



On behalf of the Jewish Family & Children's Service Board and Staff, thank you for your interest in volunteering at our agency.

This information includes: our volunteer application and current volunteer job descriptions. The application gives us an idea about your interests and experience, as well as, providing us with key contact information.

Many of our volunteers engage with clients and it's important that our agency protects our clients' rights and privacy. All volunteers who have client contact are required to complete a criminal background screening prior to volunteering. The criminal background screening requires us to use your social security number (SSN). JF&CS recognizes that social security numbers are highly confidential and legally protected data. JF&CS respects this fact and takes every possible step to ensure that SSN's are used properly and securely.

Once you have completed the application and signed the agreement, you may mail the forms to the address below or we can set a date for you to deliver the information personally.

JF&CS volunteers are an integral part to our programs' success in the St. Louis Community. We hope you will consider joining our team.

Please contact Kelly Mueller, Coordinator of Volunteers, for more information or to answer questions at 314-812-9386 or kmueller@jfcs-stl.org. Our address is Jewish Family & Children's Service, 10950 Schuetz Road, St. Louis MO 63146.



MAX AND DREW ERLICH VOLUNTEER PROGRAM

Volunteer Application

Jewish Family & Children's Service
10950 Schuetz Rd, St. Louis MO 63146, 314-993-1000

Last Name _____ First Name _____

Street _____ City _____ Zip _____

Email _____ Telephone _____ Mobile _____

Occupation _____ Types of Jobs Held _____

Previous Volunteer Experience _____

Why are you interested in volunteering now? _____

Days available to volunteer _____ Transportation: Own car _____ Public _____

Which program interests you? _____

Have you ever received services from Jewish Family & Children's Service? _____

Our Agency accreditation requires that we have 3 references from each volunteer. The references must be unrelated to volunteer.

1. Name _____ Telephone _____

2. Name _____ Telephone _____

3. Name _____ Telephone _____

In Case Of Emergency:

Emergency Contact: _____ Relationship to volunteer: _____

Contact home telephone: _____ Mobile phone number: _____

Please include any important emergency medical information on the back of this application.

In addition to this general JF&CS volunteer application, prospective volunteers interested in an opportunity involving client contact, must complete a criminal background screening prior to beginning their volunteer commitment.

Applicant Signature: _____ Date: _____

Thank you!

Please contact Kelly Mueller, Volunteer Coordinator, at 314-812-9386, with any application questions.

JEWISH FAMILY & CHILDREN'S SERVICE
MAX AND DREW ERLICH VOLUNTEER PROGRAM

GENERAL VOLUNTEER INFORMATION

- * All volunteers must be at least 18 years of age or be accompanied by an adult member of the immediate family.
- * Before acceptance, potential volunteers will complete the JF&CS volunteer application process which includes a written application with references, a signed Hold Harmless Agreement and Agency Code of Conduct.
- * The Agency will conduct criminal background screening on all volunteers who have direct contact with clients.
- * All volunteers with access to client information must complete HIPAA training.
- * Program Coordinators will work with each volunteer to create a working on-going schedule (if applicable).
- * Volunteers will log their volunteer time with their Program Coordinator to be computed on an hourly basis.

COMMUNITY CHAPLAINCY

This program provides long-term care facility residents with a **link to the Jewish community** and to their Jewish spiritual traditions by offering religious, social, and emotional support services. Activities include: **pastoral counseling** for residents and their families, coordination of a **friendly visitor** volunteer program to assist with outreach and visiting, and offering education to service providers on Judaism and community resources.

The program is open to Jewish residents of long-term care facilities in the St. Louis area. There is no fee for chaplaincy services.

Chaplaincy Outreach Volunteer

Supervised by: Coordinator - Chaplaincy Program

Description: Chaplaincy Outreach volunteers regularly visit with residents of long term care facilities; provide companionship and a listening ear. The purpose of the program is to reduce the isolation experienced by many residents of long term care facilities, helps residents maintain their highest possible level of functioning, and helps them maintain a connection to the Jewish community.

Duties Include:

- Visit assigned residents at least once a month.
- Engage residents in appropriate communication activities.

Times needed: Days and evenings.

Training: All volunteers receive personalized training from the Community Chaplaincy Program Coordinator on the aging process and communication with the elderly.

Skills required: The ability to engage residents in appropriate communication activities. Must be dependable, responsible, and demonstrate good judgment.

