



## Volunteer Orientation Manual Contents

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Dear Volunteer,

Thank you for choosing to volunteer at Family Service Rochester. The gifts of your time and talents are truly valued. Volunteers have been part of the substance of our organization since our founding in 1965. Volunteers make up the backbone of many of our services, and we simply would not be able to operate programs without people like you.

We take your role as a volunteer as seriously as any other role or job in our organization. You can expect to be treated with respect, listened to, and valued. We will do our very best to make the most of your unique talents and skills.

We ask that you in turn view this role as important as any other job you may accept. Please feel free to contact our staff with any questions, concerns, or suggestions at any time.

Again, I would like to personally thank you for volunteering with Family Service Rochester and welcome you to our team!

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Maloney".

Scott Maloney, MSW, LGSW  
Executive Director

# **Family Service Rochester's Vision and Mission Statements**

## **I. Vision**

A safe, vital community that fosters strong, healthy families and capable children.

## **II. Mission**

Family Service Rochester will provide community based social services of the highest quality and maintain a commitment to excellence in all operational areas.

## **III. Values and Beliefs**

**Accountability:** At every level of our organization we are accountable to our clients, donors, volunteers, staff and the public – with unwavering integrity of program services and financial standards.

**Community:** Partnerships and collaborations are vital to our success, both inside and outside the organization, as we build relationships and communities that invest in the welfare of others.

**Compassion:** With hearts open to the needs to all, we believe friendship, empathy and kindness are as much a part of the sustenance we provide as the services we deliver.

**Dignity:** Through confidentiality, respect, and a commitment to quality of life for all, we recognize the uniqueness and dignity of every client, volunteer, donor, staff member and guest.

**Diversity:** The caring, loving, fun and dynamic nature of our organization is made possible by the diversity of the people we serve and those who help us serve.

**Empowerment:** By cultivating a partnering environment we empower individuals to manage their lives in harmony with their abilities and talents.

**Excellence:** At every level of operation and public engagement we are committed to the highest standards of quality and excellence utilizing evidence-based best practices.

**Responsive:** We continually evaluate changing community needs and proactively evolve.

**Reliability:** As safety, trustworthiness and dependability in all aspects of our operations are the cornerstones of our services, our clients, volunteers, staff and guests can rely on us to fulfill our mission without fail every day.



Our clients and other parties with whom we do business entrust Family Service Rochester with important information relating to their personal lives. It is our policy that all information considered confidential will not be disclosed to external parties or to other employees/volunteers without a "need to know."

Due to your assignment as a volunteer with our agency, you may indirectly gain knowledge or information about our clients which is private and governed under the Health Insurance Portability and Accountability Act (HIPAA). Any information you may obtain, such as participants names, disability, etc. must be maintained as private.

Therefore, as a volunteer with Family Service Rochester, by signing below you are agreeing that you understand and will maintain the privacy and confidentiality of such information for an indefinite period of time, even after you are no longer volunteering with our agency. You recognize the value and sensitivity of client information and understand that it is protected by law and the policies at Family Service Rochester.

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Volunteer Name--PRINTED

Date

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Volunteer Signature

Date

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Staff Supervisor Signature

Date

## Volunteer Bill of Rights

Volunteering is a form of philanthropy. You are giving your time and talents. The assets you bring to the program are considerable. The following *Bill of Rights* will serve you in your work. It is your right and obligation to ensure that these rights are respected and to bring it to the attention of someone in an authority position should they be violated.

- The Right: to be treated as a co-worker, not just free help.
- The Right: to a suitable assignment – with consideration for personal preference, temperament, life experience, education, and employment background.
- The Right: to know as much about the organization as possible – it's policies, people, programs, and future directions.
- The Right: to training for the job and continuing education on the job – including training for greater responsibility.
- The Right: to a job description.
- The Right: to a place to work, a designated place that is conducive to work and worthy of the job to be done.
- The Right: to new opportunities and a variety of experiences – through advancement or transfer or through special assignments.
- The Right: to be heard – to feel free to make suggestions, to have a part in planning.
- The Right: to recognition – in the form of promotion and awards, through day-by-day expressions of appreciation and by being treated as a co-worker.
- The Right: to sound guidance and direction.

# **Family Service Rochester Volunteer Job Description**

Program: Meals on Wheels Coordinator

Dept/Division: Senior Nutrition

Supervisor: Senior Nutrition Program Coordinator

## **Position Purpose:**

The Meals on Wheels program provides a balanced, nutritious meal to individuals that are unable to prepare or access an adequate meal for themselves due to chronic or acute illness, physical limitations or convalescence. Meals are provided over the noon hour, 7 days a week, within the city of Rochester. All meals are delivered by volunteers.

Often the visit by the Meals on Wheels volunteer is the only human contact a recipient may have. Meals on Wheels helps to relieve the isolation and depression that many face. The program also provides a safety net; staff follow up with recipients and/or family members when meals are undeliverable.

All meals are picked up at 11:15 a.m. on the day of delivery. Each route takes approximately one hour to complete. Meals are delivered seven days a week, including holidays. On rare occasions, meals may be canceled due to extreme weather. Family Service Rochester announces any cancellation on local television and radio; Family Service Rochester also calls volunteers scheduled for that day.

## **Volunteer Duties:**

1. Regular Route Driver – Deliver one route per week and are responsible for that route the same day of each week.
2. Substitute Route Driver – Fill in to deliver routes when regular route drivers are not available.

## **Other Responsibilities:**

1. Immediately report any concerns to Family Service Rochester MOW staff.
2. Upon completion of route, report any undeliverable meals.
3. Leave “Sorry we missed you” note at any homes without an answer.
4. Return coolers punctually after route has been delivered.
5. Call as soon as possible if you are unable to deliver on your scheduled day.
6. Inform the MOW staff as soon as possible of an anticipated conflict on your scheduled delivery day (appointment, vacation, etc.)

7. Share friendly smiles and warm greetings with recipients.

**Qualifications:**

- A valid Driver's license is required for all driving positions.
- Volunteers must be able to lift coolers in and out of vehicles.
- Volunteers must be able to safely deliver hot and cold meal packages to homes, apartments, mobile homes, etc.

