



National Alliance on Mental Illness

nami

Metropolitan
Baltimore

Volunteer Manual

NAMI Metropolitan Baltimore Volunteer Manual

Revised September 2015

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Welcome!

Thank you for volunteering to support the National Alliance on Mental Illness (NAMI) Metropolitan Baltimore affiliate! Volunteers are critical to the success of NAMI.

Your spirit of volunteerism is a valuable asset and “thank you” is just not enough to express our appreciation for your time and talents. Volunteers have the opportunity to nurture their passion for mental health by taking part in educational and training opportunities to boost their skills and grow in their volunteer role. Volunteers are an integral part of the NAMI Metropolitan Baltimore community and as such are invited to get involved with special events, like the Annual Meeting and NAMIWalks day. Every spring we observe National Volunteer Week as a special time to recognize the invaluable contributions of our volunteers. We hope your experience at NAMI Metropolitan Baltimore will bring you satisfaction, personal growth, and fulfillment.

We welcome you as a member of the team! Please do not hesitate to share your opinions and questions with us to help volunteering be an enriching experience for you.

Contact Information

443-401-9790 (Volunteer Coordinator Cell Phone)
410-435-2600 extension 127 (Volunteer Coordinator Office Phone)
410-934-0757 (Volunteer Text Message Line)
410-435-2600 (NAMI Metropolitan Baltimore HelpLine)
410-435-0355 (Fax)

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Baltimore, MD 21212

www.namibaltimore.org

About NAMI

The National Alliance on Mental Illness (NAMI) is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raising awareness and building a community of hope for all of those in need. The national organization was founded in 1979. Today it has fifty state organizations and more than one thousand local affiliates.

About NAMI Metropolitan Baltimore

NAMI Metropolitan Baltimore Inc. (NAMI Metro Baltimore) is the local affiliate responsible for providing NAMI programs to Baltimore City and Baltimore County. Its predecessor organization was incorporated in 1983. At that time, the organization was operated by a small group of founding members and volunteers, who conducted peer support groups, advocacy, and information programs for families of persons with mental illness. Since then, the organization has continuously expanded its support groups, educational workshops, and outreach programs to establish itself as one of the most active NAMI affiliates. Many of the national NAMI signature programs were piloted at NAMI Metro Baltimore. We continue to develop innovative resources and community education tools that transform the lives of families and individuals living with the debilitating effects of mental illness.

Programs & Services

NAMI Metro Baltimore offers peer education, support and advocacy that transforms the lives of individuals living with mental illness, their families, and their communities. In 2014, NAMI Metropolitan Baltimore reached over 4,000 people in Baltimore City and Baltimore County with our innovative support services and resources.

NAMI Metro Baltimore offers Support and Education for:

1. *Individuals Living with Mental Illness*

NAMI support groups and Peer-to-Peer classes encourage, support, and empower individuals who have experienced mental health challenges and are living in recovery.

2. *Family Members and Caregivers*

1 in 4 families are affected by mental illness. Family support groups and classes provide a safe and confidential space for families helping families through their learned wisdom and experiences. NAMI family classes and support groups are led by volunteers who know what it is like to have a loved one living with mental illness.

3. *Community Partners*

NAMI offers many opportunities to educate and involve the Baltimore community in the conversation on mental illness through the following programs: In Our Own Voice, Families in Crisis, Virtual Voices, and monthly Informational Sessions.

Volunteer Program Information

A volunteer is anyone who performs a task at the direction of and on behalf of the organization without compensation¹. NAMI Metro Baltimore recruits volunteers from the local community, many of whom are individuals living with mental illness, their family members, health service providers, and concerned citizens. Volunteers have always been essential to the success of NAMI Metro Baltimore's operations. Volunteers and paid staff are therefore partners with complementary roles in implementing the mission and programs of the organization. NAMI Metro Baltimore values volunteers as absolutely essential to NAMI's existence and ongoing vitality. NAMI Metro Baltimore aims to give volunteers meaningful responsibilities and recognition for work done. Volunteers are expected to actively perform their duties to the best of their abilities, while remaining loyal to the mission and vision of NAMI Metro Baltimore.