Screening requirements: Must be at least 18 years of age, pass criminal background screening, and complete HIPAA training. Must care about the well being of long term care residents and be able to provide own transportation.

HARVEY KORNBLUM JEWISH FOOD PANTRY

The Food Pantry provides a **nutritious variety of food and personal care items** to those in need. Clients who are unable to visit the pantry may be able to have their food delivered by HKJFP. The pantry is located on the first floor of JF&CS, and is open Monday through Friday from 8:30 am to 4:00 pm. A satellite food pantry is located at Central Reform Congregation the second Wednesday of the month 11:00 a.m. – 1:00 p.m. The HKJFP also makes food deliveries to senior housing facilities and home residences

Other services provided by the food pantry include individual interviews for all new clients and community resource referral.

Food Pantry USDA Pre-Packer

Supervised by: Harvey Kornblum Jewish food pantry staff.

Description: Responsible for pre-packing all USDA food items for quick and easy distribution. Pre-packing occurs in the basement and then bags are organized in the pantry for distribution.

Duties Include:

- Follow food packing charts to pre-pack bags
- Double bag all paper bags
- Write appropriate bag type on each bag
- Stock pre-pack bags in designated areas
- Refer to USDA White Board in basement to see if there are any changes or additional to food packing charts (as some items will change from month to month).
- Stock USDA items in appropriate area as they arrive
- Stock pre-pack bags in pantry as room allows
- Re-stock paper bags in USDA area as needed
- Follow USDA pre-packer instruction sheet

Times needed: At JF&CS: Monday through Friday, 8:30 am to 4:30 pm. Need 2 pre-packers scheduled downstairs during open hours.

Training: On the job.

Skills required: Must maintain confidentiality of clients. Must be able to work independently, follow written instructions and read food labels.

Screening requirements: Must be at least 18 years of age or accompanied by an adult member of the immediate family. Must be able to lift and carry a bag of groceries and be able to push a wheeled cart loaded with food items. Volunteers who repackage food must complete training in safe food handling. All volunteers must complete HIPAA training. Absolutely no open toed shoes are permitted while working in the pantry for safety reasons.

Food Pantry Appointment Caller

Supervised by: Harvey Kornblum Jewish food pantry staff.

Description: Responsible for reminder calls to clients the day before their pantry appointment.

Duties Include:

- Utilizes the program assistant's phone (not in pantry) to call all clients listed on the appointment sheet to remind them of their appointment the following day
- Make notations of who you were able to reach and/or leave a message for by placing a check next to the person's name. For those that you were not able to reach or leave a message for leave blank.
- After all clients have been called, call back those that you were not able to reach. If not able to reach that is okay, please just leave name unchecked.
- Return appointment sheet to staff with any necessary feedback or updates.
- Make notation on appointment sheet if telephone number is incorrect.

Times needed: At JF& CS: Monday through Friday, 8:30 am to 4:30 pm. Need 1- 2 appointment callers per day.

Training: On the job.

Skills required: Must maintain confidentiality and dignity of clients. Must be able to work independently. Must feel comfortable talking on the phone. Competent reading schedule and tracking appointments.

Screening requirements: Must be at least 18 years of age. Must complete HIPAA training and pass criminal background screening.

Food Pantry USDA Stocker

Supervised by: Harvey Kornblum Jewish food pantry staff.

Description: Responsible for assisting delivery drivers with unloading USDA food items and storing items in pantry basement.

Duties Include:

- Works once a week (day and time TBD) to assist delivery drivers in unloading two vans packed with USDA food items
- Items will be placed on carts and then taken down to basement
- Items should be stored in appropriate locations in basement
- Follow instructions from delivery drivers of where items should be placed
- Do not pack items more than 5 feet high in basement in order to prevent injury
- Do not pack items more than 2 rows tall when transporting on carts in order to prevent injury

Times needed: TBD. Need 1 - 2 stockers per delivery.

Training: On the job.

Skills required: Must be able to follow verbal instructions.

Screening requirements: Must be at least 18 years of age. Must be able to lift and carry boxes of food items. Must be able to push a wheeled cart loaded with heavy food items. Absolutely no open toed shoes are permitted while working in the pantry for safety reasons.

Food Pantry Aide

Supervised by: Harvey Kornblum Jewish Food Pantry staff.