# **Family Service Rochester Volunteer Job Description**

Program: Meals on Wheels Coordinator

Dept/Division: Senior Nutrition

Supervisor: Senior Nutrition Program Coordinator

## **Position Purpose:**

The Meals on Wheels program provides a balanced, nutritious meal to individuals who are unable to prepare or access an adequate meal for themselves due to chronic or acute illness, physical limitations, or convalescence. Meals are provided over the noon hour, 7 days a week, within the city of Rochester. All meals are delivered by volunteers.

Often the visit by the Meals on Wheels volunteer is the only human contact a recipient may have. Meals on Wheels helps to relieve the isolation and depression that many face. The program also provides a safety net; staff follow up with recipients and/or family members when meals are undeliverable.

All meals are delivered between 11:15 am and 1:00 pm. Each route takes approximately one hour to complete. Meals are delivered seven days a week, including holidays. On rare occasions, meals may be canceled due to extreme weather. Family Service Rochester announces any cancellation on local television and radio; Family Service Rochester also calls volunteers scheduled for that day.

## **Volunteer Duties:**

1. Arrive at the meal preparation and pick-up site by 11:00 am.
2. Help volunteers identify the route they are delivering and load coolers.
3. Ensure that all assigned volunteers arrive on time.
4. Call drivers who have not arrived, if necessary, deliver the route.
5. Remain at the site until all meals have left for delivery.

## **Other Responsibilities:**

1. Immediately report any concerns to Family Service Rochester MOW staff.
2. Call as soon as possible if you are unable to work on your scheduled day.
3. Inform the MOW staff as soon as possible of an anticipated conflict on your scheduled volunteer day (appointment, vacation, etc.)
4. Share friendly smiles and warm greetings with other volunteers.

## **Qualifications:**

- A valid Driver's license is required for all driving positions.
- Volunteers must be able to lift coolers in and out of vehicles.
- Volunteers must be able to safely deliver hot and cold meal packages to homes, apartments, mobile homes, etc.

# **Family Service Rochester Volunteer Job Description**

Program: Grocery Shopping

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

The Neighbors Helping Neighbors program partners with volunteers to assist older adults and people with disabilities to remain living independently in their own homes.

Through the grocery shopping service, volunteers are matched with an individual or family to provide shopping service. Volunteers may either bring consumers to a grocery store and assist in shopping or provide the actual shopping from a consumer's list. Consumers are responsible for all payments for groceries.

## **Volunteer Duties:**

1. Set a mutually agreed upon date/time and method for shopping with the consumer.
2. If shopping without the consumer, carefully review the grocery list prior to shopping. Shop at the consumer's preferred store.
3. If shopping with the consumer, discuss how to best provide assistance prior to shopping.
4. Bring groceries into the consumer's home and put away all groceries as directed by the consumer.
5. Contact the NHN Coordinator after each grocery shopping trip to confirm service occurred and share any other relevant information pertaining to the shopping.

## **Other Responsibilities:**

1. Immediately report any concerns to Family Service Rochester Neighbors Helping Neighbors staff.
2. Communicate clearly with consumers on expectations and scheduling. Arrive at scheduled times.
3. Call the consumer and Neighbors Helping Neighbors staff as soon as possible if you are unable to shop on a scheduled day.

## **Qualifications:**

- Valid driver's license.
- Reliable transportation.
- Must be at least 18 years old.

# **Family Service Rochester Volunteer Job Description**

Program: Housekeeping

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

The Neighbors Helping Neighbors program partners with volunteers to assist older adults and people with disabilities to remain living independently in their own homes.

Through the housekeeping service, volunteers are matched with individuals or families to provide regular service. Volunteers and consumers set a regular schedule – typically weekly or every other week. Consumers are responsible for any cleaning products and supplies needed.

## **Volunteer Duties:**

1. Set a mutually agreed upon schedule and method for cleaning or laundry with the consumer.
2. Clearly outline the chores you will perform.
3. Discuss products and supplies to be used.
4. Contact the NHN Coordinator after each housekeeping service to confirm service occurred and share any other relevant information pertaining to the housekeeping.

## **Other Responsibilities:**

1. Immediately report any concerns to Family Service Rochester Neighbors Helping Neighbors staff.
2. Communicate clearly with consumers on expectations and scheduling. Arrive at scheduled times.
3. Call the consumer and Neighbors Helping Neighbors staff as soon as possible if you are unable to help on a scheduled day.

## **Qualifications:**

- Valid driver's license and/or reliable transportation.
- Must be at least 18 years old or have parental consent.

# **Family Service Rochester Volunteer Job Description**

Program: Handyworker

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

The Neighbors Helping Neighbors program partners with volunteers to assist older adults and people with disabilities to remain living independently in their own homes.

The chore program provides assistance with household maintenance and repair tasks to older adults and people with disabilities.

Volunteers work as individuals or in groups to address chores such as window washing, lawn mowing, cleaning gutters, painting, carpentry repairs, raking leaves, and home safety tasks.

Volunteers work on a one-time or ongoing basis, depending on tasks and availability.

## **Volunteer Duties:**

1. Communicate interests and skills with NHN Coordinator.
2. Schedule work dates with staff and / or consumers.
3. Discuss the need and availability of tools before volunteer date. Bring tools to home as pre-arranged. Many consumers have tools at their home; volunteers may choose to use consumers' tools or their own.
4. Contact the NHN Coordinator after each handyworker service to confirm service occurred and share any other relevant information pertaining to the work completed.
5. For recurring volunteer activities (such as lawn mowing), set schedule and report at the expected date and time. Communicate any changes with both consumer and NHN staff.

## **Other Responsibilities:**

1. Immediately report any concerns to Family Service Rochester NHN staff.
2. Work in safe conditions and report unsafe conditions to NHN staff.

3. If materials need to be purchased, consumers are responsible for paying. Volunteers may pick materials up from a store; payment must be agreed upon with the consumer before anything is purchased.
4. Call as soon as possible if you are unable to work on your scheduled day.
5. Share friendly smiles and warm greetings with recipients.

**Qualifications:**

- Reliable transportation to and from consumer's homes.
- Volunteers must be physically able to complete jobs they agree to. It is the responsibility of each volunteer to communicate any physical limitations or concerns with NHN staff.

# **Family Service Rochester Volunteer Job Description**

Program: Lawn Mowing / Snow Removal

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

The Neighbors Helping Neighbors program partners with volunteers to assist older adults and people with disabilities to remain living independently in their own homes.