Volunteer Requirements

- All volunteers must be over the age of 14 years old, though most volunteer roles require that individuals be over the age of 18.
- Prospective volunteers must submit a Volunteer Application. All volunteers will be contacted by a NAMI Metro Baltimore staff member to complete a follow-up screening to verify volunteer interest(s) and determine next steps.
- Volunteers over the age of 18 who are serving at sites where children are present may be required to undergo a criminal background screening. NAMI Metro Baltimore uses a national background screening service to perform volunteer background checks at no cost to the individual. Volunteers provide written consent to perform a criminal background screening with the Volunteer Criminal History Consent Form. All volunteers must provide their social security number to perform the background screening.
- Specific application processes, requirements, and training are required for select volunteer roles. See Volunteer Role Descriptions for more details.

Volunteer Role Descriptions

NAMI Metropolitan Baltimore relies on volunteers to make its services and programs possible. Below is a list of opportunities and details regarding the role description, requirements, and volunteer commitment. If you have questions regarding your volunteer interests or suitability for a role, please don't hesitate to contact the Volunteer Coordinator.

Education Course Leaders

- Family-To-Family Teacher
- NAMI Basics Teacher
- Peer-To-Peer Mentor

Support Group Facilitators

- NAMI Family Support Group Facilitator
- NAMI Connection Peer Support Group Facilitator

Administrative

- Office Volunteer

Outreach

- Representative for Community Events
- Virtual Voices Experiential Workshop
- In Our Own Voice Presenter
- Families in Crisis Presenter
- University of Maryland Medical Systems Mentor
- Special Events Volunteer
- Advocate

¹ Specified Volunteer Roles are eligible to receive a stipend to help defray travel and volunteer-related expenses.

NAMI Education Course Leaders

Family-To-Family Teacher

Role Description: Family-To-Family is a free, 12-week course for families of adults with mental illness. The course is taught by 2 volunteer teachers who provide information about mental illness, and teach skills for communicating, problem solving, and supporting a loved one with a mental illness.

Location: Classes are held throughout Baltimore City and Baltimore County.

Reports to: Program and Services Director

Role Requirements:

- Personal experience supporting an adult family member with a mental illness.
- Willingness to share one's own lived experience with course participants.
- Strong commitment to supporting families dealing with mental illness.
- Participated in a NAMI Family-to-Family course.
- Apply to become a Family-to-Family Teacher by completing a supplemental application and interview with Program and Services Director.
- Complete 3-day NAMI training course and subsequent refresher requirements.
- Current member of NAMI, or willingness to join.
- Responsible, strong organizational skills and people skills.
- Desire to teach and a commitment to adhering to the NAMI Family-to-Family course curriculum.
- Ability to read, comprehend, and present technical material.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- *Volunteer Commitment:* Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course meets for 2.5 hours for 12 consecutive weeks.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Work collaboratively with co-teacher to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Work with the Program Director to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (data collection and class attendance).
- Fulfill teacher refresher requirements.
- Encourage class participants to join NAMI and become advocates.

NAMI Basics Teacher

Role Description: NAMI Basics is a free, 6-week peer-directed education program developed specifically for parents and other caregivers of children and adolescents who have either been diagnosed with a serious mental illness/serious emotional disturbance or who are experiencing symptoms but have not yet been diagnosed. The course is taught by 2 volunteer teachers who provide information about the impact of mental illness on the family, treatment, support, coping, and navigating child serving systems.

Location: Classes are held throughout Baltimore City and Baltimore County.

Reports to: Program and Services Director

Role Requirements:

- Personal experience, past or present, as a parent or caregiver of a child with mental illness before the age of 13.
- Willingness to share one's own lived experience with course participants.
- Strong commitment to supporting families dealing with mental illness.
- Participated in a NAMI Basics course.
- Apply to become a NAMI Basics Teacher by completing a supplemental application and interview with Program and Services Director.
- Complete 3-day NAMI training course and subsequent refresher requirements.
- Responsible, strong organizational skills and people skills.
- Desire to teach and a commitment to adhering to the NAMI Basics course curriculum.
- Ability to read, comprehend, and present technical material.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- *Volunteer Commitment:* Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course meets for 2.5 hours for 6 consecutive weeks.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Work collaboratively with co-teacher to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Work with the Program Director to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (data collection and class attendance).
- Fulfill teacher refresher requirements.
- Encourage class participants to join NAMI and become advocates.

Peer-to-Peer Mentor

Role Description: Peer-to-Peer Mentors are responsible for teaching Peer-to-Peer (P2P), a free, 10-week recovery education course open to individuals with mental illness who are interested in support, wellness, and recovery. The course uses a combination of lecture, discussion and structured activities to provide information and offer opportunities to reflect on the impact of mental illness. P2P offers comprehensive information on the biological basis of mental illness and information on addictions, spirituality, and basic self-care.

