



ASP Helping Hands Guide

The ASP Helping Hands program provides opportunities for adults who have been in service with us in the past to support ASP at times and in ways beyond the traditional ASP volunteer experience.

ASP prefers that Helping Hands have prior ASP experience in order to more effectively support volunteers and staff throughout their service week. Having prior experience allows a Helping Hand to fully understand the demands of the daily/weekly schedule, roles of those involved in the week and the passion needed to engage volunteer groups. An exception can be made for skilled tradespeople on a case-by-case basis who have been approved by ASP's Home Repair Coordinator.

Key Responsibilities of an ASP Helping Hand:

- Provide additional support to the staff and volunteers as needed.
- Act as a role model and provide guidance to other volunteers throughout their experience.
- Support and respect the responsibilities, intentions, and schedules of Center Staff.
- Communicate effectively with staff at least once a day.
- Fulfill tasks given to them by staff.
- Abide by the [ASP Anti-Harassment Policy](#).

Helping Hands volunteers fulfill multiple roles or just one, depending on availability, specific project needs, and skillsets. Individuals can determine which opportunities best fit their interests, availability, and skill set by contacting the Volunteer Department at helpinghands@asphome.org. See below for the various opportunities available for Helping Hands volunteers:

1. **Work Crew Leader** - Guide a new/low skill group through their week with ASP and encourage them to continue serving in future years. Answer any questions that a group may have throughout their week and empower the youth volunteers to complete their project. (Construction skills required.)
 - HH's will assist in coaching other adults within the group to effectively lead a work crew and check in with staff. *Please keep in mind that the adults from the group who are on the trip have the ultimate authority with their youth and should be the primary point of contact for staff unless otherwise discussed.*
 - HH's will foster the empowerment of youth while on the worksite, helping assign tasks, teaching, overseeing safety, and problem solving.
 - As a new group mentor, HH's will also help provide guidance on any overall ASP programmatic elements (e.g., Evening Programming, acronyms, chores, etc.)
 - If serving as a floating volunteer, HH's will communicate with staff daily in order to plan deliveries and schedule needed site support.

2. **Construction Floater** – Lend a hand with projects that require more advanced technical construction knowledge. Coach/teach youth volunteers or new groups and support the staff in moving projects forward. (Construction skills required.)
 - For this role, a Helping Hand with construction skills will be available to lend support on projects that are more complex, requiring additional expertise to complete properly and stay on schedule.
 - These HH volunteers can either join a specific work crew and remain with them the entire week, or serve as a **floating volunteer** to help all groups that week assigned to projects that require additional help with construction
 - When working on site with another group, HH's will empower, where appropriate, and
 - coach the adults and youth in order to grow their construction experience and confidence.

3. **Center Support** – Serve at a summer center that needs support with non-worksite/construction tasks. Run errands, assist with center clean-up and organization or any other jobs that may come up throughout the week. We ask that those who sign up for this role are flexible!
 - For this role, a Helping Hand would be assigned to a summer center that needs support with non-worksite/construction tasks.
 - Examples of tasks can include buying groceries, sending mail to Johnson City, restocking supplies at the center, taking out the trash, daily sanitation of center, assisting the staff with morning load up routine, etc.
 - For this option, we ask for communication with staff and a high level of flexibility as tasks may change quickly.
 - If asked to make purchases, HH's will keep any receipts and pass them off to the staff Finance Coordinator for reimbursement.

4. **Summer Cook** – Support a summer center by preparing meals for volunteers and running the kitchen operations for a week. Prep and serve hot meals for breakfast and dinner as well as organize lunch supplies for volunteers. Cooks will maintain a clean kitchen and communicate daily with the center Operations Coordinator.
 - This would be the case when the staff at a summer center is not able to recruit someone from the local community to prepare meals for volunteers, including hot meals for breakfast and dinner at a designated time each day throughout the week. This also includes preparing lunch supplies for volunteers to assemble lunches each day. *Keep in mind there is a set budget and menu that staff will communicate to the HH that will need to be followed.*
 - This role also involves maintaining a clean kitchen and clean eating spaces daily at the center.
 - The Cook will report to and coordinate all food needs with the staff Operations Coordinator each day.

5. **Initial Home Visit (IHV) Week** - Evaluate potential projects during an IHV week.
 - Helping Hands have the opportunity to serve for a week or weekend in the fall and/or Spring to complete IHVs alongside ASP staff.
 - HH's will visit homes and interact with homeowners.

- HH's will assist with evaluating applications and recommending potential projects for the Summer Program. *Keep in mind the final decision will be made by ASP staff.*
 - HH's will build a community with others assisting in the week and approach the decision-making process with an open mind.
 - Prior to IHV week, ASP staff will provide orientation and training on how to conduct IHVs along with all paperwork and documentation needed for the week.
6. **Skilled Trade Support** – Many times, these volunteers have not served with ASP previously, but may be approved because their specialty/expertise is required for a specific project or projects. They are not necessarily assigned to join a group or specific work crew.
- Skilled Trades include Plumbing, Electrical, Carpentry, etc.
 - The Helping Hand may be asked to work on a site alone or alongside a group. A preference (if any) will be communicated during the contact call with the Center Director.
 - HH's will constructively collaborate with staff on all project details, problem solving, and work scopes. *Keep in mind that all final construction decisions are made by the staff.*
 - HH's will communicate any details and needs from the day to the staff promptly and efficiently.
 - Depending on the specific skill, Helping Hands with trade experience may be asked to float between worksites and/or entire counties to best address the staff and project needs.

The Expectations of Helping Hands in Relationship to ASP Staff are:

IN THE WEEK PRIOR TO ARRIVAL: The Center Director will contact the Helping Hands volunteer with information about the upcoming week. They will review what the role will be based on what HH role they have selected.

- All Helping Hands must arrange for and provide their own transportation to the center and worksites throughout the week.
- Construction Support HH's are expected to bring personal tools. Tools will be available at the center if that is not an option.
- ASP provides lodging and food unless otherwise specified. Any dietary restrictions should be communicated during the initial conversation with staff.
- The Operations Coordinator will be the primary point of contact for HH's who have signed up to cook.

UPON ARRIVAL: The Helping Hand will meet with the staff Volunteer Coordinator to check-in and confirm paperwork details.

- The Trip Agreement and Medical Form will be filled out electronically during registration online or may be filled out via paper copy at the center.
- Helping Hands will be asked to complete and sign the Helping Hands Consent and Covenant forms which must be returned to the Volunteer Department in advance of the trip to allow for confirmation of a current background check. By signing the document, the HH agrees to abide by all ASP rules, regulations and policies.

WHILE AT THE CENTER: The Helping Hand is there to provide additional support including:

- Respect the schedules and preferences of center staff.
- Communicate any issues to staff proactively and constructively.
- Participate in Evening Programming, or not, but should communicate their intentions to the staff.

FOLLOWING THE EXPERIENCE: Thank you for being a Helping Hand with ASP!

- Depending on the volunteer assignment, HH's may be asked to fill out a survey about the week. This helps us tailor and continuously improve our program for all volunteers.
 - If volunteering at a traditional summer center, the center staff will provide feedback for HH's as is the case for each group. Our intent is to provide feedback that is constructive and professional to help HH's find the best ways to plug in and serve ASP in the future.
- If all went well, we hope all Helping Hands sign up to serve again and invite others to do the same.