Through the lawn mowing service, volunteers are matched with an individual or family to provide lawn mowing service on a regular basis. Volunteers and consumers set a regular schedule. Mowing occurs typically on a 10-day rotating cycle, except during the months of May and June, in which mowing may occur every 7 days. Volunteers use their own mower. If a volunteer does not have a mower, they will be matched to a consumer who has a mower they can use.

Volunteers providing snow removal service are also matched with an older adult for a season and provide service when it snows. Volunteers are asked to clear the snow within 24 hours of the snowfall stopping. Volunteers may use their own shovels and/or snow blowers or be matched with a consumer who has the needed equipment.

## **Volunteer Duties:**

1. Set a mutually agreed-upon schedule with the consumer. Volunteers will mow every 7 days in May and June and on a 10-day rotating cycle thereafter. Snow removal should be completed 24 hours after the snowfall stops.
2. Discuss mowing/snow removal times with consumer.
3. Discuss if clippings will be bagged or mulched with consumer. Discuss use of salt or ice melt.
4. Discuss trimming of grass with consumer.
5. Contact the NHN Coordinator after each service to confirm that the service occurred and share any other relevant information pertaining to the service.

## **Other Responsibilities:**

1. Immediately report any concerns to Family Service Rochester Neighbors Helping Neighbors staff.

2. Communicate clearly with consumer on expectations and scheduling.  
Arrive at scheduled times.
3. Call consumer and Neighbors Helping Neighbors staff as soon as possible if you are unable to mow or remove snow on a scheduled day.

**Qualifications:**

- Knowledge and ability to operate a lawn mower and accessories (trimmer, etc.), snow blower.
- Reliable transportation.
- Must be at least 16 years old or have adult supervision.

# **Family Service Rochester Volunteer Job Description**

Program: Transportation

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

The Neighbors Helping Neighbors program partners with volunteers to assist older adults and people with disabilities to remain living independently in their own homes.

Through transportation services, volunteers provide rides for individuals to medical appointments, run errands, shop, etc. Transportation includes rides to and/or from locations in Rochester, Byron, Stewartville, Faribault, Northfield, and the surrounding areas.

Volunteers work on a one-time or ongoing basis, depending on tasks and availability.

## **Volunteer Duties:**

1. Communicate with the NHN staff and consumer regarding pick-up locations, drop-off locations and times.
2. Provide agreed upon transportation.
3. Report any additional stop requests from the consumer to NHN staff.
4. If transporting children, follow MN Statute 169.28, stopping at railroad grade crossings no less than 15 feet (nor more than 50 feet) from the nearest rail. Look and listen in both directions along the track for any approaching railroad train or on-track equipment. Do not proceed until it is safe to do so and until the roadway is clear of traffic so that the vehicle can proceed without stopping until the rear of the vehicle is at least ten feet past the farthest railroad track. The driver must not shift gears while crossing the railroad tracks.

## **Other Responsibilities:**

1. Immediately report any concerns to Family Service Rochester NHN staff.
2. Call the consumer and NHN staff as soon as possible if you are unable to provide transportation on a scheduled day.
3. Share friendly smiles and warm greetings with recipients.

**Qualifications:**

- Valid driver's license
- Reliable vehicle
- Current vehicle insurance
- Safe driving record

# **Family Service Rochester Volunteer Job Description**

Program: Companionship

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

The Neighbors Helping Neighbors program partners with volunteers to assist older adults and people with disabilities to remain living independently in their own homes.

Through companionship volunteers build a relationship with older adults either as an individual or as a family. This is meant to be an ongoing, relationship-building experience for both the older adult and the volunteer(s).

## **Volunteer Duties:**

1. Set a mutually agreed upon schedule for visiting.
2. Provide friendly, engaging conversation during visits.
3. If applicable, coordinate with the individual on mutually agreeable activities to do during visits.

## **Other Responsibilities:**

1. Immediately report any concerns to the Family Service Rochester NHN staff.
2. Communicate clearly with consumers on expectations and scheduling. Arrive at scheduled times.
3. Call the individual and NHN staff as soon as possible if you are unable to visit on a scheduled day.

## **Qualifications:**

- Enjoy engaging in conversation
- Reliable transportation

# **Family Service Rochester Volunteer Job Description**

Program: Caregiver Respite

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

To provide relief to the primary caregiver of an elderly or disabled adult that allows the caregiver time away to do other activities. Respite is done primarily in the home of the care receiver.

## **Volunteer Duties:**

1. Provide companionship, safety, and supervision for the care receiver while the caregiver is away.
2. Abide by the determined care plan and emergency procedures specific to the care receiver's needs.
3. Be punctual and reliable.
4. Notify the Senior Independence Program Coordinator immediately in the event of an accident or other adverse circumstance.
5. Transport consumer(s), if approved by Senior Independence Program Coordinator.
6. Observe and report any concerns/changes in consumer's functioning to Senior Independence Program Coordinator.
7. Complete volunteer timesheets and submit to Senior Independence Program Coordinator.
8. Keep consumer, caregiver and agency information confidential.
9. Conduct duties in an unbiased manner in which all consumers, volunteers, and staff are treated equally regardless of race, gender, physical and mental abilities and/or sexual orientation.

## **Other Responsibilities:**

1. Call as soon as possible if you are unable to work on your scheduled day.
2. Mature judgment and ability to cope with small problems that may arise, as well as the ability to respond to potential crisis situations in a responsible way.
3. Adequate physical abilities to ensure the physical needs of the specific care receiver are met.
4. Adequate sensory alertness to protect the safety of the care receiver.
5. Ability to respect the caregiver/care receiver and their property.
6. Ability to listen and respect the feelings and values of others.
7. Ability to meet and adhere to agency driving standards, if volunteer transports consumer, consumer's belongings, or agency property.

8. Sensitivity to the needs of elderly or disabled people.
9. Ability to work with old adults who have mental illness, dementia, low cognitive functioning, or chronic health conditions.

## **Qualifications**

- Must be at least 18 years old
- Must pass background check
- Complete Caregiver Respite training
- Must be comfortable working with a variety of people and situations
- Four hours/week preferred

# **Family Service Rochester Volunteer Job Description**

Program: Assurance Calls

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

The Neighbors Helping Neighbors program partners with volunteers to assist older adults and people with disabilities to remain living independently in their own homes.

