



## **Volunteer Handbook**

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# Rahab's Haven Albany, Inc.

## **HISTORY**

Rahab's Haven has been reaching those at risk or victimized by sexual exploitation since the summer of 2018. It began with two women having a desire to reach their community with the Gospel of Jesus Christ through Backyard Bible Clubs. That summer, the Lord brought a wide range of people to the Backyard Bible Clubs; however, there was one particular population that continued to stick out: broken, hurting women who had no hope of the Savior. Some of the women were homeless, some struggled with substance addiction, some were caught in prostitution, and some of them just needed a friend to care and listen to their story. But ALL of them needed the hope and healing of Jesus Christ.

## **VISION**

Our vision is to reach people with the Gospel of Jesus Christ; to minister to the whole person; to be the hands and feet of Jesus; and to help fellow believers use the gifts and talents that the Lord has given them in order to advance the Gospel of Jesus Christ.

## **MISSION**

Our mission is to minister to those at risk or victimized by sexual exploitation.

## **OBJECTIVES**

### **Awareness**

Rahab's Haven is committed to investing into the lives of those at risk of being sexually exploited and to educating the communities in southwest Georgia about sex exploitation.

### **Outreach**

Rahab's Haven is committed to actively reaching out to those at risk or being victimized by sexual exploitation. This is done through street outreach ministry, Bible studies, life skill classes, one on one mentoring and working with local authorities.

### **Restoration**

Rahab's Haven is committed to providing resources for women ready to escape the life of sexual exploitation. Our future goal is to have a safe house and a long term residential home.

## **CORE VALUES**

**Reach** our region with the Gospel of Jesus Christ.

**Bring awareness** about sexual exploitation.

**Minister** to the whole person.

**Encourage** other believers to use the gifts and talents the Lord has given them.

**Servant Leadership**, putting the needs of others first in order to show the love of Christ

## **PHILOSOPHY OF CARE**

Rahab's Haven is an organization that seeks to serve all sexually exploited survivors with excellence and dignity. Our work is motivated by Christian faith and biblical principles. We desire to offer comprehensive services that will balance education, therapy, life-skills, career readiness and discipleship. We plan on doing this through a customized care plan for each participant to help balance services and measure progress.

# **CHARACTERISTICS OF RAHAB'S HAVEN PROGRAMS**

## **Excellence in Comprehensive Service**

Since our goal is to minister to the whole person, our programming is created to address the individual's physical, spiritual, emotional, and educational needs. We seek to provide the highest quality of services for our participants. We do this out of a heart to help instill dignity and hope for an abundant future.

## **Faith Based**

Rahab's Haven is a faith based Christian organization that seeks to accomplish its mission with the heart of biblical principles and Christian service.

## **Community**

Rahab's Haven believes that lasting life change best happens in a community. Volunteers often make a lasting impact on those we serve. This is done by being intentional on building relationships with our participants.

## **Individualization**

Rahab's Haven believes that God has created each individual person with unique gifts and talents. Because of this, we desire to come alongside volunteers and participants to help grow in these gifts and talents. This may result in individualizing some of our programming.

## **Safety**

Rahab's Haven strives to provide a safe environment for our participants. We believe that a safe environment is the beginning to helping our participants start to change, because of this it is vital that we protect the location of our programs and the identity of our program participants.

## **Strength- Based**

Rahab's Haven is committed to using the Strength- Based Approach. Each participant has unique skills and strengths. We value noticing these strengths and understand that these strengths play a huge role in the participant's personal healing.

## **Trauma-Informed**

Rahab's Haven believes all services should be trauma-informed. Understanding how trauma affects a person in the short and long term is an important part of caring for survivors appropriately. Using evidence-based practices in regards to trauma ensures that secondary damage is avoided during treatment. Behaving in a trauma-informed way also communicates honor and dignity to survivors.

## **Stages of Change**

Rahab's Haven uses a Stages of Change approach. This approach takes into account that people go through a series of stages when they change their behavior. The Stages of Change describes five stages of readiness and provide a framework for understanding the change process: Pre-contemplation, Contemplation, Preparation, Action, Maintenance, and Relapse. This understanding can help participants, volunteers, and caregivers understand and expect that the road through recovery and healing is not a linear journey and may include steps forward and steps back.