Location: Classes are held throughout Baltimore City and Baltimore County.

Reports to: Program and Services Director

Role Requirements:

- Personal experience having a mental illness and living well in recovery.
- Willingness to share one's own lived experience with course participants.
- Strong commitment to supporting individuals dealing with mental illness.
- Participated in a NAMI Peer-to-Peer course.
- Apply to become a Peer-to-Peer Mentor by completing a supplemental application and interview with Program and Services Director.
- Complete 3-day NAMI training course and subsequent refresher requirements.
- Complete a NAMI Metropolitan Baltimore Stipend Volunteer Agreement. Volunteers are responsible for notifying the Volunteer Coordinator of changes to their IRS Form W-9 information on an annual basis.
- Current member of NAMI, or willingness to join.
- Responsible, strong organizational skills and people skills.
- Desire to teach and a commitment to adhering to the NAMI Peer-to-Peer course curriculum.
- Ability to read, comprehend, and present technical material.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- *Volunteer Commitment:* Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course meets for 2 hours for 10 consecutive weeks.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Work collaboratively with co-mentor to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Work with the Program Director to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (data collection and class attendance).
- Fulfill mentor refresher requirements.
- Encourage class participants to join NAMI and become advocates.

Support Group Facilitators

NAMI Family Support Group Facilitator

Role Description: The NAMI Family Support Group Program is a peer-led, mutual support group for loved ones of individuals living with mental illness. NAMI Family Support Groups provide an opportunity for family members to learn from their common experience, and gain support, information, and practical knowledge to support their family members. Facilitators are not counselors or teachers; rather, they are present primarily to give the group structure by opening and closing each support group session, guiding discussion, and shifting discussion when necessary. Groups meet weekly under the guidance of 2 volunteer facilitators.

Location: Support Groups are held throughout Baltimore City and Baltimore County.

Reports to: Program and Services Director

Role Requirements:

- Personal experience having an adult family member with a mental illness.
- Willingness to share one's own lived family experience with mental illness.
- Strong commitment to supporting families dealing with mental illness.
- Apply to become a volunteer facilitator by completing a supplemental application and interview with Program and Services Director.
- Complete 2-day NAMI training course and subsequent refresher requirements.
- Participation in a NAMI family class and support group is encouraged but not required.
- Current member of NAMI, or willingness to join.
- Responsible, good organizational skills, strong people skills.
- Desire to facilitate and adhere to the NAMI support group model.
- *Volunteer Commitment:* Volunteers are asked to make a 6 month commitment upon completion of training. Facilitators are scheduled on a rotating basis; minimum 2 hours per month.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Work cooperatively with co-facilitator to conduct the group.
- Respect the privacy of support group attendees by creating an environment of confidentiality in the program setting and by holding in confidence sensitive, private and personal information. However, you must also be prepared to break confidentiality when you believe there is a danger of harm to a participant or others.
- Offer respect, understanding, encouragement, and hope to group attendees.
- Send attendance and weekly reporting forms to Program Director.
- Fulfill facilitator refresher requirements.
- Encourage attendees to join NAMI and become advocates.

NAMI Connection Peer Support Group Facilitator

Role Description: NAMI Connection Peer Support Groups follow a peer-based, mutual support group model that provides an opportunity for individuals living with mental illness to share and learn from their common experience. Groups are a safe space to confront the challenges that all people with mental illness face, regardless of diagnosis. Facilitators offer support, information, and practical knowledge to people living with mental illness. Facilitators are not counselors or teachers; rather, they are present primarily to give the group structure by opening and closing each support group session, guiding discussion, and shifting discussion when necessary. Groups meet weekly under the guidance of 2 volunteer facilitators.

Location: Support Groups are held throughout Baltimore City and Baltimore County.