Through assurance calls, volunteers provide companionship and a sense of security to the individual and their family. Calls made ensure that an older adult is doing well and that they have engaged with someone during the day.

## **Volunteer Duties:**

1. Set a mutually agreed upon schedule for calling.
2. Be a friendly voice and a courteous caller.
3. Follow communication plan.

## **Other Responsibilities:**

1. Immediately report any concerns to the Family Service Rochester NHN staff.
2. Call the NHN staff as soon as possible if you are unable to call on a scheduled day.

## **Qualifications:**

- Enjoy engaging in conversation
- Reliable telephone

# **Family Service Rochester Volunteer Job Description**

Program: Home Safety Visit

Dept/Division: Senior Independence/Neighbors Helping Neighbors (NHN)

Supervisor: Neighbors Helping Neighbors Staff

## **Position Purpose:**

Today, Americans are living longer while staying active and healthy. However, as people age, they become more prone to falls, leading to injury, loss of independence, and fear of falling again. The good news is that falls are preventable and aging itself does not cause falls. Because most falls occur at home, a Home Safety Visit Volunteer can help an older adult improve their safety at home by identifying risk factors and making safety recommendations. A team of trained Home Safety Visit Volunteers deliver this service across Olmsted County.

## **Volunteer Duties:**

1. Work as part of a specially trained Home Safety Visit team.
2. Engage with individuals during the safety visit.
3. Carry out a Home Safety Visit in Olmsted County based on standardized training.
4. Share findings and recommendations with the older adult, family, and agency.
5. Provide home safety education, wellness, and fall prevention resources.
6. Prioritize recommendations for an action plan to be shared with FSR.
7. Conduct follow-up visits as needed.

## **Other Responsibilities:**

1. Complete Home Safety Visit training.
2. Answering FAQs and sharing available resources.

## **Qualifications:**

- Good communication skills
- Ability to work as a team
- Enthusiastic
- Desire to work with older adults
- Successfully complete Home Safety Visit training
- Must be 18 years of age or older

# **Family Service Rochester Volunteer Job Description**

Program: Family Access Center Monitor

Dept/Division: Family Access Center

Supervisor: Family Access Center Program Coordinator

## **Position Purpose:**

The Family Access Center provides a safe, neutral environment for parents to schedule visits and exchanges of children. Volunteer and staff monitors work as a team to monitor and supervise all scheduled exchanges and parenting times.

It is important for children to maintain relationships with parents and other significant adults in their lives. Relationships can be disrupted through divorce, domestic violence, child maltreatment, and other conflicts. Parenting times and exchanges offer the opportunity to maintain these vital relationships and prevent children from being placed in the middle of conflicts.

## **Volunteer Duties:**

1. Complete training with Family Access Coordinator on procedures, policies, and protocols.
2. Monitor and/or supervise exchanges of children. This involves accompanying a child between parent drop-off and pick-up.
3. Monitor and/or supervise parenting times, adhering to the safety policies of the Family Access Center.
4. Uphold the strictest confidentiality of clients and situations.

## **Other Responsibilities:**

1. Immediately report any concerns to the onsite lead Family Access Center monitor.
2. Report for duty at scheduled times.
3. Call as soon as possible if you are unable to work on your scheduled day.

## **Qualifications:**

- Reliable transportation to the Family Access Center.
- Must be at least 18 years old.
- Must complete Family Access Center Monitor training.
- Must be comfortable working with a variety of people and situations.
- Must be available for a minimum of 2 shifts per month with a one-year commitment.

# **Family Service Rochester Volunteer Job Description**

Program: Interpreter

Dept/Division: Administration

Supervisor: Operations Manager

## **Position Purpose:**

Provide access to agency services to clients who do not speak English.

## **Volunteer Duties:**

1. Provide interpretive services during counseling sessions.
2. Provide interpretive services for social workers and other program staff and respective clients.
3. Translate materials from English to another language.

## **Other Responsibilities:**

1. Responsibilities specific to assigned project or duty.

## **Qualifications:**

- Ability to fluently speak English and another language.
- Understanding and respect for the confidentiality of client information.
- Understanding of interpretive services and protocols.

# **Family Service Rochester Volunteer Job Description**

Program: Childcare

Dept/Division: Education and Support Groups

Supervisor: Education and Support Group Supervisor

## **Position Purpose:**

Family Service Rochester provides support and education groups that help strengthen families. Groups for adults and children focus on domestic violence, parenting skills, custody and dissolution and other topics. Finding childcare can often be a barrier for families in attending group. To ensure services are accessible, Family Service Rochester provides childcare during most of our group meetings.

Volunteers are needed to provide childcare at Family Service Rochester. Volunteers primarily work with young children in the agency's playroom. Parents remain on-site but are in another room for their group meeting.

Hours vary; however, groups primarily meet weekday evenings and on weekends.

## **Volunteer Duties:**

1. Create a welcoming, friendly atmosphere for children.
2. Watch and interact with children, while parents are in group.
3. Notify supervisor and/or parents of any concerns.

## **Other Responsibilities:**

1. Arrive on time and volunteer for agreed upon shift.
2. Put away toys after groups, putting toys needing to be sanitized in appropriate container.

## **Qualifications:**

- Criminal background check completed with no reports.
- Must be at least 16 years old.
- Must enjoy children.

# **Family Service Rochester Volunteer Job Description**

Program: Office / Building Work

Dept/Division: Administration

Supervisor: Operations Manager

## **Position Purpose:**

Assist staff with daily operations or special projects.

## **Volunteer Duties:**

1. Assist administrative staff with mailings, shredding, typing, data entry and other clerical duties.
2. Coordination and assisting with special projects.
3. Maintenance and upkeep of building and property.

## **Other Responsibilities:**

1. Responsibilities specific to assigned project or duty.

## **Qualifications:**

- Ability to complete tasks as assigned.
- Special skills related to assigned project.

# **Family Service Rochester Volunteer Job Description**

Program: Fundraising

Dept/Division: Community Engagement

Supervisor: Development Manager

## **Position Purpose:**

Fundraising events are both development and marketing efforts. While raising money to support agency programs and activities is vital, fundraising events also increase the visibility of the agency.

Volunteers play a crucial role in the creation of as well as execution of fundraising events. All successful fundraising events of Family Service Rochester have found their start from committed volunteers.

