



# Volunteer Handbook

Effective date: January 2022

Updated: January 2022



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VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 1	OVERVIEW	PROCEDURE: 1.100	WELCOME LETTER

# Welcome!

Welcome to OUTMemphis! We are thrilled to have you help us with the work of educating, advocating, connecting, and empowering for the LGBTQ+ community of the Mid-South. This handbook is designed to be a comprehensive guide to volunteering at our organization. From the recruitment process to our volunteer portal and trainings and more, we hope that the Volunteer Handbook reduces the pressure to remember everything and provides detailed policies and procedures surrounding service for vulnerable communities.

We encourage you to make the most of your time here by participating in programming, engaging with other volunteers, staff and community members and really getting a feel for what it is like to work at one the largest LGBTQ+ centers in the Mid-South. Whether you decide to volunteer with us once or one hundred times you are nevertheless considered part of our family and our community, and we invite you to bring to us any questions, concerns, or feedback about any of the pieces covered (or not covered) in this guide.

Thank you for your commitment to OUTMemphis and the LGBTQ+ community of the Mid-South, and welcome aboard!

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*I've learned that you shouldn't go through life with a catcher's mitt on both hands. You need to be able to throw something back. – Maya Angelou*



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 1	OVERVIEW	PROCEDURE: 1.101	MISSION, VISION, & VALUES

# Mission

OUTMemphis empowers, connects, educates, and advocates for the LGBTQ+ community of the Mid-South.

# Vision

Lesbian, gay, bisexual, and transgender individuals live in a world where everyone has equal rights, and is safe, respected, and celebrated.

# Organizational Values

1. We **show leadership** for the LGBTQ+ Community.
2. We **work together and understand** our purpose.
3. We hold a standard of **integrity and humility**.
4. We **pursue equity, inclusion, and access** as we serve others.
5. We **take responsibility** for our legacy and strive for a better future.
6. We **recover from our mistakes**.
8. We **welcome** newcomers.
8. We **celebrate** with pride.



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PART 1	OVERVIEW	PROCEDURE: 1.102	A BRIEF HISTORY

In 1989, the plans and dreams of numerous LGBTQ Mid-Southerners became a reality. Through their hard work and sacrifice, they built an “oasis in the desert of our struggle.” The charter for this new organization, known as the Memphis Gay & Lesbian Community Center, became effective on Feb 23, 1989. Over the years, we’ve had several homes, great triumphs and some lean times. But through it all, the passion, commitment and vision of our community have sustained us. Whether or not you’ve ever walked through our doors or attended one of our events, know that we continue to work to make life better for ALL in our community.

For more than 28 years we were known as Memphis Gay and Lesbian Community Center or MGLCC. We have known for a while, though, that the name did not reflect our full identity...as individuals, as an agency, or as a community. So we set about to change that. We soon realized that no combination of letters would do full justice to our diversity, no acronym would encompass every identity or orientation. We decided that, rather than focus primarily on our individual identities, we would focus on our vision, our mission, our hopes and dreams. Thus, we have become OUTMemphis: The LGBTQ Center for the Mid-South.

Regardless of how we identify as individuals, we all seek a world where we can live openly, honestly and authentically. We desire a community that celebrates and respects us fully as a part of the whole. We expect and deserve to be as open about who we are and whom we love as we choose to be. Working to make that world a reality is what we do every day at OUTMemphis...in dozens of ways, in a hundred settings, and for thousands of clients and allies. Wherever you are on your journey to being fully and authentically who you are, whether you are fully OUT or not, OUTMemphis supports you!



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 1	OVERVIEW	PROCEDURE: 1.103	MEET THE STAFF & BOARD

## Meet the Staff

**Molly Rose Quinn** (*she/her/hers*) - Executive Director  
**Becky Hall** (*she/her/hers*) - Director of Finance & Operations  
**Neal Holmes** (*he/him/his*) – Director of Community Services  
**Jenieya Peterson** (*she/her/hers*) – Sexual Health Specialist  
**Alexander Hauptman** (*he/him/his*) - Transgender Services Manager  
**Shira Grant** (*she/her/hers*) - Development & Communications Manager  
**Kelsey Olive** (*she/her/hers*) - Metamorphosis Project Case Manager  
**Mallik Hollingsworth** (*he/him/his*) – Metamorphosis Project Case Manager  
**Natalie Richmond** (*she/her/hers*) – Operations Manager, YEC  
**Kab Browley** (*he/him/his*) – Communications Coordinator  
**Anu Iyer** (*she/they*) – Volunteer Coordinator  
**Phillis Lewis** (*she/her/hers*) - OUTMemphis Partner and founder of Love Doesn't Hurt  
**Joshua Hall** (*he/him/his*) – Resident Specialist for YEC  
**Jenna Dunn** (*she/her/hers*) – Trans Services Specialist

## Meet the Board

**Erin Swinney**  
**Jeff Rhodin**  
**Casey Bryant**  
**Maria del Socorro Hubbard**  
**Matt Barrett**  
**Lacretia Carroll**  
**Aimee Lewis**



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 1	OVERVIEW	PROCEDURE: 1.104	FACILITIES, PROGRAMS, & SERVICES OFFERED



Our original Community Center is devoted full-time to the programs and services at the core of our institution, including **Trans Services, Senior Services, Youth Community Programs, Training & Education, Community OUTreach, peer-led social support groups** and our rapidly expanding, multi-pronged **Health and Wellness** program.

Trans Services include the **OUTLast program, which provides monthly, direct wrap-around financial aid to trans folx of color, seniors, and undocumented folx.** It also includes the Perpetual Transition support group, the Trans ID workshop, the Trans Best of Memphis catalogue, and Name Change funding.

Health and Wellness programming includes **free and confidential HIV Testing** at the center or in the community during events, PrEP and PEP counseling, external connections to mental, physical, and spiritual healthcare providers, plus our in-house social and support groups.

Our partner, **Phillis Lewis at Love Doesn't Hurt**, joins us to provide comprehensive trainings and educational opportunities to business and other organizations around Memphis. Trainings can be done in house, or we can meet the organization where they are. We advocate for more inclusive workplace environments and basic LGBTQ+ sensitivity, and we tailor each training to the business and its specific goals.

Youth community programming currently includes **Gen Q (18-24), PRYSM (13-17), and We are Family (parents and children).** These social groups meet weekly to build community, share lived experiences over snacks or meals, and celebrate being LGBTQ+ youth. Gen Q, for example, holds annual pumpkin carvings and Friendsgivings. We Are Family is actually a Facebook group, and they occasionally plan family-friendly events to gather and meet each other. Each week is different, and each group uniquely reflects the personalities and values of its participants.

Our **Senior Services** include Seniors Out for Coffee and Seniors Out & About, both of which provide social support and community for LGBTQ+ adults 55 and older.

Lastly, our efforts to stay intentional with our programming takes the form of representative boards and committees. We welcome staff, community members, and volunteers to join the **Sexual Wellness Committee, Trans Advisory Board, or Youth Advisory Board** in light of this. These groups meet every few months to brainstorm ideas for engaging, diverse, and necessary events and programs for the community.





Our **Administrative and Donation Center**, located at 832 Virginia Run Cove, near the intersection of Summer Avenue and I-240, is home to our administrative operations. VRC now also houses our new and expanded Donation Center as part of **The Metamorphosis Project, our effort to end homelessness for LGBTQ+ youth under 24.**

We are open for donations of any size, at any time, of gently used furniture, home goods, clothing, hygiene supplies, and food. See below for an updated list of our current needs:

- Furniture
  - No more than 25% cloth
  - Mattresses must be in bags and without stains.
- Appliances
- Kitchen Items and Supplies
- Cleaning Supplies
- Personal Hygiene Items (New, in packaging)
- Linens (New, in packaging)
- Home Decor
- Electronics
- Clothing (Limited to ONLY the items listed below)
  - Business Clothing- must be clean/dry cleaned
  - Shoes (We especially need larger (10+) sizes)
  - Undergarments & Binders (new, in packaging)
  - Coats
- Non-expired, shelf-stable food
- Entertainment items
  - Video game supplies
  - Movies/TV Shows



An overnight emergency shelter for LGBTQ+ youth 18-24 and a drop-in center for anyone under the age of 24, the Y.E.C. houses a kitchen, computer lab, laundry room, showers, food, hygiene supplies as well as case management and diversion to other as-needed providers. The shelter is the main site for **The Metamorphosis Project**, which also includes **Rapid Re-housing**, our program providing 100% of rental assistance for one year to LGBTQ+ youth 18-24, which began in 2018. The Metamorphosis Project is made possible by the Assisi Foundation of Memphis and the Plough Foundation, as well as the Mystic Krewe of Pegasus, Friends of George’s, and Manna House.

As stated above, the Rapid Re-Housing program offers up to **1 year of rental assistance and case management for a minimum of 10 participants at a time**. Participants get their own, independent apartment and connections to resources like transportation, career support, and healthcare.

Youth Emergency Services offers case management in addition to **groceries, clothing, hygiene supplies, and opportunities to foster individual growth**. This program also offers Emergency Housing either at the YEC facility itself, transitional housing, or through outside referrals.

