

VOLUNTEER POLICIES AND PROCEDURES

Introduction

Who is NAMI Greater Mississippi Valley?

NAMI GMV is a local affiliate of the National Alliance on Mental Illness, the largest grassroots mental health organization dedicated to improving the lives of persons living with a mental health condition and their families. NAMI GMV serves western Illinois and eastern Iowa, and is headquartered in Davenport, Iowa.

NAMI GMV Mission

NAMI of the Greater Mississippi Valley is to be a community voice on mental illness, empowering people toward recovery.

Who are NAMI GMV Volunteers?

Volunteers recognize a need and make an active choice to give time and service to others and their community. While NAMI may use volunteers from the public, most NAMI volunteers are family members, and individuals living with a mental health condition in recovery. Other volunteers frequently come from the health care, social work and education fields. NAMI staff provide guidance to volunteers who operate within NAMI programs.

Volunteer Rights and Responsibilities

Volunteer Philosophy statement

NAMI GMV believes volunteers are valuable and essential to its ongoing mission. NAMI aims to give volunteers meaningful responsibilities and recognition for work done. In return, volunteers are expected to actively perform their duties to the best of their abilities, and consistent with NAMI's mission and values.

Equal Opportunity Policy

NAMI maintains an equal opportunity policy. We recruit, accept, train, promote and dismiss volunteers based on competence and volunteer performance, without regard to race, creed, ethnicity, religion, gender, sexual orientation, age, marital status, ability, or disability.

Volunteer Program and Process

Interviewing and Screening

All volunteers must complete an application form. Volunteers will then meet with a NAMI staff member to interview regarding their interest in volunteer positions. This screening process offers NAMI staff and volunteer leaders the opportunity to learn more about new volunteers. It also gives new volunteers the opportunity to learn more about NAMI GMV. NAMI GMV uses background screenings as part of the vetting process.

Orientation and Training

All volunteers will receive a general orientation, including policies and procedures. Volunteers will receive specific training, including job descriptions, to provide them with the information and skills necessary to perform their assignment.

Supervision

Every volunteer will have a clearly identified supervisor who will be available for questions, support, and direction. Supervisors may vary depending on the task and availability.

Feedback and Evaluation

NAMI staff shall evaluate and/or provide feedback for the work of its volunteers. Staff members or volunteer leaders may recommend for other service, such as committees, as appropriate.

Recognition

As a grassroots organization, volunteer service is important to NAMI GMV. Volunteers may be recognized formally and informally.

Volunteer Conduct

Job Descriptions

Volunteers will be provided with a specific job description for their role at NAMI GMV.

Standard of Conduct

All volunteers will work in a manner consistent with the NAMI mission and policies. Volunteers are accountable for their own behavior. Volunteers should understand that their actions and behaviors reflect on the integrity of NAMI and impact the public perception of NAMI as an organization.

Media Contact and Conduct

Volunteers must be careful not to represent themselves as spokespersons or representatives for NAMI under any circumstances without prior approval.

Conflict of Interest

NAMI GMV attempts to avoid potential conflicts of interests at all levels of the agency. Volunteers ought not endorse or promote any individual, groups, or business in which they have personal or financial interest. This includes refraining from advocating or proselytizing for specific political, social, and/or religious beliefs.

Confidentiality

As a volunteer at NAMI GMV you may have access to confidential information. Volunteers must follow the organizations official confidentiality policy.

Safety

While NAMI GMV does its best to provide a safe working environment, volunteers are the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries as soon as possible.

Harassment Policy

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experiences for everyone. Harassment is any unwelcome conduct based on a person's race, color, religion, sex (including pregnancy), national origin, age, disability, or genetic information. Harassment

may include verbal and/or non-verbal actions. Any volunteer who feels harassed should speak to their volunteer supervisor as soon as possible to reach a solution.