## **Volunteer Duties:**

1. Participate in the planning of a fundraising event.
2. Secure sponsorships from businesses and service groups as appropriate.
3. Participate in activities of executing a successful event. (i.e., build playhouses, sell raffle tickets).
4. Promote fundraising event.
5. Review event for future changes or additions.

## **Other Responsibilities:**

1. Clearly communicate with the Development Manager the intent of each request before a sponsorship is sought.
2. Represent Family Service Rochester with professionalism and focus on mission.
3. Handle any funds received on behalf of Family Service Rochester in accordance with agency policy.
4. Refer to the Development Manager for any questions or direction.

# **FSR Employee & Volunteer Policies**

## **104 Business Ethics and Conduct**

Effective Date: 01/01/12

Revision Date:

The successful business operation and reputation of FSR is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of FSR is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees owe a duty to FSR and our clients to act in a way that will merit the continued trust and confidence of the public. FSR will comply with all applicable laws and regulations and expects its Board of Directors and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles through the National Association of Social Workers Code of Ethics and our board policies, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, Human Resources for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every FSR employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

## **185 Client Confidentiality Policy**

Effective Date: 01/01/12

Revision Date: 05/22/19

Our clients and other parties with whom we do business entrust FSR with important information relating to their personal lives and businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a "need to know." If there is a question of whether certain information is considered confidential, the employee should first check with his/her immediate supervisor.

FSR will follow the federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA) in protecting the confidentiality and security of both client health and employee health records.

This policy is intended to alert employees and volunteers to the need for discretion at all times and is not intended to inhibit normal business communications. Client records are not to be taken away from the appropriate work site except to court or under approved conditions.

Client information shall be released outside of the agency only when a properly authorized release of information form is signed by the client or under court order.

Any violation of client confidentiality should be reported to the supervisor. Failure to abide by this policy may result in corrective action or dismissal.

## **702 Drug and Alcohol Use**

Effective Date: 01/01/12

Revision Date:

It is FSR's desire to maintain a drug-free, healthful, and safe workplace. While on FSR premises and while conducting business-related activities off FSR premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. FSR reserves the right to adjust job duties at any time.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all FSR policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause FSR any undue hardship. Employees with questions regarding this policy may contact their supervisor or Human Resources.

## **703 Sexual and Other Unlawful Harassment (Anti-Harassment Policy)**

Effective Date: 01/01/12

Revision Date:

As a part of our commitment to equal opportunity, Family Service Rochester has adopted an anti-harassment policy. Any employee or volunteer who engages in harassment on the basis of race, color, creed, religion, national origin, sex,

sexual orientation, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, age, or other legally protected characteristics; any employee who permits employees under his/her supervision to engage in such harassment; or any employee who retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and shall be subject to remedial action which may include the imposition of discipline or termination of employment.

Examples of harassment may include derogatory comments regarding a person's race, color, religion, or other protected characteristics, sexually explicit or other offensive images (whether printed or displayed on a computer), and jokes that are based on stereotypes of particular races, sexual orientations, ages, religions, or other protected characteristics. Sexual Harassment is prohibited and includes any unwelcome sexual advance, request for sexual favor and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, as a term or condition of employment;
- Submission to or rejection of such conduct is used as a factor in any employment decision affecting any individual; or
- Such conduct has the purpose or effect of unreasonably interfering with any employee's work performance or creating an intimidating, hostile or offensive working environment.

Although the intent of the person engaging in the conduct may be harmless or even friendly, it is the welcomeness of the conduct by the recipient that is relevant to whether the conduct is harassment. Given the difficulty of judging whether the conduct is welcome or unwelcome in particular situations, the agency prohibits all employees from engaging in any conduct of a sexual nature or amounting to harassment based on any protected category in the work setting. This policy applies to everyone, including managers. No retaliation or intimidation directed towards anyone who makes a complaint will be tolerated.

If you believe you have been a victim of harassment, take the following steps:

- Discuss the matter with your supervisor or manager.
- If, for any reason, you would prefer not to speak to your supervisor (for example, if you believe your supervisor to be the source of or a party to the harassment), you may talk to any other member of management or the EEO Coordinator.

The agency will investigate and attempt to resolve your complaint promptly. If, for any reason, you believe this has not occurred within a reasonable period of time, refer the problem to any other manager in the agency, up to and including the executive director of Family Service Rochester.

## **780 Gift Policy**

Effective Date: 01/01/12

Revision Date:

Employees/volunteers shall not solicit or accept for personal benefit directly or indirectly any gift, loan, tip, or any item of substantial monetary value from any person or company that is seeking to conduct or currently conducting business with the agency. Meals and accommodations of a reasonable and normal value (generally not exceeding \$10.00) provided to employees during agency business may be accepted. Donations to the agency can be suggested if the client wants to give a cash gift. Contact your supervisor for more information or clarification about this policy.

## **Insurance**

All volunteers who drive as part of their role at Family Service Rochester must maintain a current driving license and liability insurance on their own vehicle. Volunteers aged 55 and better are encouraged to complete the RSVP enrollment form to access additional volunteer insurance, travel reimbursement (depending on the volunteer assignment) and other benefits.

All volunteers are covered under Family Service Rochester's volunteer insurance policy.

## **Safety**

### ***Your Safety***

As a volunteer at Family Service Rochester, your safety is of the utmost importance to us. Please use caution and discretion in the assignments you accept. Often, safety hazards are not obvious when information is given over the phone and may be clear when you see a job in person. If you are at all concerned about your safety in completing a job, please do not attempt to complete the job. Contact staff at Family Service Rochester and inform us about the safety hazards or concerns.

As a volunteer at Family Service Rochester there are rare instances when you may come across bodily fluids. Please review the information provided regarding contact with bodily fluids and how to keep yourself safe.

### ***The Consumer's Safety***

As a volunteer, there are times you may encounter a consumer in distress (after falling, medical emergency, etc.). ***If you find a consumer who has or is experiencing a medical emergency, please call 911 immediately.*** You may then assist the consumer as instructed by the 911 operator and to your comfort level. Please make sure to always call Family Service Rochester after your 911 call. If you are unsure about a consumer's well-being or concerned and not sure what to do, please call Family Service Rochester. Our staff will follow up with the consumer to ensure they are cared for.

