

# **HELPING HANDS MINISTRY**



## **Operations Manual**

2023 Version 1.0

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# 1. MINISTRY OVERVIEW

## **Our Mission**

Helping Hands is a team-based ministry network that primarily provides day-to-day assistance to those in need and secondarily responds to the urgent needs of our community in times of disaster.

## **Our Vision**

Building a stronger community through service.

## **Our Core Values**

Helping hands is a ministry that seeks to reflect the core values of Christianity that come from the life of Jesus. Jesus was a man of sorrows and acquainted with grief. He lived a simple life and ministered to the needs of others, and we are called to do the same. Below are the major core values that we seek to live by...

- Simple living
- Generous giving
- Cheerful service

You can find out more about our **Helping Hands Core Values** [here](#).

## 2. WHO WE ARE

Helping Hands is a consortium of church and community members that seek to fulfill the mission of bringing relief and assistance to those in our community during times of need. Our leadership team provides direction and oversight for managing projects and volunteers.

### Our Network

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Helping Hands is a Blueprint for Men outreach ministry that is affiliated with ministries and churches within the greater Chattanooga area. Churches, organizations, or individuals that are interested in becoming part of our network should contact Paul Bobenhausen, Volunteer Coordinator, at [contact@blueprintformen.org](mailto:contact@blueprintformen.org).

### Our Leadership Team

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Our Leadership Team consists of individuals fulfilling the following roles.

1. Ministry Director – Marty Miller
2. Project Manager – Paul Bobenhausen
3. Volunteer Coordinator – Paul Bobenhausen
4. Communications Director - Cathy Otis
5. Financial Manager - Rick Patton
6. Facilities Manager – TBD

NOTE: Individuals may fill more than one role.

#### Ministry Director

Quarterly Meetings

- Prepare agenda and any meetings that may be necessary.

Operations Manual

- Review and update the Helping Hands Operations Manual.

Documentation

- Maintain necessary documentation.

#### Project Manager

The Project Manager provides oversight and coordination of projects that may require weeks to complete. He ensures that local codes and ordinances are followed and ensures that necessary documentation is completed. He coordinates and communicates with volunteer coordinator and communications director.

#### Volunteer Coordinator

Duties of the Volunteer Coordinator shall be to:

- Recruit volunteers
- Create and update volunteer contact list on a regular basis.

- Provide training for volunteers.
- Assign volunteers to the project/teams.
- Coordinates and communicates date and time with client and volunteers that project will be started.

### **Communications Director**

#### Phone Calls

- Field phone calls from area churches and those in need

#### Promotions

- Promote the Helping Hands services.
- Provides avenues to communicate with the community.

#### Website/Publications

- Create and maintain Helping Hands Ministry website.
- Guide in the creation of any written communication, brochures, articles, etc.

### **Financial Manager**

The Financial Manager provides oversight of ministry expenses and ensures that financial policy is followed, and budgets are met.

- Receipts
- Reimbursements
- Purchases
- Tax Exempt
- Merchants
- Rentals
- Donations
- [Budget](#)

### **Volunteers**

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#### **Volunteer Requirements**

- Have submitted the required forms (see volunteer forms below).
- Are 12+ years of age or under the supervision of their parent or guardian.
- Volunteers are limited to their level of skills and training. (Equipment Operation and Safety Training)
- Most volunteers will be associated with local churches or other affiliate organizations, but this is not required.

#### **Volunteer Forms**

- [Volunteer Application](#)
- [Liability Release Form](#)
- [Medical Release Form](#) – Paul Bobenhausen

## **Our Response Teams**

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Community Response Teams respond to the needs of our community in a timely manner.

### **Members**

- Skilled and non-skilled volunteers from area churches and community groups.

### **Team Description**

Team Size:

- Each team should consist of at least 4 members.

### **Team Roles:**

- Team Leader
- Assistant-Team Leader
- Level 1 Volunteer – basic experience in electrical, plumbing, etc.
- Level 2 Volunteer – non-skilled workers

### **Training**

- All Level 1 Volunteers should complete basic safety training provided by Helping Hands.
- All Level 2 Volunteers must review and sign the release form that includes safety guidelines.

### **[Skilled Workers Spreadsheet](#)**

This spreadsheet includes the names, contact information, and skills of volunteers.

- Plumbers
- Electricians
- Excavators
- HVAC
- Roofers
- Lawn Care
- Arborist
- Landscapers

### 3. WHO WE SERVE

#### The Community We Serve

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Helping Hands provides services to Chattanooga area residents within a 30-mile radius of Collegedale.