The **LifeHacks Program** is an excellent volunteer opportunity at the YEC. Peers serve as facilitators, friends, and mentors to provide a pillar of support through **life skills workshops (how to stock your pantry, how to set up a bank account and payment accounts for bills, tips to budget for the week/month, how to manage stress through self-care, etc)**. Both facilitators and participants are offered mini-stipends for their work and continued presence in the program.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 1	OVERVIEW	PROCEDURE: 1.105	FACT SHEET & QUICK STATS

The purpose of this page is to offer easy-to-digest facts and statistics about the most recent OUTMemphis operations so that you can better understand the impact of our services, realize the significance of volunteer work to our operations, and relay them to any visitors who may ask about what we do.

**OUTLast:** OUTMemphis’s biggest leap in 2020 was the launch of our financial assistance program. Direct aid is now available on a rolling, monthly basis for priority groups: Seniors, immigrants and refugees without documentation, trans individuals of color, and people living with HIV. The program meets our most vulnerable family members where they are, with a low-barrier and affirming entry process.

- 240 recipients served and \$16,800 distributed in 2020

**Metamorphosis:** With shelters closed across the city, we raised funds to provide 330 nights of hotel stays, implemented a 6-month transitional program, and provided additional mental health support to the residents of our rapid re-housing program, now in its fourth year. Our Youth Center, open as a drop-in center, will soon also offer four beds for any LGBTQ+ youth experiencing homelessness.

- 40% of youth experiencing homelessness identify as LGBTQ+

**Support Groups:** In 2020, we closed our public support and social groups, a significant loss for our community. Groups like Gen Q, Tu Ppl, and Seniors Out for Coffee are essential to the culture of OUTMemphis. And yet, the transition to virtual programming still allowed for wider outreach and our largest trans support group yet: Virtual T.

**HIV Testing:** Despite the pandemic placing heavy restrictions on personal interactions, the Cooper Center remained a dedicated HIV testing site throughout the year. We observed full CDC guidelines, started offering take-home testing kits, and even implemented an intervention program for Latinx individuals at risk for HIV, called Sin Buscar Excusas.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 2	COVID-19 POLICY & PROCEDURE	PROCEDURE	COVID-19 POLICY & PROCEDURE

**OVERVIEW**

Beginning November 1, 2021, OUTMemphis will observe the following protocols and practices in response to the current status of the COVID-19 pandemic. All protocols have been developed based upon the Center for Disease Control, World Health Organization, and Federal Drug Administration findings and recommendations. [Related resources can be found here.](#) All policies are subject to change. Volunteers who do not follow the above policies may be asked to leave the premises or receive probation from participating in OUTMemphis programs.

**I. VACCINATION**

It is the organizational recommendation of OUTMemphis that all eligible LGBTQIA+ individuals should receive the COVID-19 vaccine, in addition to our family, friends, and allies.

OUTMemphis’s mission is that all LGBTQIA+ people deserve to be healthy and joyful. Our legacy of advocacy is founded upon radical advancements for health and safety, including the accessibility of free public health for all. In accordance with our Code of Conduct and Ethics, it is the expectation that all volunteers advocate for this fundamental mission by getting vaccinated and acting in support of this equitable health service.

Information regarding accessing the COVID-19 vaccine and other questions will be available at all OUTMemphis locations.

**OUTMemphis vaccination policy is as follows:**

- 1) Volunteers must provide proof of vaccine (one-time) or a negative test within 48 hours of an on-site engagement or weekly, (based upon frequency of volunteer work).

**II. DAILY PROTOCOLS**

- 1) Staff, volunteers, and visitors are required to take temperatures upon entry; temperatures greater than 99.9 degrees Fahrenheit will not be permitted inside.
- 2) Visitors and volunteers are required to wear masks at all indoor facilities and programs. Visitors and volunteers are permitted to remove their masks for eating and drinking, as applies, and for outdoor programs.

**III. EATING & DRINKING**

- 1) Volunteers and guests of the **Youth Emergency Center** are permitted to remove their masks indoors for eating or drinking.
- 3) Volunteers and guests of the **Cooper Community Center** are not permitted to remove their masks indoors for eating or drinking but are permitted to do so outdoors.

**IV. GATHERINGS**



1) OUTMemphis prohibits indoor gatherings greater than 10 individuals at the Youth Emergency Center and Admin/Donation Center and greater than 8 individuals at the Community Center.

2) Max capacity at the Youth Emergency Center and Admin/Donation Center is 15 people and 10 people at the Community Center.

3) OUTMemphis prohibits outdoor gatherings at any facility greater than 30 people.

4) OUTMemphis prohibits off-site or outreach events at any indoor facility with greater than 15 people and outdoor venue greater than 30 people.

#### **V. EXPOSURE**

1) Volunteers are required to notify management if they have a positive test result. In the event of any direct exposure internally, OUTMemphis will shut internal and external programs until all involved personnel submit a negative test.

2) OUTMemphis volunteers who are knowingly in contact with a person with COVID-19 must submit a negative test to return to in-person work.

3) OUTMemphis volunteers who attend or participate in non-work events with greater than 100 attendees are expected to disclose this participation to management and may be asked to submit a negative test, quarantine, or other measures.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 3	RECRUITMENT PROCEDURE & POLICY	PROCEDURE: 3.100 – 3.101	REGISTRATION & SCREENING

Hooray! You’ve learned a bit about us, begun to understand our services, and want to lend a helping hand. This section will serve as a roadmap to your volunteer journey, beginning with the application and screening process and covering all the appropriate paperwork. If at any time you have questions or concerns about the procedure, please ask! Our contact information can be found either in the Welcome Letter or Staff Directory.

## Step 1. Registration

The application to volunteer at OUTMemphis can be accessed through our website, under the Volunteer tab. Click on “Apply Now” to begin the process. This link will take you TO our volunteer portal, which will be our primary method of communication, hours-tracking, and signing up for shifts. But for now, your first step is to build out your volunteer profile and provide us with the most accurate, recent contact information.

You can also find applications for Peer Facilitation and Internships under this tab. These positions come with added responsibility and require prior experience volunteering at OUTMemphis.

## Step 2. Screening

This step of the application asks questions around your interests, previous volunteer experience, and the level of commitment you’re able to offer.



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PART 3	RECRUITMENT PROCEDURE & POLICY	PROCEDURE: 3.102	FORMS

## Step 3. Forms, Forms, and More!

All volunteers will need to complete a background check and provide proof of vaccination or COVID test (see above COVID-19 policy). They will also sign a building policy, liability waiver, and photo release forms. **Volunteers who are interested in any direct service for youth will additionally sign a Youth Interaction Form.** All forms can be found along with the application in the Volunteer Portal. Complete the checklist of forms below, provide an electronic signature, and then sign up for an orientation date!

- Application (includes Emergency Contact, pronouns, and t-shirt size)
- Liability Waiver
- Building Policy
- Background Check\*
- Youth Interaction Form
- Photo Release Form
- Confidentiality Agreement
- COVID Liability Waiver and Proof of Vaccination/COVID Test

\*Background checks are only required for volunteers who sign up for direct-service work at the community center or YEC (Day Chair, Night Chair, Peer Facilitator, etc).



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 4	VOLUNTEER PORTAL	PROCEDURE: 4.100-4.103	VOLUNTEER PORTAL 101

As of February 2022, OUTMemphis will use VolunteerMatters as the primary method of communication to volunteers and the platform on which volunteers will register, sign up for shifts, and leave feedback on their experience.

## Volunteer Profile

The volunteer profile will be created once an applicant completes a registration form [here](#) or by clicking the Register Now button on the OUTMemphis volunteer page. Volunteers can upload documents to their profile, edit their volunteer history, update their preferences and availability, view their credentials, and provide feedback on their shifts. We encourage everyone to interact with us as much as possible, log in frequently to see updates, and fine tune their profile to their liking.

- Credentials are how we keep track of volunteers who have attended the volunteer orientation, taken additional technical trainings, and who have completed all paperwork and background checks.
- Volunteers who have not served at least 10 hours following their orientation or registration will be tagged as “Inactive.” They will no longer receive notifications when new projects or opportunities are announced. Please reach out to the Volunteer Coordinator to change your volunteer status.

## Self-Scheduling

Unless assigned by the volunteer coordinator to a shift or position, volunteers will always sign up for their own shifts. Please sign up for as many shifts as you are available, with the understanding that there are limited spots for several hundred volunteers. The demands of the shift will depend on the time of day; evening shifts tend to get busier than day time shifts due to overlapping programs and support groups. Shift responsibilities also differ by building, so familiarize yourself with shift role descriptions before signing up. Always check the address, date and time of your shift and ask the Volunteer Coordinator if there is ever any confusion.

Volunteers that are assigned to positions, like internships, are required to frequently update their hours on the portal. They can also leave comments and descriptions of their shift or week. This can be done through their profile, dashboard, or by navigating to their assigned position in the project catalog.

**Attendance: Please notify the Volunteer Coordinator and unregister from a shift as soon as you are aware of schedule changes, preferably up to 24 hours in advance.**





## Hours-Tracking

Some sign-ups will not require a check-in, but some will require a check-in that can be completed on your phone or front-desk kiosks. If a shift or event is automatic check-in, **please unregister from the event if you cannot show up.** Volunteers who record their hours for an internship or fixed position are also expected to report honestly and frequently (up to 1 week apart). Accurate reporting of hours is crucial for grant funding, and your support is necessary to maintain an up-to-date attendance record of each event.