## **Dress Code**

We ask that volunteers dress according to their volunteer assignment. We want both you and our consumers to feel comfortable. Please refrain from wearing any graphic clothing that could be seen as offensive to some of our consumers.

## **Time Tracking**

Upon completing your volunteer task, report the total number of hours you have served at the site, task completed, number of people in your group, and anything out of the ordinary FSR should be aware of. Email [volunteers@familyservicerochester.org](mailto:volunteers@familyservicerochester.org) or through the online portal. You may also find staff contact information at the end of this handbook.

## **Out-of-pocket Expenses in Giving Services**

As a volunteer with an IRS-approved non-profit, you are able to claim unreimbursed expenses each year. The information below provides more information; additional details and instructions can be found at the IRS.gov website.

<b>Question</b>	<b>Answer</b>
I volunteer 6 hours a week in the office of a qualified organization. The receptionist is paid \$10 an hour for the same work. Can I deduct \$60 a week for my time?  The office is 30 miles from my home. Can I deduct any of my car expenses for these trips?	<b>No, you can't deduct the value of your time or services.</b>  <b>Yes, you can deduct the cost of gas and oil that are directly related to getting to and from the place where you volunteer.</b> If you don't want to figure your actual cost, you can deduct 14 cents for each mile.
I pay a babysitter to watch my children while I volunteer for a qualified organization. Can I deduct these costs?	No, you can't deduct payments for childcare expenses as a charitable contribution, even if you would be unable to volunteer without childcare. (If you have childcare expenses so you can work for pay, see Pub 503, Child and Dependent Care Expenses.)

Although you can't deduct the value of your services given to a qualified organization, you may be able to deduct some amounts you pay in giving services to a qualified organization. The amounts must be:

- Unreimbursed,
- Directly connected with the services,
- Expenses you had only because of the services you gave, and

- Not personal, living, or family expenses.

## **Car Expenses**

You can deduct as a charitable contribution any unreimbursed out-of-pocket expenses, such as the cost of gas and oil, directly related to the use of your car in giving service services to a charitable organization. You can't deduct general repair and maintenance expenses, depreciation, registration fees, or the cost of tires or insurance. You can deduct parking fees and tolls whether you use your actual expenses or the standard mileage rate. You must keep reliable written records of your car expenses. Whether your records are considered reliable depends on all the facts and circumstances. Generally, they may be considered reliable if you made them regularly and at or near the time you had the expenses. For example, your records might show the name of the organization you were serving and the dates you used your car for a charitable purpose. If you use the standard mileage rate of 14 cents a mile, your records must show the miles you drove your car for the charitable purpose. If you deduct your actual expenses, your records must show the cost of operating the car that are directly related to a charitable purpose.

## **Additional Information**

### ***Who is a vulnerable adult?***

A “vulnerable adult” is any person, 18 years of age or older, who is a resident or patient of a facility such as a hospital, group home, nursing home, day service facility, day activity center, adult foster care home, or a person who receives services during the day from an agency that is licensed/certified by the Minnesota Department of Human Services or the Minnesota Department of Health such as a home care agency or personal care service.

A vulnerable adult also includes a person who, regardless of where they live or what type of services they receive, possess a physical or mental infirmity or other physical, mental, or emotional dysfunction that impairs the individual's ability to provide adequately for their own care without assistance and because of the dysfunction or infirmity and the need for assistance, the individual has an impaired ability to protect themselves from maltreatment.

### ***Who is a caregiver?***

A person whose support enables another individual to live independently or semi-independently in the community OR a facility or service provider who has assumed responsibility for all or part of the care of a vulnerable adult voluntarily, by contract or by agreement. The term “caregiver” may or may not mean a legal or financial responsibility for the person.

### ***What is maltreatment?***

- Neglect

- Failure or omission by caregiver to provide for basic needs such as: Food, Health Care, Clothing, Shelter, Supervision.
- Neglect may be committed by: Caregiver, Self.
- It is not neglect for an authorized person to make decisions in good faith to give or withhold health care, feeding or spiritual means of healing.
- It is not neglect for a vulnerable adult to make decisions on their own behalf which place them at risk when they understand the consequences of the decision.
- Criminal penalties are in effect for some kinds of neglect.

B. Abuse

- Assault in the first through fifth degrees.
- Criminal sexual conduct in the first through fifth degrees.
- Conduct producing pain or injury: verbal abuse, hitting, slapping, kicking, corporal punishment, rule 40 violations (unauthorized use of aversive or deprivation procedures for persons with mental retardation or developmental disabilities), involuntary confinement, deprivation.
- Use of drugs to injure or facilitate a crime.
- Promotion of prostitution.
- Staff/facility sexual contact: unless pre-existing consensual sexual relationship; unless consensual sexual relationship with a Personal Care Attendant (PCA).
- Criminal penalties now are in effect for some kinds of abuse.

C. Financial Exploitation

- When there is a legal financial relationship (such as Guardians, Power of Attorney, Conservators): unauthorized use of a vulnerable adult's money and assets; failure to use a vulnerable adult's money and assets resulting in harm to the vulnerable adult.
- In absences of legal authority: willful use, withholding or disposal of a vulnerable adult's money and assets; obtaining control of a vulnerable adult's money and assets by fraud, coercion or harassment.
- There are criminal penalties for financial exploitation.

***Who is required to report adult maltreatment?***

“Mandated Reporters” include professionals or professional delegates while engaged in “the care of vulnerable adults.” Some of the professions identified as mandated reporters include law enforcement, education and most health-care related professions including nursing home administration, nursing, medicine, social work and psychology.

A mandated reporter who has reason to believe a vulnerable adult is being or has been maltreated, or has knowledge that a vulnerable adult has sustained a physical injury which is not reasonable explained, shall immediately (within 24 hours) report.

**AS A VOLUNTEER YOU ARE NOT A MANDATED REPORTER.**

***Where do I report maltreatment?***

When volunteering with Family Service Rochester all employees and volunteers are required to FIRST contact their supervisor before making a report. A report may have already be filed by the organization.

**Adult Protection**

The Minnesota Adult Abuse Reporting Center (MAARC) is the common entry point under Minnesota Statues 626.557. The phone number to call to make a report is: 1-844-880-1574 (24 hours a day, seven days a week)

***What happens when a report is filled?***

If the Common Entry Point (CEP) determines maltreatment to a vulnerable adult or child has occurred, the report will be referred to either the county where the abuse occurred, the Minnesota Department of Health or the Minnesota Department of Human Services. Law enforcement may also be contacted if there is reason to believe criminal activity has taken place.

