



STEP VOLUNTEER GROUP EXPECTATIONS FORM

Volunteers at STEP are critical to strengthening STEP's services to St. Louis Park families and to cultivating a community that supports our work and mission. Through the hard work of volunteers, STEP is able to provide for the basic needs of St. Louis Park families. ***This form must be submitted with the Group Application to be considered for a volunteer shift. Applications must be submitted by the 5th to be considered for the following month.***

As the Volunteer Site, STEP commits to:

- Communicating with the Volunteer Group contact by the 10th of the month to confirm if their volunteer application has been selected and confirm a volunteer shift (date & time & volunteer area) for the following month.
- Providing a STEP Staff Member or Lead Volunteer to greet the group at STEP and lead the activities for the volunteer shift.
- Bringing a positive attitude and flexibility to the needs of volunteers in the group.
- Helping volunteers understand how their time and work support STEP services to the St. Louis Park community.
- Providing a safe environment for volunteers to work and volunteer.
- Informing the group of proper handling procedures of food and clothing items at STEP.
- Communicating any concerns or issues from the shift with the Volunteer Group contact within 48 hours of the shift and determining how to proceed.
- ***In the rare case that STEP must cancel a Volunteer Group at the last minute, STEP will do its best to inform the Group contact with as much time as possible, post signage at the STEP building and reschedule the group for the next available shift.***

As the Volunteer Group, we commit to:

Volunteer Group Contact must initial next to each commitment.

_____ Communicating with STEP's Volunteer Coordinator at least 48 hours before the volunteer shift if our group size is below 4 individuals.

_____ Ensuring that our group follows the guidelines of group size and child:adult ratio.

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_____ Informing volunteers signing up about the following:

- Volunteers are encouraged to wear close-toed & comfortable shoes.
- STEP's warehouse area can be very warm (summer) or cold (winter) depending on the season. Please dress accordingly.
- Cell phones should be turned off or on vibrate during the volunteer shift.
- Individuals should arrive no earlier than 5 minutes before their shift start time and no later than 10 minutes after their shift start time.
- Individuals should be prepared to leave STEP at their shift end time, *especially* young people needing to be picked up.

_____ All individuals present, including adult chaperones, will be engaged in the work and assist in supporting all young volunteers to behave appropriately, to focus on the work, and to be engaged with the assigned tasks.

_____ Bringing a positive attitude and flexibility to the tasks assigned. All tasks are essential to the smooth running of services and welcoming environment for STEP. *The last 10 minutes of each shift is for clean-up to prepare the space for providing services.*

_____ Ensuring the privacy and confidentiality of SLP households receiving STEP services—information about STEP clients will not be shared within your group or outside of your volunteer efforts.

_____ Having a way to communicate with volunteers signed up for the group if there are any last minute changes or cancelations for the volunteer shift.

As the Volunteer Group Contact, I verify that I have read the volunteer guidelines and expectations, and I understand STEP's process and expectations. I will inform individual volunteers in my group of their responsibilities. I understand that any inability of our group to follow the expectations committed to may disqualify our group from future volunteering at STEP.

Contact Signature: _____ Date: _____

Contact Name (Print): _____

Group Name (Print): _____

Upon confirmation of a volunteer shift for your group, you will receive a copy of this form signed by the STEP Volunteer Coordinator for your reference.

STEP Volunteer Shift Date/Time: _____

STEP Volunteer Coordinator Signature: _____