## Communication

VolunteerMatters will also be the primary platform on which volunteers can receive updates, schedule or location changes, cancellations, and all other communication. Volunteers can change their notification preferences on their profile. Please reach out to the Volunteer Coordinator if you wish to be removed from our contact list.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 5	RECRUITMENT PROCEDURE & POLICY	PROCEDURE: 5.100	ORIENTATION

## Orientation

All applicants are welcome and encouraged to attend a volunteer orientation. Volunteers who wish to engage in any capacity of direct service, defined as work that involves program participants and potentially vulnerable populations, are **required** to attend an orientation. Dates and times of orientations can be found under Volunteer Orientation in the project catalog.

The orientation is a general introduction to OUTMemphis, our programs and services, and the populations we serve. It is by no means an exhaustive or complete training but an overview of expectations, policies, and responsibilities of all volunteers. The best way to feel experienced and confident in your role is by signing up for shifts, gradually branching out to our different locations, and interacting with the various departments that we house. Reading through our website, the resource referral guide, and phone scripts certainly help, but the hands-on part is true practice. The more time you are able to spend answering phone calls and interacting with visitors, the easier it will be to remember everything we cover in the orientation.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 5	RECRUITMENT PROCEDURE & POLICY	PROCEDURE: 5.101	ADDITIONAL TRAININGS

Volunteers who advance to roles with more responsibility are encouraged to attend and complete additional technical trainings to better equip them for the demands of their role. See the table below for a breakdown of roles and recommended trainings.

Volunteers who wish to stay in their present role are still welcome to attend or request technical training. We ask for increased frequency of shifts, assistance with special projects, and the same commitment as below.

**We expect a commitment of at least 50 hours following the additional safety/technical trainings provided or paid for by OUTMemphis. If a volunteer cannot or fails to make this commitment, we will ask for the cost of training to be covered by the volunteer and made payable to OUTMemphis.**

	Day Chair	Night Chair	Peer Facilitators	HIV Tester/Intern
<i>Crisis Prevention</i>		X		X
<i>De-Escalation</i>	X	X	X	X
<i>Narcan</i>		X		X
<i>First-aid &amp; CPR</i>		X		X
<i>Suicide Prevention</i>		X	X	
<i>Trauma-Informed Care</i>	X	X	X	X
<i>I Know Certification</i>				X

**Interns may require additional training depending on their placement and role. This will be assessed on a case basis and offered to the intern during their registration and onboarding.**



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6	VOLUNTEER ROLES & RESPONSIBILITIES	PROCEDURE: 6.100	VOLUNTEER JOB DESCRIPTIONS

The following section contains full job-style descriptions of all the entry-level and mid-level volunteer positions that are currently available. There will likely be modifications or additions as we continue to expand our operations and scope.

We offer opportunities to acquire new responsibilities as our volunteers gain exposure and experience in their roles/site location.

Descriptions formatted in **light green** are our entry-level opportunities for new volunteers.

Mid-level opportunities are formatted in **dark green** and will be available once a volunteer has worked a minimum of 20 hours in an entry-level role.

HIV Tester Certification, YEC Evening Shifts, Internships, and Peer Facilitator roles are formatted in **pink** and are available as opportunities for professional development.

See the following section for more information on peer facilitation and internships.

It is the responsibility of the volunteer to approach the Volunteer Coordinator and their direct supervisor to request consideration for a mid-level or professional development role. There may be additional application, paperwork, trainings, and expectations required for these positions, so please speak with the Volunteer Coordinator about your interest.



**VOLUNTEER TITLE** **Special Events Volunteer**

**WORK LOCATION** Administrative Office @ 832 Virginia Run Cove // Cooper Community Center @ 892 Cooper St // Youth Emergency Center @ 2055 Southern Ave

**SCHEDULE** Will receive call-to-action and sign-up info around time of event

**PURPOSE** The Special Events Volunteer will serve as a helpful set of hands and as a representative of OUTMemphis to external community members during any events executed by OUTMemphis or other events to where OUTMemphis sends its volunteers. The Special Events volunteer may or may not be a regular volunteer at one of our facilities, but will nevertheless provide immense support and general or specialized skills before, during, and after the event. Examples of special events are Cooper Young Festival, MidSouth PRIDE, Donor Mail Packing Days, Condom-Packing Days, All-Hands-On-Deck Renovation Days, HIV Testing Days, Yardwork Days, and many more!

**RESPONSIBILITIES** The duties and responsibilities of the Special Events volunteer include and are not limited to:

- Providing input in the planning of events
- Setting up prior to the event
- Running the event
- Breakdown/Cleanup after the event
- Adherence to the specific duties and responsibilities required of a particular event

**QUALIFICATIONS** We encourage Volunteers who sign up for Special Events to be:

- Physically able to stay on your feet and lift and move up to 50lbs (furniture and clothing)
- Kind, patient, accountable and compassionate
- Open to learn and open to ask questions
- Respectful of participant confidentiality and overall Code of Conduct
- Completion of background check

**COMMITMENT** The commitment for this role is minimal and will often just be a one-time commitment. We encourage Special Events Volunteers to recruit their friends and family, if our capacity allows, and regularly check in to learn about upcoming opportunities.

**TRAINING** Special Events training will be covered in the General Orientation, although volunteers may not need attend an orientation for all special event volunteer needs, and may require additional specialized training near the date of the event.



**VOLUNTEER TITLE** **Donation Center Volunteer**

**WORK LOCATION** OUTMemphis Administrative Office, 832 Virginia Run Cove

**SCHEDULE** Mondays and Wednesdays 12-4PM, some Saturdays

**PURPOSE** The purpose of this role is to assist in keeping the Donation Center clean, organized, and prepared for Metamorphosis participants who are in need of supplies. The Donation Center Volunteer will receive donations, sort and label, pack up, rearrange, and stage the space to create a friendly shopping experience and quality customer service for participants. The Volunteer may also serve as a shopper's assistant to participants. The support afforded by this role will go towards cultivating a warm and inviting space for participants to exercise autonomy in picking out what supplies suit them.

**RESPONSIBILITIES** The duties and responsibilities of the Donations Volunteer include and are not limited to:

- Cleaning, organizing, and arranging the Donation Center into a warm shopping space
- Receiving donations during open hours
- Staging the clothing room (B-OUT-ique) to be presentable and inviting based on the current season
- Exercising creativity in making seasonal changes to Donation Center (i.e bring decorations out during holiday season)
- Assess and develop an ongoing list of donation needs and wants (and Do NOT Needs) with Manager
- Re-assign sizes to make clothes and shoes gender-neutral

**QUALIFICATIONS** We encourage Volunteers who sign up for the Donations Center to be:

- Kind, patient, accountable and compassionate
- Open to learn and open to ask questions
- Detail-oriented and a knack for systemized organizing
- Respectful of participant confidentiality and overall Code of Conduct
- Physically able to stay on your feet and lift and move up to 50lbs (furniture and bins of clothing)- not required but encouraged

**COMMITMENT** The commitment for this role depends on the Volunteer, their physical capacities and how often they prefer to sign up for shifts. We ask that Volunteers be cognizant of their peers and allow room for everyone to participate in this role.

**TRAINING** Donation Center Volunteer training will be covered in the General Orientation and does not require additional training unless requested by the Volunteer or decided by Volunteer Coordinator.



**VOLUNTEER TITLE** Cooper Day Chair

**WORK LOCATION** Cooper Community Center, 892 Cooper St

**SCHEDULE** Mondays 2-9PM // Wednesdays 2-9PM // Thursdays 11AM-5PM // Fridays 11AM-3PM

**PURPOSE** This role serves as the front desk receptionist and a friendly face who receives and supports callers, visitors, or program participants. This role primarily involves answering and directing phone calls, taking messages, and following greeting protocols for visitors. The support afforded by this role is crucial to the efficiency of Community Center operations and significantly impacts how our community perceives the organization.

**RESPONSIBILITIES** The duties and responsibilities of the Day Chair include and are not limited to:

- Completing a daily opening checklist/chore board
- Receiving and directing phone calls
- Taking messages
- Receiving, greeting, and supporting visitors/participants
- Making resource referrals using the Resource Guide
- Giving facility tours
- Additional assistance to program staff (i.e. condom-packing, updating resources, making fliers on Canva, setting up for trainings or helping break down, etc.)

**QUALIFICATIONS** We encourage Volunteers who sign up for Day Chair to be:

- Kind, patient, accountable and compassionate
- Open to learn and open to ask questions
- Flexible to new experiences, interactions, and people of different perspectives
- Enthusiastic about helping folks and connecting them to the right resource
- Respectful of participant confidentiality and overall Code of Conduct

**COMMITMENT** The commitment for this role depends on the Volunteer and how often they prefer to sign up for the shift. We ask that volunteers be cognizant of their peers and allow room for everyone to participate in this role.

**TRAINING** Day Chair training will be covered in the General Orientation and is usually followed up by a more thorough introduction to the front desk by the Volunteer Coordinator during the volunteer's first shift.



**VOLUNTEER TITLE** **YEC Day Chair**

**WORK LOCATION** Youth Emergency Center, 2055 Southern Ave

**SCHEDULE** Monday-Friday 9AM-12PM OR 12PM-6PM // Saturday -Sunday 11AM-2PM OR 6PM-9PM

**PURPOSE** This role serves as the front desk receptionist and a friendly face trained to receive and support callers, visitors, or program participants. This role primarily involves answering and directing phone calls, taking messages, and following greeting protocols for visitors. The YEC Day Chair will also provide peer support for participants during drop-in hours. The support afforded by this role is crucial to the efficiency of Metamorphosis operations and significantly impacts how our community perceives the organization.