Reprinted from "Vulnerable Adults, an Informational Guide for Mandated Reporters & Interested Citizens."



Family Service Rochester has adopted the National Association of Social Workers (NASW) Code of Ethics as applicable to all employees and volunteers not governed by another professional code of ethics.



## Read the Code of Ethics

The NASW Code of Ethics is a set of standards that guide the professional conduct of social workers. The 2021 update includes language that addresses the importance of professional self-care. Moreover, revisions to Cultural Competence standard provide more explicit guidance to social workers. All social workers should review the new text and affirm their commitment to abide by the Code of Ethics. Also available in Spanish.

- The first Section, "Preamble," summarizes the social work profession's mission and core values.
- The second section, **Purpose of the NASW Code of Ethics**, provides an overview of the Code's main functions and a brief guide for dealing with ethical issues or dilemmas in social work practice.
- The third section, **Ethical Principles**, presents broad ethical principles, based on social work's core values, that inform social work practice.
- The final section, **Ethical Standards**, includes specific ethical standards to guide social workers' conduct and to provide a basis for adjudication.

## Preamble

The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty. A historic and defining feature of social work is the profession's dual focus on individual well-being in a social context and the well-being of society. Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living.

Social workers promote social justice and social change with and on behalf of clients. "Clients" is used inclusively to refer to individuals, families, groups, organizations, and communities. Social workers are sensitive to cultural and ethnic diversity and strive to

end discrimination, oppression, poverty, and other forms of social injustice. These activities may be in the form of direct practice, community organizing, supervision, consultation, administration, advocacy, social and political action, policy development and implementation, education, and research and evaluation. Social workers seek to enhance the capacity of people to address their own needs. Social workers also seek to promote the responsiveness of organizations, communities, and other social institutions to individuals' needs and social problems.

The mission of the social work profession is rooted in a set of core values. These core values, embraced by social workers throughout the profession's history, are the foundation of social work's unique purpose and perspective:

- service
- social justice
- dignity and worth of the person
- importance of human relationships
- integrity
- competence.

This constellation of core values reflects what is unique to the social work profession. Core values, and the principles that flow from them, must be balanced within the context and complexity of the human experience.

## Purpose of the NASW Code of Ethics

Professional ethics are at the core of social work. The profession has an obligation to articulate its basic values, ethical principles, and ethical standards. The NASW Code of Ethics sets forth these values, principles, and standards to guide social workers' conduct. The Code is relevant to all social workers and social work students, regardless of their professional functions, the settings in which they work, or the populations they serve.

The NASW Code of Ethics serves six purposes:

1. The Code identifies core values on which social work's mission is based.
2. The Code summarizes broad ethical principles that reflect the profession's core values and establishes a set of specific ethical standards that should be used to guide social work practice.
3. The Code is designed to help social workers identify relevant considerations when professional obligations conflict or ethical uncertainties arise.
4. The Code provides ethical standards to which the general public can hold the social work profession accountable.
5. The Code socializes practitioners new to the field to social work's mission, values, ethical principles, and ethical standards, and encourages all social workers to engage in self-care, ongoing education, and other activities to ensure their commitment to those same core features of the profession.

6. The Code articulates standards that the social work profession itself can use to assess whether social workers have engaged in unethical conduct. NASW has formal procedures to adjudicate ethics complaints filed against its members.\* In subscribing to this Code, social workers are required to cooperate in its implementation, participate in NASW adjudication proceedings, and abide by any NASW disciplinary rulings or sanctions based on it.

The Code offers a set of values, principles, and standards to guide decision making and conduct when ethical issues arise. It does not provide a set of rules that prescribe how social workers should act in all situations. Specific applications of the Code must take into account the context in which it is being considered and the possibility of conflicts among the Code's values, principles, and standards. Ethical responsibilities flow from all human relationships, from the personal and familial to the social and professional.

\* For information on the NASW Professional Review Process, see NASW Procedures for Professional Review.

Furthermore, the NASW Code of Ethics does not specify which values, principles, and standards are most important and ought to outweigh others in instances when they conflict. Reasonable differences of opinion can and do exist among social workers with respect to the ways in which values, ethical principles, and ethical standards should be rank ordered when they conflict. Ethical decision making in a given situation must apply the informed judgment of the individual social worker and should also consider how the issues would be judged in a peer review process where the ethical standards of the profession would be applied.

Ethical decision making is a process. In situations when conflicting obligations arise, social workers may be faced with complex ethical dilemmas that have no simple answers. Social workers should take into consideration all the values, principles, and standards in this Code that are relevant to any situation in which ethical judgment is warranted. Social workers' decisions and actions should be consistent with the spirit as well as the letter of this Code.

In addition to this Code, there are many other sources of information about ethical thinking that may be useful. Social workers should consider ethical theory and principles generally, social work theory and research, laws, regulations, agency policies, and other relevant codes of ethics, recognizing that among codes of ethics social workers should consider the NASW Code of Ethics as their primary source. Social workers also should be aware of the impact on ethical decision making of their clients' and their own personal values and cultural and religious beliefs and practices. They should be aware of any conflicts between personal and professional values and deal with them responsibly. For additional guidance social workers should consult the relevant literature on professional ethics and ethical decision making and seek appropriate consultation when faced with ethical dilemmas. This may involve consultation with an agency-based or social work organization's ethics committee, a regulatory body, knowledgeable colleagues, supervisors, or legal counsel.

Instances may arise when social workers' ethical obligations conflict with agency policies or relevant laws or regulations. When such conflicts occur, social workers must make a responsible effort to resolve the conflict in a manner that is consistent with the values, principles, and standards expressed in this Code. If a reasonable resolution of the conflict does not appear possible, social workers should seek proper consultation before making a decision. The NASW Code of Ethics is to be used by NASW and by individuals, agencies, organizations, and bodies (such as licensing and regulatory boards, professional liability insurance providers, courts of law, agency boards of directors, government agencies, and other professional groups) that choose to adopt it or use it as a frame of reference. Violation of standards in this Code does not automatically imply legal liability or violation of the law.