Description: While maintaining confidentiality and promoting dignity of the individuals, HKJFP volunteers help provide food and personal care items to those in financial need. Food pantry aids volunteer most of their time upstairs in the pantry.

Duties Include:

- Checking inventory
- Stocking shelves upstairs
- Packing food for clients and deliveries
- Sorting and re-packaging donations
- Moving carts to/from storage areas and the parking lot
- Pre-packing food in the basement when other volunteers are not available.
- Answering pantry phone and scheduling client appointments when specified volunteers are not available.

Times needed: At JF& CS: Monday through Friday, 8:30 am to 4:30 pm. Need 5 aids in the pantry per shift.

Training: On the job.

Skills required: Must maintain confidentiality and dignity of clients. Volunteers must follow written and verbal instructions. Must be able to read food labels.

Screening requirements: Must be at least 18 years of age or accompanied by an adult member of the immediate family if aged 10 to 17. Must be able to lift and carry a bag of groceries and be able to push a wheeled cart loaded with food items. Must complete HIPAA training and pass criminal background screening. Volunteers who repackage food must complete training in safe food handling. Absolutely no open toed shoes are permitted while working in the pantry for safety reasons.

Food Pantry Interviewer

Supervised by: Program manager and staff – Harvey Kornblum Jewish Food Pantry

Description: Volunteers interview new and returning clients after completing a specialized training program for this position.

Duties include:

- Gather or reverify that personal information such as household size and income is correct.
- Complete a structured series of questions regarding special needs for the household.
- Provide information and referrals for services at other agencies or at JF&CS.

Screening Requirements: Volunteers must be 18 years of age and complete HIPAA training and all background screening paperwork. Volunteers have to attend and complete Interview training.

Must be able to follow detailed instructions provided by the program coordinator. Must be able to display a calm demeanor when interviewing clients who may be dealing with very stressful situations in their lives.

Food Pantry Basket Decorator

Supervised by: Program Assistant – Harvey Kornblum Jewish Food Pantry

Description: Volunteers help decorate large food baskets which are displayed in lieu of pulpit floral arrangements at area synagogues as a fund raising project for the HKJFP.

Duties Include:

-Selecting ribbons and other decorations per customer orders, and using them to decorate/build the baskets.

Times needed: Wednesday mornings.

Training: On the job.

Skills required: Must be able to follow instructions, create colorful bows, and work as part of a team.

Screening requirements: Must be at least 18 years of age or accompanied by an adult member of the immediate family.

JF&CS Mailing Assistant

Supervised by: Program Coordinator or Manager

Description: Assists with mailings on an “on-call” basis when needed.

Duties Include:

-Fold, collate materials and stuff mailing material into envelopes.

-Apply pre-printed labels to envelopes, keeping mailing in zip code order if necessary.

-Seal envelopes.

-Under supervision, may be asked to affix postage.

Times needed: As needed on weekdays during normal business hours.

Training: On the job.

Skills required: Must be able to follow directions, work independently, and produce an acceptable mailing envelope. Must be able to maintain confidentiality of names on mailing lists.

Screening requirements: Must be at least 18 years of age and complete HIPAA training.

JF&CS Telephone Assistant

Supervised by: Program Coordinator or Manager

Description: Assist with making telephone calls about agency events on an “on-call” basis.

Duties Include:

- Making telephone calls to individuals, using a specific list
- Reading a script that has been provided.
- Answering questions about specific information contained in the prepared script.
- Recording the results of the telephone call.
- Turning over to program staff any requests received for follow up service.

Times needed: As needed on weekdays during regular business hours.

Training: On the job

Skills required: Must be able to follow directions, work independently, and clearly record the results of a telephone call. Must have a good command of English and a clear voice on the telephone. Must be able to maintain confidentiality of names on telephone lists.

Screening requirements: Must be at least 18 years of age and complete HIPAA training.

JF&CS Filing Assistant

Supervised by: Assistant Executive Director – Finance and Program Coordinators

Description: Sorting and filing documents and other materials for the accounting department and programs.

Duties Include:

- Sorting and filing documents and other materials.

Times needed: Weekdays during regular business hours.

Training: On the job.

Skills required: Must be able to follow oral and written instructions and sort items alphabetically or numerically.

Screening requirements: Must be at least 18 years of age or accompanied by an adult member of the immediate family. Must be able to stand and stoop.