Reports to: Program and Services Director

Role Requirements:

- Personal experience having a mental illness and living well in recovery.
- Willingness to share one's own lived experience with mental illness.
- Strong commitment to supporting individuals dealing with mental illness.
- Apply to become a volunteer facilitator by completing a supplemental application and interview with Program and Services Director.
- Complete 2-day NAMI training course and subsequent refresher requirements.
- Participation in a NAMI Peer-to-Peer course and support group is encouraged but not required.
- Current member of NAMI, or willingness to join.
- Responsible, good organizational skills, strong people skills.
- Desire to facilitate and adhere to the NAMI support group model.
- *Volunteer Commitment:* Volunteers are asked to make a 6 month commitment upon completion of training. Facilitators are scheduled on a rotating basis; minimum 2 hours per month.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Work cooperatively with co-facilitator to conduct the group.
- Respect the privacy of support group attendees by creating an environment of confidentiality in the program setting and by holding in confidence sensitive, private and personal information. However, you must also be prepared to break confidentiality when you believe there is a danger of harm to a participant or others.
- Offer respect, understanding, encouragement, and hope to peers in the group coping with mental illness.
- Send attendance and weekly reporting forms to Program Director.
- Fulfill refresher requirements.
- Encourage attendees to join NAMI and become advocates.
- Actively maintain your own wellness and respect your emotional and physical limitations.

Outreach Volunteers

Representative for Community Events

Role Description: NAMI participates in community events, fairs, and festivals to introduce the organization, its mission, and its resources to the community at large. Events are held at sites such as universities, faith-based institutions, and community organizations. NAMI also holds Monthly Information Meetings throughout the community to educate the audience about relevant mental health topics.

Location: Events are held throughout Baltimore City and Baltimore County.

Reports to: Outreach Coordinator

Role Requirements:

- Comfortable being out in the community. Some venues may be crowded.
- “People skills” and a friendly face!
- May require sitting or standing for extended periods in variable weather conditions.
- General, working knowledge of mental illness and NAMI’s mission. Fact sheets and talking points will be provided.
- May require lifting and carrying items of moderate weight to transport materials.
- *Volunteer Commitment:* Outreach events are usually 2-6 hours and usually occur on weekends, though some take place during the week.
- *Minimum Age:* 14 years old.

Volunteer Responsibilities:

- Volunteers may be asked to pick up resource materials from the NAMI Metropolitan Baltimore office prior to the event date and return these items afterward.
- Staff the booth at the event, usually while working cooperatively with NAMI Metropolitan Baltimore staff and/or volunteers. Tasks include greeting members of the public, answering general questions about NAMI, distributing resources and materials, and encouraging interested individuals to sign up for our email list.
- Assist with set-up for Monthly Informational Meetings, including greeting and check-in of guests.

Virtual Voices Experiential Workshop

Role Description: Virtual Voices (VV) is unique to NAMI Metropolitan Baltimore and is one of the most popular programs offered. VV is an experiential workshop in which participants experience simulated auditory hallucinations via headphones while being assigned simple tasks. The goal of this workshop is for participants to challenge their perceptions of mental illness, begin to understand the day-to-day challenges that people with mental illness face, and promote empathy in their interactions with individuals with mental illness.

Location: Workshops are held throughout Baltimore City and Baltimore County.

Reports to: Program and Services Director

Role Requirements:

- Attend a Virtual Voices workshop as an observer.
- Complete a half-day training provided by NAMI Metro Baltimore and an annual refresher.
- *Volunteer Commitment:* Volunteers are encouraged to assist with VV workshops at least twice in the year following completion of training. Workshops are typically 2.5 hours.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Work cooperatively with a small group of volunteers under the direction of the Lead Facilitator to set up and facilitate the workshop.

In Our Own Voice Presenter

Role Description: In Our Own Voice (IOOV) was created to involve individuals living with mental illness in NAMI's national effort to educate the general public about mental illness. The goal is to change the attitudes, preconceived notions and stereotypes of what individuals living with mental illness look and act like. Presentations are given to consumers, health care providers, law enforcement officials, faith communities, students, and any other community organization that is interested in learning more about mental illness and recovery. The presentation format includes viewing a NAMI video about mental illness, personal testimony from 2 IOOV volunteers, and time for questions from the audience.

Location: Presentations are held throughout Baltimore City and Baltimore County.

Reports to: Outreach Coordinator

Role Requirements:

- Adult with mental illness who is living well in recovery.
- Apply to IOOV program by completing a supplemental application and interview with Outreach Coordinator.
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- Complete 2-day NAMI training course.
- Current member of NAMI, or willingness to join.
- Complete a NAMI Metropolitan Baltimore Stipend Volunteer Agreement. Volunteers are responsible for notifying the Volunteer Coordinator of changes to their IRS Form W-9 information on an annual basis.
- *Volunteer Commitment:* Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program. Presentations are typically 90 minutes.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Work cooperatively with a co-presenter to conduct the presentation which includes speaking about the following topics: dark days; acceptance; treatment; coping skills; and successes, hopes, and dreams.
- Volunteers are responsible for gathering materials needed for the event from the NAMI Metropolitan Baltimore office. Excess materials should be returned after the event.
- Volunteers are required to complete a Reporting Form and collect Evaluations from audience members. These items must be returned to the Outreach Coordinator within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Outreach Coordinator has accurate information regarding their availability.

