

VOLUNTEER HANDBOOK



THE SALVATION ARMY MIAMI AREA COMMAND

1907 NW 38th Street Miami, FL 33142

(305) 637-6700

<https://salvationarmyflorida.org/miami-ac/>

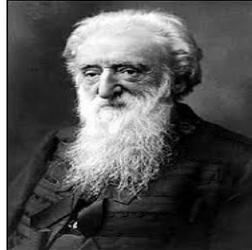
Macey Markowitz MA, CPCA, Development Director

"There is no reward equal to that of doing the most good to the most people in the most need."

- Evangeline Booth

The Salvation Army Mission Statement:

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.



General William Booth

Salvation Army History: Soon after beginning his ministerial career in England in 1852, William Booth abandoned the concept of the traditional church pulpit in favor of taking the gospel of Jesus Christ directly to the people. Walking the streets of London, he preached to the poor, the homeless, the hungry, and the destitute.

When fellow clergymen disagreed with Booth's unconventional approach, he and his wife Catherine withdrew from the church to train evangelists throughout England. The couple returned to the East End of London in 1865, where many followers joined their fight for the souls of lost men and women. Within 10 years, their organization, operating under the name "The Christian Mission," had over 1,000 volunteers and evangelists.

William Booth began The Salvation Army in 1865 as a means to help the suffering souls throughout London who were not willing to attend – or even welcomed into – a traditional church.

Thieves, prostitutes, gamblers, and drunkards were among his first converts to Christianity, and as his ministry grew, the gospel of Jesus Christ was spread far and wide to the poor, the vulnerable, and the destitute.

The Salvation Army's work in 128 countries is co-ordinated by our International Headquarters in London, UK. At present, there are five Zones - each headed by an International Secretary. These are: Africa, Americas and Caribbean, Europe, South Asia, South Pacific and East Asia.



Miami Area Command

The Southern Territorial Headquarters is located in Atlanta, GA. Within the jurisdiction of the Southern Territory there are fifteen (15) states: Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, Washington, DC and West Virginia. The Southern Territory is also inclusive of the Adult Rehabilitation Center Command and Evangeline Booth School for Officer Training, both located in Atlanta, and over 400 service locations.

Our leadership The General, with headquarters in London, is the international leader of The Salvation Army. In the United States, the functions of The Salvation Army are coordinated by the National Commander, whose office is at the national headquarters in Alexandria, Virginia. For administrative purposes, the nation is divided into four territories: the Central with headquarters in Des Plaines, Illinois, the Eastern with headquarters in West Nyack, New York, the Southern with headquarters in Atlanta, Georgia, and the Western with headquarters in Long Beach, California. Each territory is under the leadership of a territorial commander. Territories are made up of units known as divisions. There are 40 in the United States and each is headed by a divisional commander. Divisions consist of corps centers for worship and service, which are the basic units of The Salvation Army, and various specialized centers. The functions of each corps include religious and social services which are adapted to local needs. Each corps is under the supervision of a corps officer.

The Salvation Army Miami Area Command History: The Salvation Army may have been drawn to Miami in February of 1913 because it was a boom town. The Army had learned from experience that its ministry was needed in places like Miami, which would soon become ruled by unsettled social conditions. But it is thanks to the men and women who supported our mission that, 100 years later, we are able to keep our promise of “Heart to God, Hand to Man.” I am humbled and grateful to say that millions of Salvation Army Officers, volunteers, employees and supporters carried the light of God’s grace into the lives of our brothers and sisters in need.



Captains Enrique and Nancy Azuaje, Miami Area Commanders

Miami Area Command Staff:

Miami Area Commanders	Captain Enrique Azuaje	ext. 26618
	Captain Nancy Azuaje	ext. 26641
Administrative Assistant	Martha Juste	ext. 26660
Director of Social Services	Jose Fontanez	ext. 26629
Development Director	Macey Markowitz	ext, 26632
Director of Finance	John McCall	ext. 26615
Senior Grants Accountant	Yira Diaz	ext. 26613
Accounting Clerk II	Ingrid Pfalzgraf	ext. 26624
IT Manager	Juan Kruger	ext. 26631
Human Resources Director	Maria Saenz	ext. 26635
Music Director	Mozart Charles	ext. 26684
Property Manager	Robert Taylor	ext. 26645
Food Services Manager	Geraldo Valdes	ext. 26609
Program Coordinator	Gwendolyn Alvin	ext. 26662
Administrative Assistant	Daisy Caldera	ext. 26639
Case Manager	Travis Davis	ext. 26630
Case Manager	Ana Tavarez	ext. 26643
Case Manager	Rosa Valentin	ext. 26643
Case Manager	Hugo Vidal	ext. 26625
EDS Coordinator	Raymond Boyd	ext. 26698

Site Locations

Shelter/kitchen/Admin offices
1907 NW 38th Street Miami FL 33142

Sunset Corps

8445 Sunset Dr, Miami FL 33143

Hialeah Corps
7450 W 4th Ave, Hialeah FL 33014

Citadel Corps
901 W Flagler St, Miami FL 33130

Edison Corps
361 NW 67th St, Miami FL 33150

Volunteer Job Descriptions

In an effort to clarify duties and responsibilities, volunteer job descriptions are developed for most positions. New volunteers will review and sign a volunteer job description before their first shift. The volunteer is given a copy of the job description with the original signed copy remaining with their file. Current volunteers will be asked to review and sign job



Volunteers from a local Church help serve food

Safe From Harm Training

All staff and volunteers who work directly with our clients must complete this training for their own protection and to protect our youth and clients from vulnerable populations. You may complete the training online or attend an in-person training offered at Miami Area Command. Training must be completed every four years.

Reporting for Work

Dress Code: A volunteer nametag should be worn at all times during your shift. Report to work dressed appropriately for the task at hand. Whether you are working with young children, stocking food in the pantry, helping with data entry or assisting clients, be reasonable and modest with your attire. Meal Program, Food Pantry and Warehouse volunteers should always wear closed-toed-shoes.

Parking: At Miami Area Command Shelter/Kitchen/Food pantry/admin offices located at 38th Street you may park in the lot. You will need to ring the buzzer and let reception know you're here to volunteer.

Recording Your Hours: As a volunteer, we ask that you accurately record your time. Each volunteer area has a sign in sheet. If you are unsure of its location please ask your supervisor.



Our gracious volunteer ringing bells in front Of Publix.

Time Off

Procedures when Sick: If you are unable to report for a shift due to illness, please contact your supervisor as soon as possible. It would be most helpful if you could let them know when you will return to your duties. Please consider the well-being of others before you return so others do not become ill.

Vacations: If you are planning a vacation, inform your supervisor of the dates you are not available. If a replacement is needed, please inform your supervisor as soon as possible. For extended periods of time due to illness, you may be asked to help train a replacement.

Holidays: The offices are closed in observation of 10 national holidays each year. The shelter is never closed. Your supervisor should notify you if these days will affect your shift.

Performance Reviews: Soon after a volunteer starts service, the supervisor will communicate with the volunteer. It is important to ensure that job satisfaction for both the volunteer and supervisor. If any issues arise, the supervisor may look into reassigning the volunteer to another department of job.

Confidentiality

Due to the delicate nature of our work, any volunteer with access to clients, client files, or client records is expected to maintain 100% confidentiality. In other words, names, personal information or any details should not

be shared with anyone except in an official capacity with your supervisor and co-workers. We must demand such a high level of confidentiality to ensure a safe and protected place for our clients.

Extras

Active volunteers who have volunteered 50 or more hours will receive a free volunteer t-shirt, and a magnetic volunteer nametag).