Such determination can only be made in the context of legal and judicial proceedings. Alleged violations of the Code would be subject to a peer review process. Such processes are generally separate from legal or administrative procedures and insulated from legal review or proceedings to allow the profession to counsel and discipline its own members.

A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles, and ethical standards to which professionals aspire and by which their actions can be judged. Social workers' ethical behavior should result from their personal commitment to engage in ethical practice. The NASW Code of Ethics reflects the commitment of all social workers to uphold the profession's values and to act ethically. Principles and standards must be applied by individuals of good character who discern moral questions and, in good faith, seek to make reliable ethical judgments.

With growth in the use of communication technology in various aspects of social work practice, social workers need to be aware of the unique challenges that may arise in relation to the maintenance of confidentiality, informed consent, professional boundaries, professional competence, record keeping, and other ethical considerations. In general, all ethical standards in this Code of Ethics are applicable to interactions, relationships, or communications, whether they occur in person or with the use of technology. For the purposes of this Code, "technology-assisted social work services" include any social work services that involve the use of computers, mobile or landline telephones, tablets, video technology, or other electronic or digital technologies; this includes the use of various electronic or digital platforms, such as the Internet, online social media, chat rooms, text messaging, e-mail and emerging digital applications. Technology-assisted social work services encompass all aspects of social work practice, including psychotherapy; individual, family, or group counseling; community organization; administration; advocacy; mediation; education; supervision; research; evaluation; and other social work services. Social workers should keep apprised of emerging technological developments that may be used in social work practice and how various ethical standards apply to them.

Professional self-care is paramount for competent and ethical social work practice. Professional demands, challenging workplace climates, and exposure to trauma warrant

that social workers maintain personal and professional health, safety, and integrity. Social work organizations, agencies, and educational institutions are encouraged to promote organizational policies, practices, and materials to support social workers' self-care.

## Ethical Principles

The following broad ethical principles are based on social work's core values of service, social justice, dignity and worth of the person, importance of human relationships, integrity, and competence. These principles set forth ideals to which all social workers should aspire.

**Value:** Service

**Ethical Principle:** Social workers' primary goal is to help people in need and to address social problems

Social workers elevate service to others above self-interest. Social workers draw on their knowledge, values, and skills to help people in need and to address social problems. Social workers are encouraged to volunteer some portion of their professional skills with no expectation of significant financial return (pro bono service).

**Value:** Social Justice

**Ethical Principle:** Social workers challenge social injustice.

Social workers pursue social change, particularly with and on behalf of vulnerable and oppressed individuals and groups of people. Social workers' social change efforts are focused primarily on issues of poverty, unemployment, discrimination, and other forms of social injustice. These activities seek to promote sensitivity to and knowledge about oppression and cultural and ethnic diversity. Social workers strive to ensure access to needed information, services, and resources; equality of opportunity; and meaningful participation in decision making for all people.

**Value:** Dignity and Worth of the Person

**Ethical Principle:** Social workers respect the inherent dignity and worth of the person. Social workers treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. Social workers promote clients' socially responsible self-determination. Social workers seek to enhance clients' capacity and opportunity to change and to address their own needs. Social workers are cognizant of their dual responsibility to clients and to the broader society. They seek to resolve conflicts between clients' interests and the broader society's interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the profession.

**Value:** Importance of Human Relationships

**Ethical Principle:** Social workers recognize the central importance of human relationships.

Social workers understand that relationships between and among people are an important vehicle for change. Social workers engage people as partners in the helping process. Social workers seek to strengthen relationships among people in a purposeful

effort to promote, restore, maintain, and enhance the well-being of individuals, families, social groups, organizations, and communities.

**Value:** Integrity

**Ethical Principle:** Social workers behave in a trustworthy manner.

Social workers are continually aware of the profession's mission, values, ethical principles, and ethical standards and practice in a manner consistent with them. Social workers should take measures to care for themselves professionally and personally. Social workers act honestly and responsibly and promote ethical practices on the part of the organizations with which they are affiliated.

**Value:** Competence

**Ethical Principle:** Social workers practice within their areas of competence and develop and enhance their professional expertise.

Social workers continually strive to increase their professional knowledge and skills and to apply them in practice. Social workers should aspire to contribute to the knowledge base of the profession.

## Ethical Standards

The following ethical standards are relevant to the professional activities of all social workers. These standards concern (1) social workers' ethical responsibilities to clients, (2) social workers' ethical responsibilities to colleagues, (3) social workers' ethical responsibilities in practice settings, (4) social workers' ethical responsibilities as professionals, (5) social workers' ethical responsibilities to the social work profession, and (6) social workers' ethical responsibilities to the broader society. Some of the standards that follow are enforceable guidelines for professional conduct, and some are aspirational. The extent to which each standard is enforceable is a matter of professional judgment to be exercised by those responsible for reviewing alleged violations of ethical standards.

# Employee Contacts

Thank you again for volunteering with Family Service Rochester. If any point, you have questions, suggestions, or concerns, please contact us. Contact information for each program area is listed below:

## **Volunteer Services**

Amanda Kintzi, Volunteer & Outreach Specialist  
507-361-0442  
[akintzi@familyservicerochester.org](mailto:akintzi@familyservicerochester.org)

## **Meals on Wheels**

Tonja Ziemann, Senior Nutrition Program Coordinator  
507-287-2010  
[tziemann@familyservicerochester.org](mailto:tziemann@familyservicerochester.org)

## **Aging Services**

Jessica Thornton, Aging Services Program Manager  
507-287-2010  
[jthornton@familyservicerochester.org](mailto:jthornton@familyservicerochester.org)

## **Family Resource Center**

Amy Pedersen, Family Resource Center Program Manager  
507-218-3255  
[amy@frc-mn.org](mailto:amy@frc-mn.org)

## **Family Access Center**

Kristina Ramaker, Family Access Center Program Manager  
507-328-6508  
[kristina.ramaker@olmstedcounty.gov](mailto:kristina.ramaker@olmstedcounty.gov)

## **Fundraising & Events**

Brenda Chilman, Development & Events Manager  
507-287-2010  
[bchilman@familyservicerochester.org](mailto:bchilman@familyservicerochester.org)

## **Family Service Rochester**

Scott Maloney, Executive Director  
507-287-2010  
[smaloneyn@familyservicerochester.org](mailto:smaloneyn@familyservicerochester.org)