Grievance Procedure

Volunteers and staff are expected to act professionally and per their job descriptions. If a volunteer has a grievance or serious concern that impacts their volunteer activities, they should report it promptly to their volunteer supervisor. Every effort will be made to achieve speedy and effective resolution. Complaints will be treated confidentially. (Confidentiality may not be guaranteed for complaints involving sexual harassment or child abuse.)

Discontinuation of Volunteer Service

As a volunteer, you have the right to terminate your volunteer service for any reason. NAMI GMV reserves the same right.

Volunteer Descriptions

Legislative Advocacy

- On as as-needed basis, work with Board of Directors advocacy committee for communications and outreach events.

Outreach Volunteer

- Assists and/or represents NAMI GMV at local community events. Interacts directly with the public to share information about NAMI programs. Helps with set-up, staffing booths or tables, and cleaning up. Must be able to lift 25 pounds. Dates and times vary with events.

Events Volunteer

- Help organize or work NAMI-organized events. This includes our largest advocacy event: NAMIWalks.

Trained Volunteers Deliver Nationally-Developed Programs Based on Lived Experiences

Basics Instructor – for parents of youth living with a mental health condition.

- Training provided. Must commit to teaching two 6-week programs over the next 2 years.

Family-to-Family Instructor – for family members of peers 18 years or older living with a mental health condition.

- Training provided. Must commit to teaching two 12-week programs over the next two years.

Homefront Instructor – for family members of adult active duty or veterans living with a mental health condition including PTSD, TBI and co-occurring addictions.

- Training provided. Must commit to teaching two 6-week programs over the next two years.

Family Support Group Facilitator – for parents or family members of youth or adults living with a mental health condition.

- Training provided. Must commit to facilitating a support group once a month for 2 years. Works with a co-facilitator.

Connection Peer Recovery Support Group Facilitator – for individuals living with a mental health condition.

- Training provided. Must commit to facilitating a support group once a month for 2 years. Works with a co-facilitator.

Peer-to-Peer Mentor – for individuals living with a mental health condition.

- Training provided. Must commit to teaching two 10-week programs over the next 2 years.

Family and Friends Presenter – 90-minute seminar available to the public that provides information to people who have loved ones with a mental health condition and how to best support them.

- Training provided. Must commit to presenting for 2 years to NAMI standards with a co-presenter.

In Our Own Voice Presenter– 40, 60 or 90-minute interactive public recovery education program presented by peers to lay audiences, professionals, and other consumers about the reality of living with mental illness and the high potential for recovery. This program helps to diminish the stigma surrounding those with mental illness.

- Share your story of recovery, hope, dreams, and goals. Training provided. Must commit to presenting for at least one year to NAMI standards, alone or with a co-presenter(s).

Ending the Silence Presenter– an engaging presentation for students, or school staff or families. Presentation will help audience members learn about the warning signs of mental health conditions and what steps to take if you or a loved one are showing symptoms of a mental illness.

- Share your story of recovery and hope. Training provided. Must commit to presenting for at least one year to NAMI standards with a co-presenter.

Provider Education Presenter– a 4-hour or 15-hour staff developed program for health care organizations that provide services for people affected by mental illness. The primary goal of the program is to promote collaboration between the client, their family, and staff.

- Share your personal, intimate perspective on your treatment experience. Sessions are organized into short lectures, discussion, and group exercise. Training provided. Must commit to presenting for at least one year to NAMI standards with two other co-presenters.



Greater Mississippi
Valley

Policy and Procedure Document Acknowledgement

I have read and been informed about the content and requirements of the volunteer policies of NAMI Greater Mississippi Valley. I have received a copy of the policy and procedures and agree to abide by the policy guidelines as a volunteer at NAMI GMV.

I understand that if I have questions, at any time, regarding the policy and procedures, I will contact the executive director or education coordinator.

Please read the policy and procedures carefully to ensure that you understand the policies and procedures before signing this document.

Volunteer Signature:

Volunteer Printed Name:

Date:
