or concerns you may have about our guests with regard to needs, schedules, behavior, discipline, programs, etc. to the facility staff on duty.

IV. PHYSICAL CONTACT

- Avoid being alone with any guests (child or adult) at any time, unless otherwise specified. If the nature of the volunteer task calls to be alone with the guest, the volunteer should be in sight of a window or open door.
- Your interaction with any guest (child or adult) 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 initiating or asking for any physical contact with guests. Many guests have suffered traumatic situations and any physical touch (hugging, holding hands, etc.) can be an emotional trigger. Appropriate physical contact is only permissible when initiated by the guest (examples of appropriate physical contact are a hug from the side and holding hands during prayer).
- Avoid physical contact with children. Avoid any situation where your intentions could be misinterpreted by a child.



VOLUNTEER POLICIES AND PROCEDURES CONT.

V. INTERACTION WITH GUESTS

- Do not give guests your phone number or home address.
- There is no tolerance for romantic relationships with our guests or staff at any of our facilities.
- Refrain from offering medical, legal, or financial advice to any of our guests. Any requests for such should be referred to the director of the facility or staff member on duty.
- Do not transport any guests in our care without approval from a volunteer coordinator and appropriate background checks.
- The minimum age to volunteer at a Miracle Hill facility is 12 years old.
- The minimum age to volunteer in a kitchen is 14 years old.

VI. GROUPS VOLUNTEERING

- A list of all volunteer names will need to be sent to the appropriate contact two weeks prior to the volunteer work day.
- All volunteers serving are required to sign our volunteer waiver.
- Chaperones for groups need to maintain a ratio of 5 youth to every 1 chaperone.
- Chaperones must be representative of the gender(s) included in the group.
 - (If there are boys and girls in the group, chaperones should be male and female.)
- Chaperones must be present at all times.
- Chaperones of the same gender must go with the students into the bathroom and stay with them until returning to the group.

VII. GIFTS

- Do not give gifts or money to guests. Gifts should only be made through an organized giving program, such as a donation or church/corporate partnership.
- Do not accept gifts or money from guests for any reason.
- If volunteers see a need for a particular guest, they are to speak to the volunteer coordinator to legitimize the need and discuss the best way to meet that need.



VOLUNTEER POLICIES AND PROCEDURES CONT.

VIII. PERSONAL DEDICATION & PERFORMANCE

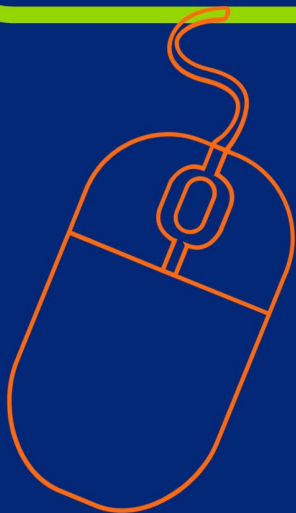
- Because our ministry depends on volunteers to support our guests and services in many ways, it is critical that you perform your service to the best of your ability, arriving on time, and maintaining Miracle Hill's mission as your primary focus.
- If you are unable to fulfill your volunteer assignment 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 please 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 and with training, volunteers are free to share the Gospel with our guests should the opportunity present itself.
- When a volunteer uses their personal vehicle for MHM business, they have two options for recovering costs. Volunteers may choose between deducting actual gas and oil used or taking 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 a volunteer coordinator. Do not turn over your responsibilities to a friend. Recommendations are welcome, but every volunteer must go through the onboarding process.
- Miracle Hill Ministry facilities are tobacco-free environments. Please do not smoke 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 also in creating 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 ensure accuracy. We respectfully ask that you sign-in on the iPad or computer that is located at the facility where you are volunteering. Please speak to the volunteer coordinator at each facility to learn where and how to check-in when you serve.



CHAPEL/DEVOTIONAL SPEAKER GUIDELINES

Your ministry of serving as a Chapel or devotional speaker at Miracle Hill Ministries is both a tremendous opportunity and an awesome responsibility. The homeless and/or addicted population of guests is a fertile field that desperately needs the seeds of the Gospel and the principles of Biblical life change. You are one of God's special tools in helping that to happen. You are our partners and we need your cooperation to maximize our ministry opportunities and minimize frustrations. The guidelines below will help multiply your effectiveness as you minister and assist the Ministry in its task to spiritually assist each guest.

- **LENGTH OF THE SERVICE** - Morning devotion/chapel services should last no longer than 20 minutes. The evening chapel service should be no longer than 30 minutes with the sermon lasting no more than 20 minutes. Since chapel is not optional, chapels are most effective if you keep the service varied and within the 30 minutes. You and the members of your group are asked to be available before and after the service to take advantage of opportunities to interact with the guests.
- **PARTICIPANTS** - Chapel service participants should be mature, right-living, non-judgmental, mercy-spirited, Bible-committed believers. Our preference is for experienced pastors to be the primary speakers. All chapel speakers must be approved by the facility director of the director's designee in advance of the speaking date. A regular chapel speaker may find an emergency replacement on his/her own on a one-time basis, but should never give up his slot on a regular basis to others. Should you have difficulties in filling your obligation, our staff is more than willing to assist by finding a replacement on a temporary or permanent basis.