Families in Crisis Presenter

Role Description: Families in Crisis is a workshop that helps crisis workers to work more effectively with family members dealing with the trauma of mental illness.

Location: Presentations are held throughout Baltimore City and Baltimore County.

Reports to: Program and Services Director

Role Requirements:

- Willingness to share your story and experience as a family member or loved one of an individual who has experienced an Emergency Petition and interactions with the police.
- Meet with a NAMI Metro Baltimore staff member for an individualized, one-on-one 90-minute training session.
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- *Volunteer Commitment:* Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and demands of the program. Presentations are typically 90 minutes. Volunteers are contacted on an as-needed basis to present.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Volunteers are responsible for gathering materials needed for the event from the NAMI Metropolitan Baltimore office. Excess materials should be returned after the event.

University of Maryland Medical Systems Mentor

Role Description: NAMI Metropolitan Baltimore partners with the University of Maryland Medical Systems (UMMS) to provide peer mentors to support patients in the psychiatric and geriatric psychiatric units. The goals of this program are to 1) provide patients with hope of recovery and information about peer community resources through direct contact with consumers who have progressed in their recovery 2) provide families of patients with hope of recovery and to connect them with community resources that provide support and education. Mentors are not counselors; rather, they are present primarily to offer respect, understanding, encouragement, and hope.

Location: University of Maryland Medical Center, 22 South Greene Street, Baltimore, MD 21201

Reports to: Program and Services Director; Charge Nurse when on-site

Role Requirements:

- Currently living well with a mental illness diagnosis OR a family member of an individual with a mental illness.
- Strong commitment to support individuals dealing with mental illness and their families.
- Apply to UMMS Mentor program by completing a supplemental application and interview with Program and Services Director.
- Complete a half-day training provided by NAMI Metro Baltimore and an annual refresher.
- Complete additional volunteer application, orientation, health screening and immunizations, and training requirements set forth by the University of Maryland Medical Center.
- Complete a NAMI Metropolitan Baltimore Stipend Volunteer Agreement. Volunteers are responsible for notifying the Volunteer Coordinator of changes to their IRS Form W-9 information on an annual basis.
- *Volunteer Commitment:* Volunteers are asked to make a weekly commitment to serve on the same 3-hour shift for a 12-week period. Volunteers are scheduled weekdays 3:00-6:00 pm or 6:00-9:00 pm. Volunteers can serve 2 shifts maximum per week. Exceptions to the service maximum are made on a case-by-case basis.
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Maintain confidentiality of patients and their families.
- Willingly engage with, and be a good listener to, patients and their families while maintaining a pleasant, supportive, and positive outlook.
- Obtain signature of Charge Nurse on timesheet after every shift and submit timesheet on a monthly basis to Program and Services Director.

Special Events Volunteer

Role Description: Event Volunteers provide assistance the day of an event. NAMI Metro Baltimore's largest events each year are NAMIWalks, the Annual Meeting, and Advocacy Day, though other events may be scheduled throughout the year as well.

Location: Events are held throughout Baltimore City and Baltimore County.

Reports to: Communications Director

Role Requirements:

- Ability to follow directions and work independently if needed.
- *Volunteer Commitment:* Volunteers are scheduled on an as-needed basis.
- *Minimum Age:* 14 years old.

Volunteer Responsibilities:

- Help with set up and registration.
- Share resources at a NAMI informational table.
- Assist with event promotions and marketing.

Advocate

Role Description: The primary goal of the Advocate is to play a role in supporting local advocacy efforts. Advocates may also be asked to testify before a hearing.

Location: Events are held throughout the state of Maryland.

Reports to: Communications Director

Role Requirements:

- Passionate about working to see improvements in mental health services.
- Personal experience either having a mental illness or having a family member with a mental illness is helpful but not required. Advocates should be comfortable sharing their story and connecting it to a call to action.
- Complete NAMI Smarts for Advocacy Training; 1 day in-person training or via webinar.
- *Volunteer Commitment:* Volunteers are encouraged to commit for the length of 1 legislative session (December through March).
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- NAMI membership is encouraged.
- Attend events during the legislative session to meet with legislators and show support.
- Stay up-to-date on the latest advocacy news via NAMI's e-newsletter.