# **VOLUNTEER PROGRAM**

Rahab's Haven believes that volunteers are an essential part of the work of our organization and ministry. Volunteers help create healthy, long-term support for our participants and help provide diverse knowledge, experience, network and resource base. Volunteers also represent the mission and share the story of hope through Rahab's Haven. Many times volunteers will also experience a mutual transformation through participating in the life change of others.

## **Gender of Volunteers**

Rahab's Haven welcomes both men and women volunteers. Men have the opportunity to share their skills and abilities in almost all areas of service. However, Rahab's Haven does require that any of our male volunteers be vigilant about **not being alone** with any female participants. This is to protect both participants and volunteers.

## **Background Checks**

Rahab's Haven volunteers are required to complete a criminal background check before they begin their volunteer duties. Volunteers are required to pay the processing fee for the background check.

The results must include National, Statewide (GA), and Social Security Number criminal checks, and must provide evidence that it was completed within the last 2 years. This can be submitted to the Volunteer Coordinator for review.

## **Motor Vehicle Record (MVR) Check**

Any volunteer seeking to provide transportation for participants is required to have a Motor Vehicle Record (MVR) Check. MVR Checks processing fee is expected to be paid by the volunteer. Volunteers are allowed to only have two moving violations within a two year time period in order to be approved to serve in this role. We conduct annual Motor Vehicle Reports for those serving in this role. In the event that more than two violations are found, it will result in termination of volunteer services for the transportation role.

Under Section 612 of the Fair Credit Reporting Act, volunteers have the right to have a copy of their background check and motor vehicle check results. If a volunteer desires a copy, they must submit a written request with a signature to the Volunteer Coordinator. Rahab's Haven will provide an electronic and/or paper copy after a written request is received.

Under Section 611 of the Fair Credit Reporting Act, volunteers also have the right to dispute with the background check-reporting agency the accuracy or completeness of any information in the report. Rahab's Haven does not handle background check disputes. For questions or concerns about items listed on your background check, volunteers must contact the background check agency.

## **Sign-In Policy**

All volunteers must sign in and out each time they volunteer. A volunteer log book will be kept on site. Ask your assigned staff member.

## **Volunteer Cancellation Policy**

Volunteers fill a very critical role for Rahab's Haven. If you are unable to attend a scheduled workday, or if you know that you will arrive late, please contact your Volunteer Coordinator by phone as soon as possible.

## **Volunteer Safety**

You and Rahab's Haven share responsibility for establishing and maintaining a safe work environment. Rahab's Haven will ensure a safe work environment and will comply with federal, state, and local safety regulations. In turn, you are expected to obey safety policies and to exercise caution in all of your volunteer activities. You are asked to report any unsafe conditions to your staff contact immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your Volunteer Coordinator and/or assigned staff member.

Please remember that as a volunteer, you are a representative of Rahab's Haven. We ask that you keep that in mind at all times while working with our participants. In order to protect the organization, our volunteers, and those we serve we have set up the following boundaries:

- Volunteers are not to give money and/or gifts to those we serve. All gifts, no matter the size, need to be given through Rahab's Haven.
- Volunteers are not to pay for hotel/motel rooms for those we serve.
- Volunteers are to refrain from exchanging phone numbers or personal information with participants unless prior approval is given by a Rahab's Haven employee.
- Volunteer interactions with those we serve, need to be under the umbrella of Rahab's Haven.

## **TRAINING REQUIREMENTS**

### **Foundational Training**

Rahab's Haven desires to empower volunteers with the knowledge and skills needed to serve, interact with and advocate on behalf of our survivors. All new individuals and groups of volunteers who desire to serve within our programs are required to attend our foundational training. Volunteers that apply strictly for facilities maintenance, events, or single day of service opportunities are exempt from the training requirement. The Volunteer Coordinator oversees the training and provides support to volunteers throughout the process. Foundational training is tailored to the needs of each specific program.

