



National Alliance on Mental Illness

nami

Metropolitan
Baltimore

Volunteer Manual

NAMI Metropolitan Baltimore Volunteer Manual

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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. 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

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410-435-2600 (Director of Outreach & Special Projects – Office Phone)
410-934-0757 (Volunteer Text Message Line)
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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. With the support of over 200 volunteers annually, NAMI Metropolitan Baltimore serves approximately 5,000 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*

1 in 4 adults will experience a mental illness. About 175,000 people in Baltimore City are living with a mental health condition. NAMI support groups, Peer-to-Peer classes, and mentoring encourage 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: In Our Own Voice, Families in Crisis, Virtual Voices, monthly Informational Sessions, and other tailored NAMI Metropolitan Baltimore programming.

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. 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. 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 by phone to verify volunteer interest(s) and determine next steps.
- Effective December 2015, all new, incoming volunteers must consent to authorize the Director of Outreach & Special Projects to obtain background information from any state or federal law enforcement agency, Maryland Judiciary case records, and sex offender registries, to the extent permitted by state and federal law, pertaining to any convictions for violations of state or federal criminal laws, including but not limited to convictions for sex offenses or crimes committed upon children. Personal data and information collected from background screening is securely stored and accessible only to those who have a need to know. Prospective volunteers with a criminal history of sex offenses will not be permitted to volunteer with NAMI Metropolitan Baltimore. All other offenses will be considered on a case-by-case basis. Volunteers are responsible for disclosing to the Director of Outreach & Special Projects if they are charged with a crime during the course of volunteer service.
- Volunteers age 18 and older who are serving at sites where children are present may be required to undergo a comprehensive screening provided by a national background check service 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 this background screening.
- Hospitals and other partner organizations that host NAMI Metropolitan Baltimore programs may have additional mandatory processes and policies for volunteers including orientation, background checks, medical requirements, etc.
- Active volunteers are required to complete an Annual Paperwork Update to confirm intent to volunteer in the coming year and formally renew previously provided information, agreements, and consents.
- Specific application processes, requirements, and training are required for select volunteer roles. See Volunteer Role Descriptions for more details.

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 family members and caregivers 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: Director of Signature Programs

Role Requirements:

- Personal experience supporting an adult family member (18 and older) with a mental illness.
- Willingness to share one's own lived experience with course participants.
- Strong commitment to supporting families dealing with mental illness.
- Past graduates of a NAMI Family-to-Family course are preferred.
- Apply to become a Family-to-Family Teacher by completing a supplemental application and interview with Director of Signature Programs.
- 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 Director of Signature Programs 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: Director of Signature Programs

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.
- Past graduates of a NAMI Basics course are preferred.
- Apply to become a NAMI Basics Teacher by completing a supplemental application and interview with Director of Signature Programs.
- 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 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 Director of Signature Programs 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, 8-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: Director of Signature Programs

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 Director of Signature Programs.
- Complete 3-day NAMI training course and subsequent refresher requirements.
- Complete a NAMI Metropolitan Baltimore Stipend Volunteer Agreement. Volunteers are responsible for notifying the Director of Outreach & Special Projects 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.
- 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: Director of Signature Programs

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 Director of Signature Programs.
- Complete 2-day NAMI training course and subsequent refresher requirements.
- Participation in NAMI Family-to-Family class and NAMI's Family Support is encouraged but not required.
- Current member of NAMI, or willingness to join.
- Responsible, good organizational skills, strong people skills.
- Desire to facilitate and commitment to adhere to the NAMI support group model.
- *Volunteer Commitment:* Volunteers are asked to make a 1 year 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 Director of Signature Programs.
- 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: Director of Signature Programs

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 Director of Signature Programs.
- Complete 2-day NAMI training course and subsequent refresher requirements.
- Participation in a Peer-to-Peer course and Connection Peer Support Group is encouraged.
- Current member of NAMI, or willingness to join.
- Responsible, good organizational skills, strong people skills.
- Desire to facilitate and commitment to adhere to the NAMI support group model.
- *Volunteer Commitment:* Volunteers are asked to make a 1 year 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 participants.
- Send attendance and weekly reporting forms to Director of Signature Programs.
- Fulfill refresher requirements.
- Encourage attendees to join NAMI and become advocates.
- Actively maintain your own wellness and respect your emotional and physical limitations.

Peer and Family Support Programs

Caregiver Circle Mentor

Role Description: Caregiver Circle is a peer-based, mutual support program unique to NAMI Metropolitan Baltimore. Mentors offer support and practical knowledge to family members who care for a loved one living with a mental illness and substance abuse disorder (co-occurring disorder). The goal is to strengthen family support by providing family members with hope of recovery for their loved one and information about community resources through direct contact with consumers and/or family members who have similar lived experiences. Caregiver Circle meets for 1-hour under the guidance of 2 volunteer facilitators. The agenda consists of: volunteer introductions (including sharing their lived experience), facilitated discussion around a predetermined topic, and time for questions. Topical discussions include: self-care, treatment compliance, and the handling of relapses. Facilitators are not counselors; rather, they are present primarily to provide structure, guide discussion, and offer understanding, encouragement, and hope to group participants.

Location: Sites are located throughout Baltimore City and Baltimore County.

Reports to: Director of Signature Programs

Role Requirements:

- Currently living well with a mental illness/co-occurring diagnosis OR a family member of an individual with a mental illness/co-occurring diagnosis.
- Strong people skills and commitment to supporting family members caring for a loved one with a co-occurring disorder.
- Apply to the Caregiver Circle program by completing a supplemental application and interview with Director of Signature Programs.
- Complete a 2-hour training provided by NAMI Metro Baltimore and an annual refresher.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups, disclosing personal experiences with mental illness and/or substance abuse, and facilitating discussion on predetermined topics.
- Complete a NAMI Metropolitan Baltimore Stipend Volunteer Agreement. Volunteers are responsible for notifying the Director of Outreach & Special Projects of changes to their IRS Form W-9 information annually.
- *Volunteer Commitment:* Caregiver Circles meet weekly for 1-hour. Volunteers are asked to make a minimum 1-hour commitment per month.
- *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 families while maintaining a pleasant, supportive, and positive outlook.
- Fulfill facilitator refresher training on an annual basis.
- Obtain signature of staff member on attendance sheet after every shift and submit to Director of Programs and Services

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: Director of Outreach & Special Projects

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. No formal training is required.
- May require lifting and carrying items of moderate weight to transport materials.
- NAMI membership is encouraged but not required.
- *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: Director of Outreach & Special Projects

Role Requirements:

- Attend a Virtual Voices workshop as an observer.
- Complete a half-day training provided by NAMI Metro Baltimore and an annual refresher.
- NAMI membership is encouraged but not required.
- *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 attitudes, preconceived notions and stereotypes about 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. In fiscal year 2018, NAMI Metro Baltimore volunteers provided over 170 presentations that reached more than 2,300 audience members!

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

Reports to: Director of Outreach & Special Projects

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 an 8-hour training webinar and 1 day in-person 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 Director of Outreach & Special Projects of changes to their IRS Form W-9 information on an annual basis.
- *Volunteer Commitment:* Volunteers are kindly asked to commit to providing 1 presentation per month for 1 year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program. Presentations are 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: Introduction, What Happened, What Helps, and What's Next.
- 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 Director of Outreach & Special Projects within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Director of Outreach & Special Projects has accurate information regarding their availability.

Families in Crisis Presenter

Role Description: Families in Crisis is a workshop that helps first responders, crisis workers, and mental health professionals 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: Director of Outreach & Special Projects

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, interactions with the police, or other incidents that called for serious external interventions.
- 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.
- NAMI membership is encouraged but not required.
- *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.

Special Events Volunteer

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

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

Reports to: Deputy Director or Administrative Coordinator

Role Requirements:

- Ability to follow directions and work independently if needed.
- NAMI membership is encouraged but not required.
- *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.