#### **The People We Serve (Clients) – will expand**

Families – Suffering from illness or disaster

Women - Single Mothers, Elderly Women

Men - Single Fathers, Elderly Men

Special Needs - Homeless and Refugees

## 4. WHAT WE DO

### Typical Services Provided

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#### Yardwork

- Mowing
- Weeding
- Trimming
- Edging
- Mulching
- Raking Leaves
- Debris Removal

#### Home Exterior

- Cleaning Gutters
- Pressure Washing
- Painting
- Replacing light bulbs
- Minor fixtures

#### Home Interior

- Sheetrock Repair
- Painting
- Minor fixture repair/replacement
- General House Cleaning
- Major Home Cleanout

#### Moving

- Use of Samaritan Center box truck
- Range - 30-mile radius max
- Capacity – 2 box truck loads max
- Moving of boxed household items
- Moving of furniture using pads

Helping Hands focuses on household safety and maintenance. General household remodeling is not within our scope. If we are unable to provide a service to an individual, we will do our best to refer to a local tradesman.

Any work on rental property requires written authorization from the owner/agent. Refer to the Property Owner Request, Approval and Release form at the end of this manual.

The labor for services will be free of charge. Purchased materials will be covered based upon need. To support this ministry donations can be made to Blueprint for Men.



## Disaster Relief Services Provided

We partner with the Georgia-Cumberland Conference Community Services and Disaster Relief to provide relief after a major natural disaster such as a tornado, flood, or earthquake. Helping Hands volunteers are encouraged to receive training and certification required to engage at these times of crisis.

- Training Opportunities
- Certifications
- Contact Information
- [Website](#)

## 5. HOW WE SERVE

### Safety Policies

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To operate power equipment volunteers must receive our operation and safety training with the following equipment. Volunteers who complete this training will be added to our database. Refer to Section 6 – How We Prepare, for training details.

#### Liability Insurance

- Activities are covered through Blueprint for Men - Policy on file
- Volunteers to list their medical insurance information on their medical form.

#### Transportation

- Be sure you have reliable transportation available for making home visits.
- Drivers must have auto insurance.

### Home Visit Procedures

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#### Before Arrival

- All safety policies and procedures must be followed by the team.
- A minimum of two volunteers be present during each home visit.
- Contact client/family that you are on your way.

#### Upon Arrival

- Create a professional, Christ-like atmosphere.
- Introduce your team members in a friendly manner.
- Explain what you are prepared to do. Ask questions for clarification.

#### Location Awareness

- Be aware of your surroundings before getting out of your vehicle. Look for stray dogs, loitering people, and suspicious activity.
- If you begin to feel uncomfortable during your visit for any reason, leave with plans to talk to the client by telephone to reschedule.

#### Before Leaving

- Clean up any debris. Leave the site clean and orderly.
- If work is unfinished inform the client when you will be back.
- Before leaving gather everyone together for a group prayer.

## Project Workflow Procedures

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### Assess the Request

Project Manager

- Review client referrals to determine if project is justified and within the scope of the services provided by the ministry.
- Visit the project site to assess first-hand. Always go with another person.

### Action Plan

Project Manager

- If the client's project is deemed appropriate, the Project Manager will develop an action plan that includes the skills required, resources needed, and timeline estimated to complete the project.

Volunteer Coordinator

- The Project Manager will meet with the Volunteer Coordinator and Team Leader to discuss the details of the project so that the volunteers tasked with completing the project will be informed and prepared.

Team Leader

- The Team Leader will inform his volunteer team of the scope of the project which includes the timeline, resources, and skills needed to complete the client's project.

Team Members

- The Team Members will be aware of the tools and materials needed to complete the project so that they can be prepared to complete the assigned project in an efficient manner.

Client

- The Project Manager will update the client with action plan details in a timely manner.

## **Execute Plan**

### Project Manager

- Coordinate and communicate with volunteer coordinator.

### Volunteer Coordinator

- Coordinate and communicate with the volunteer team.

### Team Leader

- When on-site the Team Leader is to review the work that is to be completed with the client to ensure that there is agreement on what is to be accomplished with this visit/and or subsequent visits.

### Team Members

- All team members are to be professional and courteous with clients.
- Team members should wear their Helping Hands logoed t-shirt/caps.
- Be available and on time to the client's home on the agreed upon date and time.

### Client

- Provides cold drinks and cookies.

## **Project Wrap-up**

### Project Manager

- Ensure that the project is completed to the clients' expectations.

### Volunteer Coordinator

- Debriefs with the team leader concerning challenges faced.
- Gives affirmations for a job well done!

### Team Leader

- Affirms his team for a job well done and reminds team of the next work date.
- Completes a written review of work completed and suggestions for improvement.

### Team Members

- Stays till the project is completed.
- Does a thorough clean-up of the site and returns all tools and supplies.

### Client

- Ensures that the project is completed to satisfaction.