### **Ongoing Training**

Rahab's Haven will provide ongoing training with the purpose to empower and enrich our volunteers with knowledge and skills that are effective in helping achieve our mission. Volunteers are strongly encouraged to attend ongoing training opportunities. Volunteers must attend at least one "ongoing training" session per year in order to remain an active volunteer.

Volunteers will occasionally receive promotional emails with information about relevant training opportunities facilitated by community partners. We encourage volunteers to personally pursue educational opportunities related to sex trafficking prevention, intervention and restoration. A volunteer's educational growth in these topics will enhance their ability to serve more effectively.

# THINGS TO EXPECT WHEN VOLUNTEERING

## **Not all of our participants are with us for the same reasons.**

- ❖ Most survivors have experienced childhood abuse, which led them into various life choices and painful situations. Each participant is a survivor.
- ❖ Survivors did not have a choice nor did they consent to the abuse they suffered.
- ❖ Please avoid making generalizations about why they are participating in Rahab's Haven programming.

## **Participants initially will be guarded and it will take time to warm up to you.**

- ❖ Please be patient and allow participants to decide when they feel comfortable opening up to you.
- ❖ It's great to initiate small talk and light conversation. Don't take it personally if participants don't open up immediately.
- ❖ Our participants are learning how to develop and maintain healthy boundaries in relationships. Please keep this in mind when interacting with them.
- ❖ Survivors have the choice to share their story, and should not feel pressured to share it.
- ❖ Everyone has a different comfort level concerning physical touch and personal space. Please always ask participants before initiating physical touch.
- ❖ Please do not be offended if survivors decline physical touch or do not open up to you. Remember, you came to serve and it's not about you.

## **Participants' moods and demeanor are expected to fluctuate.**

- ❖ In addition to that fact that our participants are women, they are also addressing very serious and painful trauma and issues while in our program.
- ❖ The women are working through individualized goals in order to process and address past trauma and hurts. Because of this, day-to-day life can be very stressful and emotional.
- ❖ Please be patient and encouraging with each individual's process.

## **Participants will eventually leave the care of Rahab's Haven.**

- ❖ Transition may include a participant's successful completion of the program, a voluntary departure, or a dismissal.
- ❖ We understand that ending these important relationships can be difficult; however, we ask that you respect our staff's role in facilitating the transition process and that you continue practicing healthy boundaries.
- ❖ If you find yourself struggling with a participant transition, please reach out to the Volunteer Coordinator to help process your thoughts and feelings.



# APPEARANCE & DRESS CODE

Volunteers and employees should maintain a neat, clean professional, and businesslike appearance consistent with job duties and responsibilities. It is expected that all volunteers and employees of Rahab's Haven maintain a neat, clean, and appropriate appearance. Volunteers and employees should dress appropriately and professionally. Flashy or revealing clothing and other non-businesslike apparel is unacceptable. While a formal dress code has not been adopted, it's required that volunteers and employees adhere to the to the following basic guidelines:

- ❖ Strapless, spaghetti straps, midriff, crop tops, plunging or low necklines, or backless tops or dresses are not permitted.
- ❖ Clothing that advertises drugs, alcohol, or has sexual content are not permitted.
- ❖ Revealing or tight-fitting clothing, short shorts or mini-skirts are not permitted.
- ❖ Swimwear needs to be a one piece suite or a modest tankini. Bikinis are not permitted.

\*Please be mindful to not wear flashy jewelry when working with participants or while serving on the Outreach Team.

If you choose to wear a scent or fragrance product, please select a light mild scent.

# CODE OF CONDUCT

Volunteers and employees represent Rahab's Haven and are in the position of role models. It is important that all volunteers and employees set an example of the Christian life before others. Rahab's Haven expects volunteers and employees to:

- ❖ Not be involved in the sale, distribution, or use of tobacco, alcohol, or illegal drugs.
- ❖ Avoid any spiritually deviant behaviors including, but not limited to, the use/practice of pornography, homosexuality, adultery, or cohabitation.
- ❖ Be professional in every sense of the word, including but not limited to, my speech, written communication, social media posts, internet usage, dress, and conduct.
- ❖ Regularly attend church.