**RESPONSIBILITIES** The duties and responsibilities of the YEC Day Chair include and are not limited to:

- Completing a daily opening checklist/chore board
- Receiving and directing phone calls
- Taking messages
- Receiving, greeting, and supporting visitors/participants
- Making resource referrals using the Resource Guide for Youth
- Giving facility tours
- Additional assistance to program staff (i.e. setting up for meals, cooking, or supporting youth groups)
- Exercising creativity to maintain the youthful energy of YEC

**QUALIFICATIONS** We encourage Volunteers who sign up for YEC Day Chair to be:

- Kind, patient, accountable, and compassionate
- Open to learn and open to ask questions
- Enthusiastic about helping folks and connecting them to the right resource
- Respectful of participant confidentiality and overall Code of Conduct
- Completion of Youth Interaction Form and additional technical training

**COMMITMENT** The commitment for this role depends on the Volunteer and how often they prefer to sign up for the shift. We ask that Volunteers be cognizant of their peers and allow room for everyone to participate in this role. **Commitment at this facility also encapsulates trainings required to interact with youth.**

**TRAINING** YEC Day Chair training will be covered in the General Orientation and requires additional technical training (De-Escalation, First-Aid/CPR Training, etc.) OUTMemphis will provide and/or pay for these additional trainings upon the understanding of the Volunteers commitment to supporting YEC.





**VOLUNTEER TITLE** **OUTLast Intern**

**WORK LOCATION** Cooper Community Center, 892 Cooper St // Remote

**SCHEDULE** Customizable

**PURPOSE** This role serves as the assistant to the Trans Services Manager and OUTLast program. The OUTLast Volunteer will communicate with OUTLast applicants to verify their needs and follow up on the disbursement of funds or other payments. This role supports a vital program for trans folks of color and as such requires an added level of sensitivity and confidentiality.

**RESPONSIBILITIES** The duties and responsibilities of the OUTLast Intern include and are not limited to:

- Verify applications for each monthly cycle of program
- Communicate participant referral needs to Trans Services Manager
- Respect participant confidentiality, life circumstances, identities/name/pronouns with non-judgmental attitude
- Track applicant communications in spreadsheet

**QUALIFICATIONS** We encourage Volunteers who sign up for OUTLast Intern to be:

- Kind, patient, accountable, and compassionate
- Adherence to timelines
- Experienced in Cooper operations/OUTLast program flow
- Flexible to different communication styles
- Open to learn and open to ask questions
- Enthusiastic about helping folks and connecting them to the right resource
- Respectful of participant confidentiality and overall Code of Conduct

**COMMITMENT** The role requires 4-5 hours of commitment per month. This is subject to change depending on the demands of the program and will be up to the discretion of the Trans Services Manager.

**TRAINING** OUTLast training will be covered in the General Orientation and will be followed up with specialized training by Trans Services Manager.



**VOLUNTEER TITLE** Cooper Night Chair

**WORK LOCATION** Cooper Community Center, 892 Cooper St

**SCHEDULE** Monday-Friday 6PM-9PM

**PURPOSE** This role serves as the front desk receptionist and a friendly face who receives and supports callers, visitors, or program participants. This role primarily involves answering and directing phone calls, taking messages, and following greeting protocols for visitors. The Night Chair will also provide support on HIV Testing nights and ensure privacy for groups that meet in the evening. The support afforded by this role is crucial to the efficiency of Community Center operations and significantly impacts how our community perceives the organization.

**RESPONSIBILITIES** The duties and responsibilities of the Night Chair include and are not limited to:

- Completing a daily closing checklist/chore board
- Receiving and directing phone calls
- Taking messages
- Receiving, greeting, and supporting visitors/participants
- Making resource referrals using the Resource Guide
- Giving facility tours
- Additional assistance to program staff (i.e. condom-packing, updating resources, making fliers on Canva, setting up for trainings or helping break down, etc)
- Assisting any programs or support groups that meet in the evening (ensuring privacy, arranging chairs/desks, etc)
- Assistance on HIV Testing Night (maintaining flow, refilling paperwork, greeting and assisting clients, notifying HIV Tester if waiting room is filing up, etc)

**QUALIFICATIONS** We encourage Volunteers who sign up for Night Chair to be:

- Kind, patient, accountable, and compassionate
- Open to learn and open to ask questions
- Enthusiastic about helping folks and connecting them to the right resource
- Respectful of participant confidentiality and overall Code of Conduct
- Some multi-tasking and previous experience as a Day Chair

**COMMITMENT** The commitment for this role depends on the Volunteer and how often they prefer to sign up for the shift. We ask that Volunteers be cognizant of their peers and allow room for everyone to participate in this role. **This role will be a slightly heavier responsibility than Day Chair given the occurrence of HIV Testing and programming during evenings.**

**TRAINING** Night Chair training will be covered in the General Orientation and does not require additional training unless requested by the Volunteer or decided by Volunteer Coordinator.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.2	OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT	PROCEDURE: 6.200	YEC EVENING & OVERNIGHT

The following volunteer roles require additional application, interviews, and trainings. Advancement into such positions is encouraged and celebrated! We expect a commitment of at least 50 hours following the additional safety/technical trainings provided or paid for by OUTMemphis.

**VOLUNTEER TITLE** YEC Night Chair

**WORK LOCATION** Youth Emergency Center, 2055 Southern Ave

**SCHEDULE** Monday-Sunday 6 PM-11PM

**PURPOSE** This role serves as the front desk receptionist and a friendly face trained to receive and support callers, visitors, or program participants. This role primarily involves supervising and delegating tasks to other volunteers, maintaining the flow of groups and programs, and assisting the Youth Advocate on duty. The YEC Night Chair will also provide peer support for participants and programs during evenings. The support afforded by this role is crucial to the efficiency of Metamorphosis operations and significantly impacts how much direct support we are able to provide participants.

**RESPONSIBILITIES** The duties and responsibilities of the YEC Night Chair include and are not limited to:

- Completing a daily closing checklist/chore board
- Receiving and directing phone calls
- Taking messages
- Receiving, greeting, and supporting visitors/participants
- Making resource referrals using the Resource Guide for Youth
- Giving facility tours
- Additional assistance to program staff (i.e. setting up for meals, cooking, or supporting youth groups)
- Exercising creativity to maintain the youthful energy of YEC

**QUALIFICATIONS** We encourage Volunteers who sign up for YEC Night Chair to be:

- Kind, patient, accountable, and compassionate
- Open to learn and open to questions
- Enthusiastic about helping folks and connecting them to the right resource
- Respectful of participant confidentiality and overall Code of Conduct
- Well experienced in direct service and operations of YEC
- Completion of Youth Interaction Form and additional technical training

**COMMITMENT** The commitment for this role depends on the Volunteer and how often they prefer to sign up for the shift. We ask that Volunteers be cognizant of their peers and allow room for everyone to participate in this role. **Commitment at this facility also encapsulates trainings required to interact with youth.**

**TRAINING** YEC Night Chair training will be covered in the General Orientation and requires additional technical training (De-Escalation, First-Aid/CPR Training, etc. OUTMemphis will provide and/or pay for these additional trainings upon the understanding of the Volunteer’s commitment to supporting YEC.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.2	OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT	PROCEDURE: 6.201	HIV TESTER

**VOLUNTEER TITLE** HIV Tester

**WORK LOCATION** Cooper Community Center

**SCHEDULE** Monday, Wednesday 6-9 PM // OUTReach Events

**PURPOSE** This role serves as the assistant to the Sexual Health Manager on HIV Testing Nights and other events where the service may be offered. **The HIV Tester Volunteer will be chosen and recommended for training by the Senior Health and Wellness Manager.** This role provides tremendous support to the Sexual Health staff and is an invaluable certification for professional development.

**RESPONSIBILITIES** The duties and responsibilities of the HIV Tester include and are not limited to:

- Assisting Sexual Health Manager on HIV Testing Nights
- Assist with data entry
- Coordinate the intake and processing of clients
- Assist with OUTReach events
- Assist in providing support and additional resources for HIV+ clients

**QUALIFICATIONS** We encourage Volunteers who aspire for the HIV Tester certification to be:

- Kind, patient, accountable, and compassionate
- Open to learn and open to questions
- Enthusiastic about helping folks and connecting them to the right resource
- Respectful of participant confidentiality and overall Code of Conduct
- Well experienced in direct service and operations of Cooper Center
- Completion of I Know Training through referral by Sexual Health Manager

**COMMITMENT** The commitment for this role is quite large, HIV Testers will be heavily vetted and thoroughly trained by the Sexual Health Manager. Time-commitment will be up to the discretion of the Manager. **Commitment to this role also encapsulates trainings required to administer HIV Testing.**

**TRAINING** HIV Tester Training is solely provided to those recommended by the Sexual Health Manager.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.2	OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT	PROCEDURE: 6.202	PEER GROUP FACILITATOR

**VOLUNTEER TITLE Peer Group Facilitator**

**WORK LOCATION** Cooper Center, 892 Cooper St // Youth Emergency Center 2055 Southern Ave

**SCHEDULE** Dependent on program schedule

**PURPOSE** The Peer Group Facilitator is an essential part of the programming that OUTMemphis provides. Facilitators create a conducive environment and opportunity for learning and development to take place by planning, executing, and facilitating group sessions that engage and include their peers. Peer Facilitators are the backbone of our social groups, and we highly encourage interested volunteers to inquire about joining a group or starting their own (if they see a gap).