## **Policies for Our Clients**

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### **Nondiscrimination Policy**

- We do not discriminate.
- In accordance with Title VI of the Civil Rights Act of 1964 and its implementation of regulation, Helping Hands will serve all people without regard to race, color or national origin in its provision of services and benefits.
- In accordance with Section 504 of the Rehabilitation Act of 1973 and its implementing regulation, Helping Hands will not discriminate on the basis of handicap in provision of its services.
- In accordance with the Age Discrimination Act of 1975 and its implementing regulation, Helping Hands will not discriminate on the basis of age in the provision of services, unless age is a factor necessary to the normal operation of the achievement of any statutory objective.

### **Client's Rights Policy**

- The client's input should be included and honored in the assessment, delivery of, and evaluation of services.
- The services provided must be agreed upon by both the client and Helping Hands.
- Project expenses must be clearly communicated to the client if the client is to assist with these expenses. There should be no surprises.

### **Client Complaints and Grievances Policy**

- Initial efforts to resolve the clients' complaints and grievances related to the treatment of clients or services will be handled by the volunteer who receives the complaint.
- If the client still feels the need to air their grievance, then they will be instructed to provide a statement in writing outlining their grievance to the Helping Hands Volunteer Coordinator or Project Manager. The Helping Hands Steering Committee will take whatever action it deems appropriate. This action will be made known to the Complainant and will be recorded appropriately.

## **Policies for Property Owners**

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### **Property Owner Request, Approval and Release Policy**

The "Property Owner Request, Approval and Release" form must be completed by the actual property owner(s) prior to any installation or modification. All property owners whose names appear on the property deed must sign the "Property Owner Request, Approval and Release" form.

Before clients can receive assistance from Helping Hands, they are required to complete the "Property Owner Request, Approval, and Release" form. Explain to clients that this form:

- Releases Helping Hands from liability resulting from problems that may arise as a result of services that are being provided or denied.
- Authorizes Helping Hands to disclose information as necessary and appropriate about the client to organizations or individuals in the course of procuring services.
- Informs client they can revoke the authorization to disclose information, but they must do so in writing.

Insist that clients read this form for themselves. Do not begin to aid the client until you have a signed form. Clients must provide the following:

- Their full name at the top of the form
- The date they read the form.
- All individuals listed on the property deed must sign the "Property Owner Request, Approval, and Release" form.

## 6. HOW WE PREPARE

### Overview

The Helping Hands Ministry will provide basic training to all Helping Hands volunteers. Training will include Volunteer Coordinators, Team Leaders, and Team Volunteers. The overall objective is to ensure volunteers have a good understanding of the Procedural Guidelines and the nature of the outreach ministry Helping Hands is trying to foster, as well as maintaining a safe environment.

Refer to this link for our [Volunteer Equipment Operation and Safety Training](#). – Paul to investigate online resources and create training materials.

### Volunteer Training

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#### Volunteer Equipment Operation and Safety Training

- All Level 1 volunteers should complete basic safety training provided by Helping Hands.
- All Level 2 volunteers must review and sign the release form that includes safety guidelines.

#### Level 1 Power Tools (18+ years of age)

- Chainsaws
- Circular saws
- Table saws
- Jigsaws
- Reciprocating saws
- Band saws

#### Level 2 Power Tools (12+ years of age)

- Leaf blowers
- Lawn mowers
- Grass trimmers

### Group Training

The preferred method of training will be a group meeting. The overall mission will be discussed, procedural guidelines and forms will be explained, all needed documents completed, and coordination/communication procedures covered.

### Individual Training

A secondary method of training will be individual, one on one training. The training will be taught by select team leaders with the same goals and material as covered in the group training.

**Training Location**

Training will generally be conducted at the Outpost located at 5050 Layton Lane, Apison, TN and will be scheduled as necessary to meet the volunteer needs.



## 7. FORMS

### Helping Hands Forms

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#### Helping Hands Referral

Anyone can complete the following form to request help for another person in need. [Form](#)

#### Helping Hands Request

An individual needing assistance should complete the following form for themselves. [Form](#)

#### Helping Hands Dispatch

Project manager will have the dispatch form ready to hand off to the Team Leader for the needs of the scheduled project. [Form](#)

### Volunteer Forms

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#### Volunteer Application

Each volunteer will be requested to complete an application providing contact information, availability, areas of interest, and emergency information. [Form](#)

#### Volunteer Liability Release

Volunteers must sign a release agreement holding Helping Hands and its affiliates harmless from any and all claims. [Form](#)

#### Medical Information Form

Volunteers must complete and sign a medical information form that provides leadership with information regarding physical limitations as well as insurance provider. [Form](#)

### Property Owner Forms

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#### Property Owner Request, Approval and Release

All property owners will be required to read and sign this form before any projects can be started by Helping Hands. [Form](#)