Administrative

Office Volunteer

Role Description: Office Volunteers are scheduled on an as-needed basis to provide general administrative support to staff and complete special projects.

Location: Depending on the type of assignment, volunteers may be scheduled on site during business hours (Monday-Friday 9am-5pm) or volunteer remotely from home.

Reports to: Volunteer Coordinator

Role Requirements:

- Some tasks may require additional skills (e.g. computer skills or customer service skills)
- Training is required to answer the HelpLine. The HelpLine offers support, empathy, and connections to resources for those in need. To volunteer on the HelpLine, volunteers must have basic computer skills, strong phone etiquette and communication skills, and the ability to problem solve and work independently. Experience with mental illness personally, as a caregiver, or as a professional is helpful but not required.
- Sitting or standing for extended periods; moderate to heavy lifting may be required.
- *Volunteer Commitment:* Volunteers are scheduled on an as-needed basis.
- *Minimum Age:* 14 years old.

Volunteer Responsibilities:

- General administrative support includes preparing mailings, organizing files, faxing, copying, making phone calls, assembling resource materials, etc.

Rules for Office Volunteers

1. *Use of Equipment:* NAMI Metro Baltimore volunteers should use office equipment to complete volunteer-related tasks only. Volunteers are expected to exercise care when utilizing NAMI equipment and follow all operating instructions, safety standards, and guidelines. Please notify the supervisor if any equipment appears to be damaged, defective, or in need of repair. Careless, negligent, destructive, or unsafe use of equipment can result in disciplinary action, up to and including termination of the relationship with NAMI Metro Baltimore, and/or compensation for damaged equipment.
2. *Information Technology:* Technology should only be used by volunteers for the purpose of a project or program delivery as specified by their supervisor. NAMI Metro Baltimore requires that all individuals use Information Technology (“IT”) resources in an acceptable manner and has established guidelines for its acceptable use. Violations of any part of this provision may result in disciplinary action, up to and including termination, in accordance with NAMI guidelines.
3. *Use of Telephones:* Volunteers may only use NAMI Metro Baltimore’s phones with permission from a staff member and for business purposes only. Please remember to always follow proper telephone etiquette when representing the organization.

Volunteer Procedures, Policies, & Guidelines

Equal Opportunity Policy

NAMI Metro Baltimore strongly maintains an equal opportunity policy. We recruit, accept, train, promote, and dismiss volunteers on the basis of competence and job performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status, or disability.

Standards of Ethical Conduct

All volunteers should conduct their work in a manner consistent with NAMI Metro Baltimore's mission and policies. Successful operations are based on the ethical conduct of NAMI Metro Baltimore representatives and employees. NAMI Metro Baltimore will comply with all applicable laws and regulations; and NAMI Metro Baltimore expects its representatives to act in accordance with the letter, spirit, and intent of relevant laws and to refrain from any illegal, dishonest, or unethical conduct. All volunteers should disclose relevant interests and involvements to their staff contact when introduced to NAMI Metro Baltimore, and as potential conflicts of interest arise. Board members, employees and volunteers with significant decision-making authority must comply with the NAMI Metro Baltimore conflict of interest policy. Compliance with this policy of ethics is the responsibility of every NAMI Metro Baltimore volunteer and employee. Disregarding or failing to comply with NAMI Metro Baltimore's standards could lead to disciplinary action, possibly including termination.

Confidentiality Policy

Any information in regards to the participants of NAMI Metro Baltimore programs including consumers, volunteers, and personnel shall remain privileged and confidential. This information may include, but is not limited to, any medical, social, referral, personal, and/or financial information.

Information concerning consumers will be shared with volunteers on a need-to-know basis. If you have a concern or question regarding an individual, please communicate directly and privately with the Volunteer Coordinator and make every effort to maintain confidentiality on the issue. Disclosure of any confidential information shall not be released to anyone not associated with NAMI Metro Baltimore. Volunteers must seek staff permission prior to taking any pictures or videos.

Communication and Questions

If at any time, you are unclear regarding your volunteer role or responsibilities, please direct questions to the Volunteer Coordinator. Always ask if you are unsure of anything or do not feel comfortable completing a task. The NAMI Metro Baltimore staff is here to help you!

