

VOLUNTEER HANDBOOK



THE SALVATION ARMY MIAMI AREA COMMAND

1907 NW 38th Street Miami, FL 33142

(305) 637-6700

<https://salvationarmyflorida.org/miami>

Miami Citadel Corps

901 W. Flagler Street, Miami, FL 33101

305-545-9164

Miami Edison Corps

361 NW 67th Street, Miami, FL, 33150

305-757-1509

Miami Sunset Corps

8445 SW 72nd Street, Miami, FL 33143

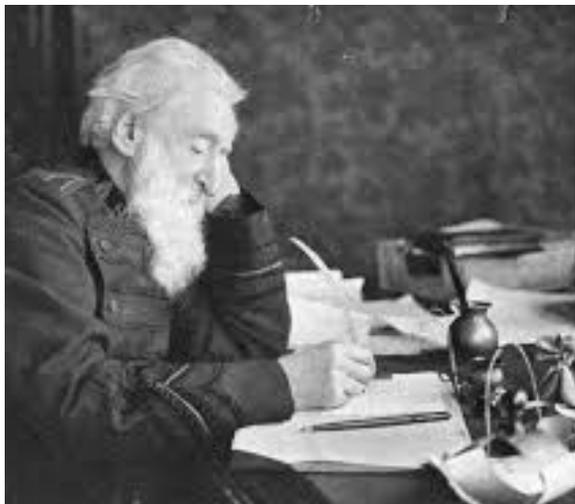
305-270-9373

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.

SALVATION ARMY HISTORY:

General William Booth , Founder of The Salvation Army



William Booth

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.

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.

INTERNATIONAL AND LOCAL REACH



Miami Area Command

The Salvation Army's work in 128 countries is coordinated by our International Headquarters in London, UK. At present, there are five international zones in Africa, Americas and Caribbean, Europe, South Pacific and East Asia, and South Asia.

In the United States, The Salvation Army is divided into four territories. The Miami Area Command has been active since 1913 and reports to a divisional headquarters in Atlanta, GA.

HOW-TO VOLUNTEER

The Salvation Army depends on its volunteers to continue reaching our communities. In an effort to keep all clients, staff, and volunteers safe the following expectations are in place.

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.

Background Checks

Volunteers who work with children, or who volunteer for more than three days will be required to pass a background check.

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:

When volunteering at the Miami Area Command Shelter 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.



MISC. Volunteer Information

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 coworkers. We must demand such a high level of confidentiality to ensure a safe and protected place for our clients.

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.

Court Ordered Volunteer:

Extras

- Active volunteers who have volunteered 50 or more hours will receive a free volunteer t-shirt.

Individuals can sign up to volunteer [here](#).