- **PREFERRED SUBJECTS** - Chapel speakers are encouraged to speak on the following: (1) Salvation, (2) Christian growth and discipleship, (3) Christian character, (4) addictive behavior and its remedies, (5) and healthy relationships. There is a wealth of material from God's word on these topics. We would love for chapel services to be primarily teaching, and even interactive. A real need is for Bible teaching on relationships. Surveys have shown that most or all of our guests struggle with building, re-building, and/or maintaining Christ-honoring and healthy relationships. This would also include teaching about healthy ways of leaving behind unhealthy and dysfunctional relationships. Because MHM is non-denominational, not a church, and has a specific focus - the following subjects are NOT appropriate for chapel consideration: (1) Bible translations, (2) details of eschatology, (3) denominational differences, (4) charismatic gifts, (5) theological differences, (6) controversial issues of separation (music, TV, music styles), etc., and (7) political or racial issues. The Bible versions available in our facilities are the ESV, NASB, NIV (1984), and NKJV. Many would have their own copies of the NIV, or ESV.
- **AUDIO EQUIPMENT** - A pulpit microphone is generally provided for use in each of the facilities. Some facilities have additional equipment for sermon notes and videos. In order to take advantage of these amenities please ask the staff to assist you in operating the equipment in advance of the event. The speaker may choose to bring their own audio equipment but should inform the staff in advance.
- **FOLLOW-UP** - Life-changing decisions (e.g. salvation, surrender, etc.) need to be recorded on decision forms for MHM counselors to follow-up. This helps us work better in partnership with you. These decision forms are generally behind the pulpit and may be left when completed on the pulpit or turned in to staff or at the guest information desk when you leave. Our staff will gladly follow up with them, but we need the information from you.



- CHURCH ATTENDANCE - While it is probably not a good idea to make blanket invitations for MHM guests to attend your church, there may be times when your church will be a good fit for some of our guests. Program guests will have some restrictions about attending an outside church. You should check with the staff before inviting them. In most cases, you would need to provide transportation and probably lunch since the lunch service time may end before the guest returns. You should keep in mind that in some cases our guests may be required to be in chapel here at times that might conflict with our local church services.

- GENERAL DO'S AND DON'TS
 - Don't give guests money for any reason. Don't do personal favors for them.
 - Don't give out your phone number or address to guests.
 - Don't get involved in guest disputes with one another or the MHM staff or rules.
 - Do respect guest privacy. Don't take pictures of MHM guests.
 - Don't "talk down" to the guests. "Drunk," "bum," etc. are always inappropriate terms to use. Demeaning terms or sermons are always out of place. Screaming at or berating guests will never be tolerated. You forfeit your chapel slot should such occur.
 - Do remember that many of our guests "Don't care how much you know until they know how much you care." Visiting and encouraging them before and after the service works well.
 - Don't ask guests to provide any special music and/or testimonies in chapel. They are here to learn from our chapel speakers.
 - Do pray for guest needs you become aware of, but don't give out legal or counseling advice.
 - Do please enter and exit the building through the main entrance and make sure that you sign in the volunteer log before going down to the chapel. If you have a mixed-gender group, please ensure their safety by staying together as a group. Some dorms have windows. Our guests are not always modest.
 - Do please notify a staff member or leave a note at the desk of any problems you may encounter. Our guests are aware that they may not leave chapel (except in case of an emergency and as noted above), they may not disrupt chapel, and that they are to show respect to chapel volunteers.



• GENERAL DO'S AND DON'TS - CONTINUED

- Do contact the facility during the day for scheduling issues, especially if something happens and you cannot come.
- Do be aware that occasionally facilities may schedule a special event (film or concert) which may last longer than the regular chapel time slot.

SAMPLE SERMON TOPICS AT MHM, IN ADDITION TO THE GOSPEL MESSAGE PRESENTATION

ANGER
CHOICES, CONSEQUENCES
DEDICATED LIFE
FEAR, WORRY
FRIENDSHIPS
GUILT, SHAME
LONELINESS
PRAYER
SELF-CONTROL
THOUGHT LIFE
TRUST, FAITH

BITTERNESS
CONFLICT RESOLUTION
DEPRESSION
FINANCES
GOD'S WILL
HEAVEN
OVERCOMING
PRIORITIES
SHARING YOUR FAITH
TIME MANAGEMENT
VOCATION

BLAME SHIFTING
DECISION MAKING
DEVOTIONAL LIFE
FORGIVENESS
GRIEF, LOSS
HOPE
PATIENCE
RELATIONSHIPS
TEMPTATION
TRIALS, SUFFERING
WORK, ETHICS