**RESPONSIBILITIES** The duties and responsibilities of the Peer Facilitator include and are not limited to:

- Exercising creativity in developing intentional lesson-plans for the group, drawing from lived experiences and resources provided by or gained outside of OUTMemphis
- Adhering to time limits (1 or 2 hour groups)
- Leading and collaborating with your group to brainstorm ideas
- Supervising the group to ensure adherence to all building rules/policies/procedures
- Monitor group energy level and adapting to changing circumstances
- Utilizing resources and supplies to diversify group format and activities
- Ensure only peers are attending peer groups (ex. no cis-identifying participants in a trans support group)

**QUALIFICATIONS** We encourage Volunteers who sign up for Peer Facilitation to be:

- Outgoing and inclusive of all group participants
- Kind, patient, accountable, and compassionate
- Open to learn and open to questions
- Enthusiastic about cultivating a unique group culture and a sense of belonging among participants
- Strong sense of core values and the purpose of their respective group
- Respectful of participant confidentiality and overall Code of Conduct
- Background check
- Completion of Youth Interaction Form and additional technical training

**COMMITMENT** The commitment for this role depends on the program schedule and planning that takes place outside of group hours. Facilitators commit not only to the program but to participants, and as such should be self-aware of their capacity to commit. **Commitment at this facility also encapsulates trainings required to interact with youth.**

**TRAINING** Some Peer Facilitator training will be covered in the General Orientation but requires additional technical training depending on the group (De-Escalation, First-Aid/CPR Training, etc). OUTMemphis will provide and/or pay for these additional trainings upon the understanding of the Facilitator’s commitment to supporting OUTMemphis.



*Available Peer Facilitator Positions      Location and Times*

<i>LifeSkills</i>	YEC; last Friday every month
<i>GenQ</i>	YEC; Friday 6-8 PM
<i>Virtual T</i>	Zoom; Tuesdays 6 PM
<i>Senior Social Groups</i>	Cooper or Off-site; Sundays
<i>Meristem Book Club</i>	2 <sup>nd</sup> Wednesday Every Month 7-9 PM
<i>Hope Spirituality</i>	Cooper; Thursdays 5:30-7 PM
<i>Seeking Serenity</i>	Cooper; Thursdays 7 PM
<i>Evolve</i>	Cooper; Thursday 6-7:30 PM
<i>Alphabet Book Club</i>	Cooper; Thursday 6-7:30 PM
<i>PRYSM* (see full description in following section)</i>	Cooper; 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays 1-3 PM



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.2	OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT	PROCEDURE: 6.203	PRYSM ADVISOR

**VOLUNTEER TITLE PRYSM Advisor**

**WORK LOCATION** Cooper Community Center, 892 Cooper St

**SCHEDULE** Saturdays 4-6 PM plus additional planning

**PURPOSE** The PRYSM Advisor is a 21+ adult who facilitates and supervises the 13-17 age youth group that meets every Saturday from 4 PM to 6 PM. **Advisors are not considered peers to group members. Rather, they ensure the safety of the participants while offering engaging, fun, and diverse activities for them to partake in.**

**RESPONSIBILITIES** The duties and responsibilities of the PRYSM Advisor include and are not limited to:

- Exercising creativity in developing intentional lesson-plans for the group, drawing from lived experiences and resources provided by or gained outside of OUTMemphis
- Adhering to time limits (1 or 2 hour groups)
- Leading and collaborating with your group to brainstorm ideas
- Supervising the group to ensure adherence to all building rules/policies/procedures
- Monitor group energy level and adapting to changing circumstances
- Utilizing resources and supplies to diversify group format and activities
- Ensure only peers are attending peer groups (ex. no adults present other than advisors)

**QUALIFICATIONS** We require Volunteers who sign up for PRYSM Advisor to be:

- Outgoing and inclusive of all group participants
- Kind, patient, accountable, and compassionate
- Open to learn and open to questions
- Enthusiastic about cultivating a unique group culture and a sense of belonging among participants
- Strong sense of core values and the purpose of their respective group
- Respectful of participant confidentiality and overall Code of Conduct
- Background check
- Completion of Youth Interaction Form and additional technical training

**COMMITMENT** The commitment for this role depends on the program schedule and planning that takes place outside of group hours. Facilitators commit not only to the program but to participants, and as such should be self-aware of their capacity to commit. **Commitment at this facility also encapsulates trainings required to interact with youth.**

**TRAINING** Some PRYSM Advisor training will be covered in the General Orientation but requires additional technical training. OUTMemphis will provide and/or pay for these additional trainings upon the understanding of the Advisor’s commitment to supporting OUTMemphis.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.2	OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT	PROCEDURE: 6.204	GROUP RULES/FORMAT

Group Rules will vary from group to group and can be changed or added to fit the specific needs and wants of each group. Each group can make their own rules. These rules are just a template and provide a common ground of acceptable behavior for the group.

**NOTE:** The facilitator may want to write these on the board or make a poster for use at each session.

**Here are some examples of rules the group may adopt:**

**1. ONE PERSON TALKS AT A TIME.**

When the individuals are in group, we want them to feel “heard”, so we ask that they take turns speaking.

**2. RESPECT EACH OTHER. (BE NICE!)**

We want everyone to feel welcome and an equal in the group. No one is more important than anyone else. So, let's be kind to one another.

**3. NO NAME CALLING!**

No use of derogatory or abusive terms for other people. In other words, no put-downs.

**4. RIGHT TO PASS.**

We want everyone to be able to participate in the groups when they feel comfortable. They have the right to remain quiet, but they must stay in the group and be respectful.

**5. WHAT WE SAY HERE, STAYS HERE.**

Explain to the participants that this is a safe space and that whatever is discussed in groups, stays in groups. It is also important to explain that this rule comes with the stipulation that if someone reveals that they are a harm to themselves or others, we cannot keep that information confidential.

**Be sure to ask the group if there are other rules that she be added to the list.**

- For example, does the group feel that use of cell phones is disruptive and want to add the rule, “no phones during group”, etc.

**6. Additional Rules for PRYSM:**

No adults are allowed in the building while PRYSM is meeting (including parents, outside community members, etc.) This is A HARD AND FAST RULE, NO EXCEPTIONS.

Any adult present during PRYSM must be accompanied by another adult (1 staff member and 1 PRYSM Advisor at least for each meeting).





**NOTE: BE SURE TO DEFINE CONSEQUENCES FOR BREAKING RULES.**

What would be the consequence of not following the group rules? A warning? Being asked to leave? Something else?

Decide what would be the best course of action to take for the group in case there is a persistent disruption. You may even consult with the group to decide the rules and consequences. **Remember: be firm with your choices.**

**Facilitators: DO NOT FEEL THE NEED TO DISMISS OR TAKE ACTION WITHOUT SUPPORT FROM A STAFF MEMBER.**

Be sure to notify them if there is any problem that needs attention.

## PRYSM Advisor Expectations

Advisors are in a position of authority that may carry some power and influence. It is important as a advisor to understand this dynamic and the potential consequences if this power and influence is abused. It is a position that if handled appropriately will assure a healthy and positive experience for both youth and the advisor.

Advisors are expected to follow these guidelines and if they observe another advisor violating these guidelines, they should speak to the Volunteer Coordinator or staff member present. If a staff member is seen violating these guidelines, they are expected to report the violation to the Executive Director of OUTMemphis or the staff member's direct supervisor.



## Group Format

### For 1 Hour Groups:

Welcome	5 Min	Introductions
Icebreaker	5 Min	See list of ice-breakers
Review Group Rules	5 Min	One person speaks at a time Respect each other No name-calling Right to pass What we say here, stays here
Activity & Discussion	45 Min	Make sure the activity is appropriate for the group you are facilitating
Closing & Evaluation	5 Min	Close out the group by summarizing all the things that were discussed and if possible, ask group Evaluation questions

### For 2 Hour Groups:

Welcome	5 Min	Introductions
Icebreaker	5 Min	See list of Ice Breakers for suggestions
Review Group Rules	5 Min	One person speaks at a time Respect each other No name-calling Right to pass What we say here, stays here
Food	10- 15 Min	Have group members grab a plate and get comfortable
Activity & Discussion	Min	Make sure the activity is appropriate for the group and that you have all the necessary activity materials.
Closing & Evaluation	5 Min	Close the group by reviewing topics discussed and making announcements for the next group. If possible, ask evaluation questions to group for feedback.

**Reach out to Volunteer Coordinator for any supplies you may need, if you want to approve a guest speaker for your group, or refer to the Peer Facilitator Toolbox below for ideas and inspiration.**



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.2	OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT	PROCEDURE: 6.205	GROUP FACILITATION TOOLBOX

## Example Icebreaker Activities

### Introductions

Remember to start each group by introducing yourself. Group members will want to know who you are and why you are qualified to lead the group. After introducing yourself, have your group members introduce themselves and answer the ice breaker question as they go around.