Advocacy

Advocate

Role Description: The primary goal of the Advocate is to play a role in supporting local, state, and national advocacy efforts. Advocates may also be asked to testify before a hearing. Volunteers have the opportunity to meet face-to-face with legislators at the annual Advocacy Day.

Location: Events are held throughout the state of Maryland.

Reports to: Deputy Director or Administrative Coordinator

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.
- NAMI Smarts for Advocacy Training (1 day in-person training or via webinar) is encouraged but not required for all advocacy opportunities.
- NAMI membership is encouraged but not required.
- *Volunteer Commitment:* Volunteers are encouraged to commit for the length of 1 legislative session (December through March).
- *Minimum Age:* 18 years old.

Volunteer Responsibilities:

- Attend meetings and hearings to key legislation.
- Stay up-to-date on the latest advocacy news via NAMI's e-newsletter.
- Respond to advocacy alerts, including requests to contact local, state, and national legislators by phone or email.
- Participate in the Behavioral Health Coalition rally and NAMI Advocacy Day.
- Work with Advocacy Committee to schedule legislative meetings on behalf of advocates.

NAMI Smarts for Advocacy Teacher

Role Description: NAMI Smarts for Advocacy is a hands-on advocacy training program that helps people living with mental illness, friends, family, professionals, and concerned citizens learn about the latest issues related to healthcare reform, and transform their passion and lived experience into skillful grassroots advocacy. The course is taught by 2 volunteer teachers.

Location: Varied locations throughout Maryland, with an emphasis on Baltimore City and Baltimore County.

Reports to: Deputy Director or Administrative Coordinator / NAMI Maryland Policy and Advocacy Director

Role Requirements:

- Personal experience either having a mental illness or having a family member with a mental illness.
- Willingness to share one's own lived experience with course participants.
- Strong commitment to supporting individuals with mental illness and their families, and passionate about working to see improvements in mental health services.
- Completion of NAMI Smarts for Advocacy Training (1 day in-person training or via webinar).
- Apply to become a NAMI Smarts for Advocacy Teacher by completing a supplemental application and interview with Director of Philanthropy and Advocacy. Approved applicants are referred to NAMI Maryland for evaluation by the Policy and Advocacy Director.
- Complete a 2-day NAMI training course and subsequent refresher requirements as needed for module revisions.
- Desire to teach and commitment to adhering to the NAMI Smarts for Advocacy course curriculum.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- Work collaboratively with Advocacy Committee as needed.
- Current member of NAMI, or willingness to join.
- Stay up-to-date on the latest advocacy news via NAMI's e-newsletter.
- *Volunteer Commitment:* Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course consists of four 90-minute workshops that may be completed separately or in a full-day format. Commitment to attending Advocacy Day if schedule allows.
- *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 and offer respect, understanding, encouragement, and hope to participants.
- Work with Director of Philanthropy and Advocacy to assist with planning and outreach, coordinating classes, and completing all paperwork requirements (data collection and class attendance).
- Encourage class participants to join NAMI and become advocates.

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: Administrative Coordinator

Role Requirements:

- Some tasks may require additional skills (e.g. computer skills or customer service skills)
- 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.

HelpLine Volunteer

Role Description: HelpLine Volunteers are scheduled on an as-needed basis to answer phone calls from members of the Baltimore community looking for mental health resources.

Location: Volunteers will be scheduled for 4-hour shifts during regular business hours (Monday-Friday 9am-5pm).

Reports to: Administrative Coordinator

Role Requirements:

- A 2-hour training is required. 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 for extended periods required.
- *Volunteer Commitment:* Volunteers are scheduled on an as-needed basis.
- *Minimum Age:* 14 years old.