Volunteers and employees will be held accountable by Rahab's Haven for any negative behavior. I understand and agree that, if any part of this agreement is violated for any reason, volunteering with Rahab's Haven may be terminated by Rahab's Haven.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# STATEMENT OF FAITH

**THE SCRIPTURES:** We believe that the entire Bible, all 66 books are inspired by God and inerrant in the original writings. Through the providence of God, the Word of God has been protected and preserved, and is the only infallible and authoritative rule of faith and practice.

**GOD:** We believe there is only One true, eternally existent God. He exists in three co-equal persons - Father, Son, and Holy Spirit. The triune God is the Creator and Sustainer of all things, and is worthy of worship and obedience.

**JESUS CHRIST:** We believe that Jesus Christ is God. He was conceived by the Holy Spirit, born of a virgin, lived a sinless life, performed miracles, shed His blood on the cross to pay the debt for our sins, was buried, bodily resurrected, ascended to the right hand of the Father, and will return literally, visibly, and personally in glory and power.

**HOLY SPIRIT:** We believe that the Holy Spirit is God, Co-equal and Co-existent with the Father and the Son. He is the Chief Convictor of sin and the Chief Agent of regeneration and sanctification. The Holy Spirit lives within every believer and empowers every believer to live a godly life.

**SALVATION:** We believe salvation is a free gift of God's grace apart from human works, based solely upon Christ's atoning death, received only through faith in the person and finished work of Jesus Christ on the cross and His resurrection from death.

**THE CHURCH:** We believe the church is the body of Christ and family of God. It is made up of saved and baptized believers, who regularly join together for worship, fellowship, and ministry.

**EVANGELISM:** We believe that it is the responsibility and privilege of every Christian to proclaim the good news of Jesus Christ and to seek to make growing disciples.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# VOLUNTEER WAIVER OF LIABILITY

I understand that as a volunteer I am not entitled to employee benefits from Rahab's Haven Albany, Inc such as health or accident insurance, workmen's compensation benefits, etc. I understand it is my responsibility to provide my own health, disability, liability or accident insurance to cover my claims or claims against me as a volunteer performing my volunteer duties.

I understand that as a volunteer, I am protected from liability by the Federal Volunteer Protection Act as long as I am performing my assigned duties or tasks, not acting in a grossly negligent manner, or operating a motor vehicle.

Should damages or injuries occur while I am operating a motor vehicle during the course of my volunteer duties, I understand that I accept any and all responsibility for damages to my vehicle, others in the event of an accident involving my vehicle or others. I furthermore release Rahab's Haven from any liability or responsibility in the event of injuries to myself, passengers or others involved.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# VOLUNTEER CONFIDENTIALITY FORM

In consideration of volunteering at Rahab's Haven Albany, Inc., I hereby acknowledge and agree to the following:

In order to fulfill my responsibilities with Rahab's Haven, I will be given access to certain confidential information. Every participant (client) served by Rahab's Haven is promised confidentiality and every volunteer and staff has a duty to uphold confidentiality. The only exceptions are when required by law or morally compelling circumstances to break confidentiality. If a participant's situation arises that may require reporting, this action will be taken through the Executive Director.

I agree that I will not disclose any information I learn while in contact with the participants of Rahab's Haven to any third party during or after volunteering. Such information includes, but is not limited to: participant's name, personal information and /or physical descriptions of the participants that could be used to identify them, specific policies and procedures of Rahab's Haven homes, participant's location, and /or specific location of Rahab's Haven homes. Volunteers will not discuss details of participants with each other unless they are both working with that participant.

I also agree that I will not disclose any information of Rahab's Haven donors to any third party during or after volunteering. Such information includes, but is not limited to: donor's name, personal information, and the gifts donated.

Confidential information is shared only with persons who have a legitimate need to know, for example the Director or Executive Director.

I acknowledge that disclosure of such information may cause irreparable harm to Rahab's Haven Albany, Inc., its participants, volunteers, donors, and /or other parties. I understand that to disclose any of the above information to outside parties may result in my being forbidden to volunteer at Rahab's Haven, or in extreme cases, legal action being taken against me.

I understand and agree that, if any part of this agreement is violated for any reason, volunteering with Rahab's Haven may be terminated by Rahab's Haven.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_