### Funny Icebreaker Questions

- What is one article of clothing that someone could wear that would make you walk out on a date with them?
- The zombie apocalypse is coming, who are 3 people you want on your team?
- What is your most used emoji?
- What was the worst style choice you ever made?
- What was the worst haircut you ever had?
- Who was your childhood celebrity crush?
- If you were a wrestler what would be your entrance theme song?
- Have you ever been told you look like someone famous? Who was it?
- If you could bring back any fashion trend, what would it be?
- What's the most embarrassing fashion trend you used to rock?
- What did you name your first car?
- Does your current car have a name? What is it?
- You have your own late-night talk show: Who do you invite as your first guest?
- If a movie was made of your life, what genre would it be and who would play you?
- If you were famous, what would you be famous for?
- You have to sing karaoke: What song do you pick?
- What was your least favorite food as a child? Do you still hate it, or do you love it now?
- If you had to eat one meal every day for the rest of your life, what would it be?
- If you were left on a deserted island with either your worst enemy or no one, which would you choose? Why?
- If aliens landed on earth tomorrow and offered to take you home with them, would you go?
- 60s, 70s, 80s, 90s: Which decade do you love the most and why?
- What's your favorite sandwich and why?

### Great Icebreaker Questions

- What's the best piece of advice you've ever been given?
- When you die, what do you want to be remembered for?
- What is your favorite item you've bought this year?
- What would be the most surprising scientific discovery imaginable?
- What is your absolute dream job?



- What would your talent be if you were Ms./Mr./Mx. America?
- What would the title of your autobiography be?
- If you were independently wealthy and didn't have to work, what would you do with your time?
- If you had to delete all but 3 apps from your smartphone, which ones would you keep?
- What is your favorite magical or mythological animal?
- Who is your favorite Disney character? Would you trade places with them?
- What would your dream house be like?
- If you could add anyone to Mount Rushmore who would it be: Why?
- You're going sail around the world. What's the name of your boat?
- What fictional family would you be a member of?

### **Sample LGBTQ+ Activities/Handouts**

Please note that in parentheses at the end of each item is a description of which groups these activities or discussion topics would be appropriate for. Activities & Handouts

That's Gay Word Match Handout- Answer Key (GenQ/PRYSM)

LGBT Trivia (Any)

Bisexuality Beliefs Activity (GenQ/PRYSM)

LGBT Situation Exercise (GenQ/PRYSM)

Coming Out Stars Activity (GenQ/PRYSM)

Trans Safety Situation Activity (DTM, B&B, PT, GenQ, & PRYSM)

### **Sample Discussion Topics**

Asexuality Topic Discussion (Any)

Coming Out Story- Activity/Discussion (GenQ/PRYSM)

First Impressions of LGBTQ People (GenQ/PRYSM)

Genderbread person (GenQ/PRYSM)

Discrimination: Have a discussion with your group about times they or someone they know has faced discrimination on any basis. How did they handle the situation? How do they wish they would have handled it? What are some better ways to face discrimination head-on? (Any)

Stereotypes: Have a discussion with your group about the stereotypes they have heard or believe about themselves or others. Discuss the positive and negative effects of these stereotypes. (Any)

Finding and Building Community: Discuss strategies in "creating safer spaces" within our communities. Look into sharing personal experiences, assertiveness techniques, and ways to support each other – in anywhere from bathrooms to work places to classrooms. (Any)

Labels and Language: Explore our relationship to language and labels and the ways in which they might empower us, give us the words to express ourselves, or perhaps even feel limiting when they do



not encapsulate our full identities. Folks will have the chance to discuss how labels are found, the ways in which they might change, and the contexts in which they do change. (Any)

Intersectionality: Discuss Intersectionality and how it relates to the group. Intersectionality is a framework for conceptualizing a person, group of people, or social problem as affected by a number of discriminations and disadvantages. It considers people’s overlapping identities and experiences in order to understand the complexity of prejudices they face. In other words, intersectional theory asserts that people are often disadvantaged by multiple sources of oppression: their race, class, gender identity, sexual orientation, religion, and other identity markers. Intersectionality recognizes that identity markers (e.g. “female” and “black”) do not exist independently of each other, and that each informs the others, often creating a complex convergence of oppression. (Any)



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.2	OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT	PROCEDURE: 6.206	STIPENDS FOR FACILITATORS

As an opportunity for professional development, the peer facilitator role also comes with a mini-stipend to compensate the work of facilitation. We recognize the additional work that goes into planning group activities, inviting guest speakers, and making a weekly commitment to your group members. The table below outlines the quarterly stipend (every 3 months) that will be provided to facilitators of each group/program.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.3	VOLUNTEERING THROUGH A COLLEGE OR UNIVERSITY	PROCEDURE: 6.300	INTERNSHIPS

Interning at OUTMemphis is an excellent way to build career experience into your resume. Intern positions are available in every department and each facility. For example, you can assist the Executive Director as an Executive Intern. You could be a part of the Development office as a Development Intern, where you'd learn the ins and outs of grant writing and donor stewardship. You could be a Volunteer Coordinator Intern, supporting all volunteer operations and practicing event management.

The Intern Onboarding process differs slightly from normal volunteer registration. You may apply for an internship as an existing volunteer (having accrued 50+ hours) or directly if the internship is through a **post-secondary institution**.

**Step 1.** Approach the Volunteer Coordinator via email or in-person with details of internship interest (department and position).

- Volunteer Coordinator will follow up with that department's staff to assess need.
- The Volunteer Coordinator will also develop a tailored intern job description to present to the aspiring intern.

**Step 2.** Volunteer Coordinator will set up a meeting between the aspiring intern and the director/manager of the designated department-referred to as the intern advisor.

- The Coordinator, Intern Advisor, and aspiring intern will fill out the *Intern Assessment Form* and assess the intern's fit in the department.

**Step 3.** Volunteer Coordinator, Intern Advisor, and intern's external mentor (school or professional) meet to finalize the intern's hours/schedule and complete the *Intern Affiliation Agreement*.

- This meeting should also finalize the intern's start and end dates.

**Step 4.** If intern is new to OUTMemphis, they will complete all volunteer registration forms and participate in orientation. Otherwise, paperwork is updated (if needed) and need for additional training is assessed.

**Step 5.** Intern Advisor will introduce intern to all OUTMemphis staff.

**Step 6.** Intern Advisor and Intern will create detailed work-plan and establish project deliverables.

- Deliverables measure the effectiveness of an intern's efforts as well as their professional/academic development.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 6.3	VOLUNTEERING THROUGH A COLLEGE OR UNIVERSITY	PROCEDURE: 6.301-6.302	TIMESHEETS & SPECIAL PROJECT ASSISTANCE

## Timesheets

Students who must complete time-sheets for their school are responsible for tracking their hours accurately and honestly. They are also responsible for getting their time-sheet signed by the Volunteer Coordinator or their direct supervisor (if at YEC or donations center) in a timely manner.

## Special Project Assistance

From time to time, opportunities for special project assistance may come up. Examples from the past include vetting the Trans Best of Memphis businesses or coming along on outreach events (HIV Testing off-site) and tabling.

**For volunteers serving through a college or university and who are not interns**, we encourage you to hop onto a project or start your own after settling into your role. Ask a staff member at your site, or approach the Volunteer Coordinator, if you'd like to assist in a special project that hasn't been covered in the roles above.





VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.100	DRESS CODE

OUTMemphis expects volunteers to adhere to specific guidelines around ethics, confidentiality, and safety for the protection of program participants as well as those providing direct service.

OUTMemphis recognizes that dress, style, fit, and personal preference are strongly influenced by the individual’s gender expression, socioeconomic background, racial and cultural identity, ability, and other factors. OUTMemphis strives to be a welcoming, affirming, and enthusiastic home for comfortable, outward expressions of identity.

- Volunteers are asked to wear **business casual to casual attire**, see below for exceptions. Clothing should accommodate your volunteer responsibilities while representing a “doing our best” mentality.
  - Exceptions include: clothing with offensive language, strapless and halter tops, open-toed shoes, and short shorts
- **Interns must wear business casual attire.**
- Volunteers and interns are required to wear designated **name badges as soon as they arrive for their shift, at all facilities and events.**
- Volunteer t-shirts are available for purchase and are expected to be worn **at any special events where volunteers will be helping.**
- When the occasion warrants, such as outdoor, recreational, formal, and/or outreach events, staff event organizers are responsible for notifying volunteers of the expected dress code in writing at least 24 hours before the event.

**Dress code enforcement: Only the Deputy Director and the Volunteer Coordinator may provide feedback and coaching to volunteers on dress code. Staff members will communicate privately to the Coordinator about these matters.**



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.101	CODE OF ETHICS

The code of ethics ensures that all volunteers are operating under the same values and expectations regardless of their level of experience, type of position, or placement at our facilities. The primary expectations and code of conduct are outlined below.

**Volunteers must never take unfair advantage of staff, participants, and other volunteers through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unprofessional practice.**

**Volunteers must not accept, or agree to accept, any gifts, gift cards/certificates, cash, entertainment, meals, or other gratuities from any person or entity if such action could influence decision-making or serve as compensation at OUTMemphis, whether in the form of an action or inaction.**

**Furthermore, volunteers are expected to:**

Immediately report any illness or injury to their direct supervisor or the Volunteer Coordinator.

Be held accountable for all OUTMemphis property that is entrusted in the volunteer's possession during their shift.

Respect belongings of others at all times.

Follow all instructions and responsibilities required of their role.

Maintain a clean, friendly, and inviting space.