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, gender, 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 by staff to volunteers on a need-to-know basis. Staff members may facilitate information sharing between volunteers. If you have a concern or question regarding an individual, please communicate directly and privately with the Director of Outreach & Special Projects and make every effort to maintain confidentiality on the issue. Disclosure of any confidential information shall not be released to anyone other than staff of 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 Director of Outreach & Special Projects. 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, University of Maryland Medical System Peer Mentor, and Caregiver Circles Facilitator. 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. Effective March 2016, checks are issued the first Thursday 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. Progressive disciplinary actions include verbal counseling and/or written warnings. Potential outcomes include role reassignment, temporary suspension, or termination. Theft, violence, or possession of illegal substances or alcohol while volunteering are grounds for immediate dismissal from the program. 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 NAMI Metro Baltimore.

Office Closures and Program Cancellations

At times, emergencies such as severe weather can disrupt NAMI Metro Baltimore's 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, please contact the Director of Outreach & Special Projects.

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 Director of Outreach & Special Projects. 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 contact the Director of Outreach & Special Projects 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 compromise 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 and trainings 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 System Peer 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. Quality surveys are administered annually to participants of family and peer support groups to gauge their impact. Volunteers are welcome to request an evaluation from the Director of Outreach & Special Projects 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 with and engage in enjoyable activities to help “recharge.” When in doubt, contact

the Director of Outreach & Special Projects for assistance. Volunteers can seek additional training to feel prepared for their role, or pursue a new Volunteer Role if desired.

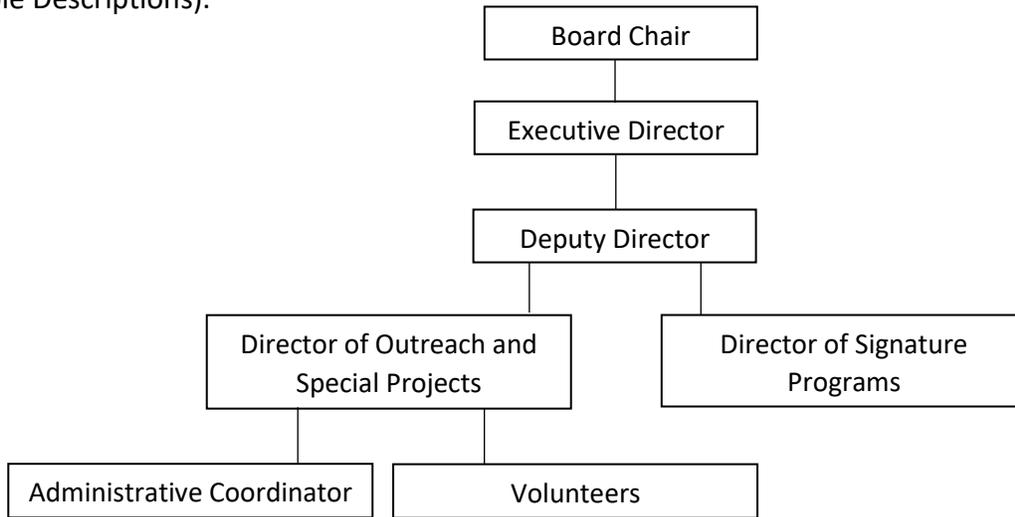
Internships

Internships are geared toward undergraduate and graduate students. High school students may also be considered. Internship opportunities are limited based on organizational capacity. Internship applications are reviewed on a rolling basis. We do not have a one-size-fits-all program. Internships are tailored to meet individual interests, internship requirements, and the needs of the organization at a given time. They are usually project-based or can include participation in our volunteer roles if the intern meets the requirements to serve in that capacity. Depending on the type of assignment, interns may be scheduled on or off site.

NAMI Metropolitan Baltimore Operations & Policies

Organization Chart & Staff Directory

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. Once oriented to their roles, most volunteers will report directly to the staff member who is responsible for a given program (as specified in the Volunteer Role Descriptions).



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 for any use other than indicated by the prescribing doctor. 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) will be reported to the Executive Director and an investigation into the allegation will be conducted.
3. No outside observers are permitted in support groups or education courses, even for academic purposes.

Social Media Policy

Facebook.com/NAMIMetropolitanBaltimore

Twitter.com/NAMI_Baltimore

Instagram.com/NAMIBaltimore

When using social media for NAMI Metro Baltimore-related purposes, 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.