Stipend Volunteers

The following Volunteer Roles are eligible to receive a stipend: Peer-to-Peer Mentor, In Our Own Voice Presenter, and University of Maryland Medical Systems Mentor. Stipend Volunteers must complete the Stipend Volunteer Agreement form and IRS Form W-9 for stipend processing. Volunteers are not employees of NAMI Metro Baltimore. Stipends are intended to help defray travel and volunteer-related expenses. Volunteer shifts are scheduled on an as-needed basis and not guaranteed. The income from stipends is reportable. Volunteers receiving more than \$600 per year in stipends may be obligated to pay income tax. NAMI Metro Baltimore will file IRS Form 1099 for volunteers who meet this criteria. Volunteers are responsible for filing IRS Form 1099 with their tax return. Checks are issued the first Friday of every month. Timesheets must be received at least 2 days prior.

Reassignment and Termination Policy

NAMI Metro Baltimore policies have been determined to serve the best interest of the entire NAMI Metro Baltimore community. Safety and respect for participants, volunteers, staff, and members of the community are of utmost importance in providing a high quality program, and are the primary reasons for the strict adherence to these policies and procedures. Volunteers who are not able to perform their volunteer role, maintain a reasonable level of commitment, or fail to observe the policies and procedures of the program will be given an opportunity to discuss the situation that is perceived to be in violation of the NAMI Metro Baltimore policies. Potential outcomes include role reassignment, temporary suspension, or termination.

Because of the nature of the service provided, NAMI Metro Baltimore reserves the right to make the final determination as to the appropriateness of volunteers for the organization and may determine that it is in the best interest of the program to terminate a volunteer's involvement with the program.

Office Closures and Program Cancellations

At times, emergencies such as severe weather can disrupt NAMI Metro Baltimore office operations and programs. In extreme cases, circumstances may require closing the office or canceling a program. While the office typically follows Baltimore County Public School closures and delays, decisions will be made on a case-by-case basis. The Executive Director will determine when and if the office will officially close and whether staff is required to be at the office when it is closed. The main voicemail greeting will indicate if the office is closed.

In the event that the NAMI Metro Baltimore office must close, program cancellations will be made on a case-by-case basis at the discretion of staff or volunteers. We will make every attempt to notify volunteers in advance. NAMI Metro Baltimore reserves the right to cancel programming based on the availability of volunteers, due to number of registrants, site availability, and other extenuating circumstances. When in doubt about whether or not to attend your volunteer shift, you may call 410-435-2600.

Volunteer Commitment

Volunteer service is critical in serving our consumers. Our programs depend on volunteer service, therefore volunteer attendance is crucial to the success of our programs. Volunteers are kindly asked to be willing to commit to the volunteer service expectation outlined for their given role. This ensures we have the support necessary to run programs and provide consistency for the consumers. The smooth operation of our program depends on the commitment and reliability of our volunteers.

Excessive absences or tardiness may be grounds for reassignment or dismissal at the discretion of the Volunteer Coordinator. Our relationship with volunteers is of utmost importance; therefore, volunteers will be given an opportunity to discuss their attendance if corrective action is needed.

Volunteer Cancellations

When you commit to your volunteer role, we count on your participation to implement the program. If you must cancel due to an emergency, please call the NAMI Metro Baltimore office (410-435-2600) as soon as possible so a substitute may be found. Please keep in mind finding substitutes to fill-in, especially on short notice, may be impossible and ultimately impair the delivery of our services. *Please try to reserve canceling for emergencies only!*

Volunteer Scheduling

Volunteer role assignments and schedules are based on interest, experience, and availability. The program schedule may vary throughout the year, and we appreciate your flexibility and willingness to adapt to such changes. Our program faces various operational and capacity limitations, which sometimes limits the number of volunteer opportunities available at any given time. If a volunteer's preferred role or time is not available, they will be placed on the Wait List until there is an opening. Volunteers on the Wait List are encouraged to continue their service by attending workshops, helping with special events, and picking up shifts as a substitute. We appreciate your patience and willingness to grow with us!

Volunteer Service Records

Recording attendance is necessary for writing reference recommendations for schools and employers, applying for grants, board reports, and most importantly to be accountable for all individuals that are serving the program. Volunteers may track their own volunteer hours if desired. Please allow up to 5 days to fulfill requests for a record of service or written letter of recommendation.