**Volunteers will also adhere to the following expectations:**

- Volunteers will not have a non-work-related involvement with a participant.
  - Volunteers will maintain a professional relationship with the participant, should the participant be seen outside of the organization.
- Volunteers will not house or have a participant stay in their home.
- Volunteers will not intentionally terminate a professional relationship with an OUTMemphis participant or encourage a participant to terminate their relationship with the organization for the purpose of having a friendship or relationship.
- Volunteers will not give out their phone numbers or addresses or that of any staff, volunteer, or participant to any other staff, volunteer, or participant without permission and/or for official purposes.
- Volunteers will not arrange to meet a participant outside of the Center or its subsidiaries and is previously approved by the supervisor or Volunteer Coordinator.
- Volunteers will not receive or provide participant information for possible employment nor will they provide information to a participant for possible employment opportunities.
- Volunteers will not give or accept rides from a participant.
- Volunteers will not discuss their personal feelings about staff members, participants, or other volunteers with other participants or unrelated staff.
- Volunteers will not do special favors for clients.
- Volunteers will not disclose information about their personal life, problems, relationships, etc. to participants.
- There may be times when limited self-disclosure is appropriate, but staff and volunteers should carefully consider the purpose of disclosing personal information.
- Volunteers will not attempt to do therapy with any participant (unless the volunteer is a therapist assigned to a participant in a particular program/department).



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.102	SAFETY POLICY

OUTMemphis property includes, but is not limited to, all OUTMemphis-owned or leased vehicles, buildings, and surrounding areas such as sidewalks, walkways, driveways, and parking lots under OUTMemphis’s ownership or control.

- Possession of weapons is prohibited at all times while volunteering at any OUTMemphis property or events.
  
- Please report any work-related illness or injury immediately to the Volunteer Coordinator and Director of Community Services.
  
- In the event of a finding of any abusive conduct, the Volunteer Coordinator and Deputy Director will take immediate and appropriate corrective action. Remedies may be determined by weighing the severity and frequency of the incidences of abusive conduct and in accordance with the disciplinary policies of OUTMemphis. Abusive conduct as it applies to this policy includes:
  - Harassment: Targeted or directed unwelcome verbal, written, and/or physical conduct that denigrates or shows hostility towards another person.
  - Sexual Harassment: Any unwelcome sexual advance, request for sexual favors, or verbal, written, and/or physical conduct of a sexual nature by Management, other employees, or a nonemployee.
  - Bullying: Repeated verbal abuse in the workplace, including derogatory remarks, insults, and epithets or verbal, nonverbal, or physical conduct of a threatening, intimidating, or humiliating nature.
  - Cyber-bullying: Use of technology to intentionally harm others.
  - Sabotage: Intentional undermining of an employee’s work performance in the workplace.
  - Horseplay: Rough or boisterous play, jokes, and pranks that can be viewed as offensive and/or unsafe.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.103	INCIDENTS & CRISIS REPORTING

**This Policy applies to complaints and grievances such as a volunteer alleging discrimination, harassment, or disagreement with another employee, volunteer, or participant.**

1. The volunteer should first approach the Volunteer Coordinator and Deputy Director for an informal discussion and attempt at resolution.
  - a. If not resolved, the volunteer must prepare a formal written complaint within 10 days of the incident occurrence.
2. Within 30 days of the complaint submission, the Volunteer Coordinator will meet with the Director of Community Services and other necessary staff/management to review the complaint, investigate allegations, and issue a written determination.
3. A written appeal may be submitted to the Volunteer Coordinator within 5 days of receiving the determination. The Appeal, along with the original complaint, will be reviewed by the Volunteer Coordinator and Executive Director to reach a final determination.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.104	CONFIDENTIALITY POLICY

**Under no circumstance can the confidential information of staff, participants, and other volunteers be transmitted by a volunteer to anyone outside of OUTMemphis in any method unless authorized through the appropriate approval process\*.**

**\*An example of appropriate approval would be making a resource referral to another service provider with sensitive information upon the participant’s consent.**

The Volunteer Coordinator is responsible for ensuring that a confidentiality agreement is executed by volunteers and interns who may have access to OUTMemphis’s confidential information.

- Volunteers must sign the confidentiality agreement as part of the registration process.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.105	SUBSTANCE USE

Volunteers conducting organization-related work, operating OUTMemphis vehicles, or present on our properties or off site at OUTMemphis-sponsored or supervised events or activities, are prohibited from engaging in activities that include, but are not limited to:

- Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug or drug paraphernalia.
- Being under the influence of a non-prescribed drug.
- Possessing or consuming alcohol.

The presence of any detectable amount of an illegal drug or controlled substance in a volunteer’s body system, while performing OUTMemphis business or while in an OUTMemphis facility, is prohibited.

**As of 2022, medical and recreational marijuana are included as a controlled substance and as a part of this policy.**

Smoking is permitted in designated outdoor areas, at least 50 ft from any entrance.

Certain events which are valuable outreach opportunities may sell or give away alcohol.

**Volunteers are permitted to attend these events but to ensure the safety of the volunteer and OUTMemphis, are not allowed to drink alcohol under any conditions.** The zero-alcohol rule applies to all volunteers, no matter the age or circumstance. If any volunteer is caught drinking at an OUTMemphis event, disciplinary actions will be taken.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.106	ATTENDANCE

As a volunteer, we depend on you to complete your scheduled shifts. We do understand that from time-to-time certain situations may arise that prevent you from doing so.

Please alert the Volunteer Coordinator or the Director of Community Services of any scheduled absences – such as vacation – **at least two weeks in advance** so that an appropriate substitute may be found.

In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Coordinator or Director of Community Services as soon as possible, **preferably the night/morning before your scheduled shift** begins.

Volunteers must also notify the Volunteer Coordinator or their direct supervisor if they plan on arriving late or leaving early on a particular shift.

If absenteeism becomes excessive, your volunteer relationship with OUTMemphis will be reevaluated.





VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.107	VOLUNTEER EVALUATIONS

Like any other staff member at OUTMemphis, volunteers will undergo evaluations of their performance, expectations, and objectives.

The frequency of the evaluations will depend on the role but will not exceed 2 evaluations per year or the duration of the volunteer’s service at OUTMemphis.

- For example, a semester-long volunteer will participate in 1 evaluation halfway through a 6-month timeframe. A special event volunteer would participate in an evaluation after assisting with 3 events. A weekly Day Chair volunteer who volunteers throughout the year will participate in 2 evaluations per year.

The evaluation can range from an informal conversation to a scheduled meeting-style discussion depending on the responsibilities of the role. In either circumstance, it is an open conversation between the Volunteer Coordinator and the volunteer to review past goals and achievements, plan new goals, and provide 2-way feedback on the Volunteer Program.

Volunteers are also encouraged to shout out their peers’ work whenever they notice it. Email the Volunteer Coordinator with your shout-out! Staff may not always notice the small efforts, so peer-to-peer support goes a long way in fostering a volunteer community.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.108	RESIGNATION/DISMISSAL POLICY

In some cases, resignation as a volunteer may occur. We understand that new responsibilities such as school, home life, or other factors may keep you from being able to volunteer. We simply ask that you alert the Volunteer Coordinator that you will be discontinuing your volunteer service with us.

On very rare occasions, it is necessary to dismiss a volunteer. This is not an ideal situation, and is one we do not enjoy.

- Things that may result in dismissal include (but are not limited to) violating the Building Policies or Youth Interaction Policies, or speaking or acting in a manner that is inconsistent with the values, mission, and goals of OUTMemphis.

*OUTMemphis reserves the right to dismiss volunteers for any reason.*



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 7	CODE OF CONDUCT	PROCEDURE: 7.109	FEEDBACK & EXIT SURVEY

Volunteers who have served at OUTMemphis for more than 20 hours and who no longer plan to volunteer will be asked to complete an exit survey. We encourage feedback on the volunteer program, the support OUTMemphis offers its volunteers, and any other comments you have. The survey will be emailed to the volunteer when the Coordinator is notified of their resignation.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 8	VOLUNTEER RECOGNITION	PROCEDURE: 8.100	AWARDS & PARTIES

OUTMemphis started as a volunteer-driven organization and still depends on the participation of its community to keep our operations alive. And while community service may often be seen as unpaid labor, required credits for a class or degree, or just a way to spend free time, OUTMemphis recognizes the invaluable support afforded by you.

Our efforts to recognize your excellence along the way may take the form of new opportunities and responsibilities, a thank-you card, or some OUTMemphis swag.

Our gratitude for our volunteers also includes a yearly awards ceremony combined with a party, where all the staff will gather to thank and recognize your hard work. The date/time will be announced in an organization-wide email as well as the organizational newsletter. You are welcome to invite any queer-affirming friends, family, allies, and mentors to attend and celebrate you.

The Volunteer Coordinator may also host intimate holiday parties for volunteers (Friendsgiving, etc.) which will be announced through the volunteer portal.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 8	VOLUNTEER RECOGNITION	PROCEDURE: 8.101	LETTERS OF RECOMMENDATION

A reference letter will be provided to a volunteer or student/program placement that has completed a minimum of 50 hours of service. The letter will include the volunteer position (s) and a brief description of the key responsibilities as outlined in the volunteer position description, the volunteer start and end date, and the total number of hours completed. This letter will be written by the direct supervisor (program director or manager) and reviewed by the Volunteer Coordinator or Director of Community Services.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 9	FAQ	PROCEDURE	FREQUENTLY ASKED QUESTIONS

### **When am I allowed to advance to a mid-level or professional development role?**

Entry-level positions like volunteering at the Donation Center or for Special events require a commitment of 10 hours before mid-level opportunities are available. Professional development opportunities will be offered on a case basis depending on the volunteer’s interests, previous experience (at least 50 hours through OUTMemphis or elsewhere), and the needs of the department in question.

### **Where can I find volunteer opportunities?**

Anyone who’s interested in volunteering can view our project catalog, the list of volunteer opportunities that OUTMemphis currently offers. The catalog can be accessed **here** or by clicking on the Volunteer button on our home page.

### **How do I sign up as a group?**

Groups of 5 or more interested volunteers can sign up for volunteer opportunities through the **project catalog**. When completing the registration process, **be sure to define which organization you are volunteering through** (a college, religious organization, another non-profit, etc.) Additionally, make sure that the project you’re signing up for has enough spots for the number of people in your group.

If you’d like to customize your own service day with OUTMemphis, please **contact Anu Iyer**.

### **How often do I have to provide a negative COVID test?**

If you have not been vaccinated, we ask that you provide a negative COVID 48 hours prior to your scheduled shift. If you are volunteering on a weekly basis, you may provide a negative test once per week.

### **Can I volunteer at all 3 facilities?**

Absolutely! We strongly encourage involvement at each of our facilities. The exposure and experiences will greatly differ, and you may find a different role more challenging or appropriate for your interests.



### **Why is volunteering at OUTMemphis restricted to 18+?**

OUTMemphis provides critical direct service work to vulnerable communities across the city and Mid-South region. In light of the sensitive nature of the work as well as the intensive orientation process, we ask that volunteers meet the age requirement before applying.

A great way to gain exposure before volunteering is by joining PRYSM or We Are Family. These engaging youth groups offer a space to gather and discuss a wide range of topics relating to sexual health/wellness, advocacy, and building queer pride.

### **What is the commitment that comes with safety/technical trainings?**

OUTMemphis encourages both staff and volunteers to pursue trainings in professional development. This includes CPR/first-aid and trauma-informed care trainings. We are happy to take on the expenses of the trainings upon the understanding that the volunteer will commit at least 50 hours of continued service in their respective role following the training.

If a volunteer fails to meet the 50 hours, they will be expected to cover the expense of training payable to OUTMemphis.

### **Where can I provide feedback about my role, my supervisor, or the work of another volunteer?**

We encourage and celebrate the feedback process, especially from our volunteers. Anyone can provide comments on their volunteer experience through the portal, and volunteers will occasionally get follow-up survey emails from us asking about their shift. Additionally, there is an open-door policy for any volunteer who wishes to share grievances, report their successes, and provide feedback on their work.

### **How much of my work can I share on social media?**

We strongly encourage volunteers to re-post any OUTMemphis posts on your personal socials. When attempting to post your own content in regard to your service with us, we expect adherence to confidentiality of all staff, participants, and other volunteers.

Cover faces with emojis or blur them, do not personally identify or tag any one, and consult with a staff member before tagging OUTMemphis.

**Unintentional out-ing of another member is highly possible when posting on personal social media, so please exercise extreme caution while you are working with OUTMemphis.**

### **How can I bring OUTMemphis to my own school/business/organization?**



We are extremely enthusiastic about tabling and outreach at local organizations! Feel free to inform the Volunteer Coordinator or Director of Community Services of your interest to host OUTMemphis at your organization. We encourage you to be a part of the process in planning, promoting, and executing the event.





VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 10	POLICIES & PROCEDURES CHEAT SHEET	PROCEDURE	POLICIES & PROCEDURES CHEAT SHEET

### Registration Requirements Breakdown

	Day Chair (Cooper)	Night Chair (Cooper)	Donation Center Volunteer	Special Events Volunteer	YEC Volunteer	Group Facilitator	Intern
Application/ Screening	X	X	X	X	X	X	X
Building Policy	X	X	X	X	X	X	X
Background Check	X	X	X	X	X	X	X
Liability Waiver	X	X	X	X	X	X	X
Photo Release	X	X	X	X	X	X	X
Youth Interaction Form			X		X	X	X
Confidentiality Agreement	X	X	X	X	X	X	X
Internship Assessment							X
Internship Affiliation Agreement							X

#### Dress code:

Casual, comfortable attire. Avoid obvious violations (offensive language, exposed midriffs, strap-tops, and shorts). Wear your name badge and pronouns. Wear your volunteer t-shirt when you can.

Interns must adhere to business casual attire at all OUTMemphis events on and off-site.

#### Conduct and Ethics:

Don't take advantage of participants, staff, or other volunteers. Don't accept any form of compensation from participants or community members for your work. Maintain professional boundaries with participants. Report any conflicts, injuries, or illness immediately to the Volunteer Coordinator and Director of Community Services. Respect the confidentiality of all



participants, staff, and volunteers. Do not volunteer under the influence, possess or distribute substances, or bring weapons on-site or to OUTMemphis events.

**Attendance:**

Let the Volunteer Coordinator know in a timely manner of any conflicts to your scheduled service hours.

**Dismissal:**

OUTMemphis has zero tolerance for violations of personal/organizational safety and well-being, confidentiality, boundaries with participants, and any other policies listed in the Handbook. *OUTMemphis reserves the right to dismiss a volunteer at any time.*



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 11	FACILITATING A PHONE CALL	PROCEDURE	ANSWERING THE PHONE

OUTMemphis’ phones are one of the primary ways we assist our community. On any given day, we could be answering simple questions or digging through the resource list to find a solution to someone’s concern. Regardless the context and length of the call, we want volunteers to feel confident in referring callers to other resources and responding thoughtfully to all questions. We hope that this guide will break down our expectations for volunteers who answer phones, whether at Cooper or the Youth Emergency Center.

A few tips to keep in mind

- Feel free to pause, think about an answer, and respond. Oftentimes we may feel rushed to respond, and sometimes the first answer that comes up is some form of “I don’t know.” Rather, take your time trying to find a solution and be honest with the caller that you may have to recruit a staff member to answer their question.
- Make an effort to pick up the phone when it rings, but don’t feel the need to answer the phone every time. If you’re doing a task to support a staff member, taking a break, or in a meeting, the phone can go to voicemail.
- Try to stay calm and assertive. A caller may sometimes sound like they are in distress, and they truly may be. It is your responsibility to find an appropriate solution using the guide below, the resource list, and your fellow staff members. And on the rare occasion that there’s nothing we can offer at the moment, share vulnerability and respond calmly while showing compassion for the circumstances. Reiterate the services we do offer, and encourage them to call back if they need anything else.

**When the phone rings:** Greet the caller with something along the lines of “Thank you for calling OUTMemphis, how can I help?” Feel free to provide your name, but it’s not required.

**A request to speak with a particular staff member:** Take the caller’s name, number, and reason for calling. Then, put the call on hold and ask the staff member in question if they’re available to take the call. If the staff member in question does not work in your building, is busy/in a meeting, or is out of the office, inform the caller that you can keep their message and pass it on. If that staff member has a Google Voice number, provide the caller with that information and let them know that they’ll be assisted as soon as the staff member checks their voicemail.

**If it’s a question about OUTMemphis that you can’t answer from memory:** Browse our website! You can also refer the caller to our website and browse with them while on the phone. Most questions can be answered through our website, like dates and times of HIV Testing or about filling out the OUTLast application and when the applicant will receive their funds. If it



can't be answered through the website, put the call on hold and ask a staff member for an answer or to pick up the call for you.

**If someone calls about their OUTLast application:** Take the caller's name, number, and the month for which they applied. For example, November applications count towards financial aid for the month of December. The applications are open from the 1<sup>st</sup> through the 15<sup>th</sup> of each month and are processed after the 1<sup>st</sup> of the following month. Callers often expect to receive their funds on the 1<sup>st</sup> of the month following their application, so you may have to explain this process to them. Lastly, let them know that you have their information and will pass it on to the Trans Services Specialist/Director.

**If someone calls looking for a resource:** These types of calls can come from community members, other case managers, and even school counselors. They might be looking for anything from emergency housing to support groups for parents of LGBTQ+ youth. Browse the resource list, which should always be pulled up on the front desk computer. Find the category, like Housing or Legal Services, and ask the caller for more details on what they need. Try to remain respectful of their privacy while focusing on the details. For example, if someone asked for healthcare referrals, I'd ask them to specify if they want support for mental health, hormone therapy, or affirming primary care physicians. You may also want them to clarify if they are in Memphis, Arkansas, or Mississippi, though this is not often.

Once you have found the appropriate resource(s), either provide the caller with the information over the phone or ask for their email and copy/paste that information to send to their inbox.

**If someone requests an interview/press statement:** All requests for press and media presence should be directed to the Executive Director. Take the caller's name, phone and email, and organization they represent, pass it on to the ED or Volunteer Coordinator.

**Telemarketers/Business Inquiries:** Most of the time, you'll ask the telemarketer to please take our number off their call list. On the rare occasion that a business inquiry is pertinent to us (upon your discretion) follow the message-taking protocol and pass it on to the appropriate staff member.

**If someone calls with an inappropriate or violent message:** No comments or response required; log the phone number for future reference.



VOLUNTEER HANDBOOK		EFFECTIVE DATE: JANUARY 2022	
PART 12	STAFF DIRECTORY	PROCEDURE	STAFF DIRECTORY

**Molly Rose Quinn** - [mquinn@outmemphis.org](mailto:mquinn@outmemphis.org) | (901) 278-6422

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