Supervision

Every volunteer will have a supervisor (staff member or volunteer leader) who will be available for consultation, support, and direction. The supervisor will vary depending on the specific task and the personnel available at the time. While certain volunteer roles do not have direct supervision, volunteers are still in periodic contact with their supervisor via phone or email.

Feedback and Evaluation

The work of volunteers will be evaluated by program participants for the following roles: University of Maryland Medical Systems Mentor, Family-To-Family Teacher, NAMI Basics Teacher, Peer-to-Peer Mentor, Virtual Voices Lead Facilitator, In Our Own Voice Presenter, and Families in Crisis Presenter. Volunteers are welcome to request an evaluation from the Volunteer Coordinator if they do not serve in a role where evaluations are provided by program participants. NAMI Metro Baltimore staff may recommend volunteers with exemplary service for a role on the board or committees.

Personal Appearance Policy

NAMI Metro Baltimore expects volunteers, by their manner and appearance, to create and promote a favorable impression of NAMI Metro Baltimore with the public. Volunteers are expected to maintain a neat and clean appearance and should dress appropriately for their role. Consider the weather for special events and community fairs taking place outdoors. Tank tops, halter tops, tube tops, see-through garments, exposed undergarments, and shirts with obscene logos or political statements are not permitted. Neutral, plain clothing is encouraged. Shorts, skirts, and dresses of modest length are permitted.

Self Care

We want your volunteer service to be a satisfying and rewarding experience, but we are aware that there may be times that you find volunteering to be stressful. Volunteer experiences can be deeply personal and cause intense feelings. Volunteers are encouraged to find a trusted confidant to share their experiences and engage in enjoyable activities to help “recharge.” When in doubt, contact the Volunteer Coordinator for assistance. Volunteers can seek additional training to feel prepared for their role, or pursue a new Volunteer Role if desired.

NAMI Metropolitan Baltimore Operations & Policies

General Rules

1. Alcohol/Drugs/Smoking - When participating in NAMI Metro Baltimore programs and activities, volunteers are prohibited from purchasing, transferring, using, or possessing illicit drugs, alcohol, or prescription drugs in any way illegal. This policy ensures a drug- and alcohol-free location that is safe, healthy, and productive. Smoking is prohibited throughout the workplace and within 50 feet of any exterior entrance. This policy applies to volunteers, employees, and visitors.
2. Harassment - Working on NAMI Metro Baltimore programs, projects, and operations should be an enjoyable experience. Any volunteer who feels he or she is the subject of harassment should immediately speak to his/her staff contact or supervisor to resolve the issue. The incident (and any resolution) must be reported to the Executive Director.
3. No outside observers are permitted in support groups or education courses.

Social Media Policy

Facebook.com/NAMIMetropolitanBaltimore

Twitter.com/NAMI_Baltimore

When using social media for NAMI Metro Baltimore-related purposes, please keep the following in mind:

- Respect all of NAMI Metro Baltimore's intellectual property rights
- Follow all applicable policies and procedures
- Abide by NAMI Metro Baltimore processes
- Maintain confidentiality

Safety and Legal Liability

Although the organization does its best to assure the safety of our NAMI Metro Baltimore volunteers, NAMI Metro Baltimore counts on its volunteers to be alert in seeing to their own safety as well. Pay particular attention to safety instructions and proper use of equipment. NAMI Metro Baltimore volunteers should voice any safety concerns and report any injuries to the person in charge as soon as possible.

NAMI Metro Baltimore maintains commercial general liability insurance to protect NAMI Metro Baltimore volunteers while they serve as agents of the association. To be covered, NAMI Metro Baltimore volunteers must be working under the supervision and auspices of the organization.

When a volunteer drives his/her own vehicle or another vehicle not owned, leased, or rented by NAMI Metro Baltimore, NAMI Metro Baltimore's liability and physical damage insurance does not apply. NAMI Metro Baltimore's Board of Directors and NAMI Metro Baltimore volunteers are covered by NAMI Metro Baltimore's Director's and Officer's liability insurance and by the fidelity bond.

Emergency Procedures

In the event of an emergency, medical issue, accident, or injury, a NAMI Metro Baltimore staff will contact the appropriate services for emergency response. If a volunteer is not under the direct supervision of a staff member, they will be responsible for contacting emergency services if needed. The volunteer's emergency contact person will be notified by a NAMI Metro Baltimore staff member, if indicated on their volunteer application. An Incident Report Form should be filed with a staff member after emergency response is complete.