



## **Frequently Asked Questions**

*--Thank you for your interest in volunteering with us. We appreciate your support!--*

### **How old do I have to be?**

Volunteers have to be at least 10 years old. Volunteers who are under the age of 18 have to volunteer with an adult.

### **Are there any time commitments?**

You may volunteer as much or as little as you would like! Whether that is twice a week or 5 times a year, we understand that volunteers have lives outside of the shelter and are appreciative of whatever time you can give.

### **What do I have to do?**

Whatever you want! You choose your volunteer activity! Opportunities include:

- Meal Prep (2 or 3 people)
- Meal Serving (2 people)
- Food Pantry Stocking (1 or 2 people)
- Food Pantry Distribution (1 or 2 people)
- Staff Office (1 person)\*
- Teaching a class (Art, Writing, Resume, etc)\*
  - If you are interested in teaching a class, you must receive approval from the volunteer coordinator.
- Homeless Outreach Team (1 or 2 people)\*
- Food Rescue Truck (1 person)
- Computer Lab (1 person)
- Clerical/Admin (1 or 2 people)\*
- The Valor House
  - The Valor House has limited volunteer capacity. Please talk with the volunteer coordinator to see what is available.

*\*some flexibility in the hours*

### **Can I take food home from the kitchen/pantry?**

Our food is available to everyone and anyone. We ask if a volunteer is on shift and serves themselves; they check with a staff member to make sure they are not grabbing too much. If a volunteer is not on shift and is served by someone else they do not need to check with staff.

### **What times can I volunteer?**

We are open to volunteers from 8am to 8pm. Some shifts have a specific shift time (Lunch service is 11:30am to 1:45pm) while others are more flexible (Administration is between 8am and 8pm). Some shifts are available any day of the week; others are only Monday through Friday.

### **Where are you located?**

The Poverello Center is located at 1110 W. Broadway, Missoula, MT 59802.

The Valor House is located at 2820 Great Northern Loop, Missoula, MT 59808.

### **What to expect?**

When volunteering at the Poverello Center please expect to volunteer in a busy environment. Our clients come from different backgrounds and we request that everyone is treated with the respect and dignity. Please also expect to practice confidentiality. There is a stigma about those experiencing homelessness and we want our clients to feel safe accessing our services. At times you can expect unpleasant odors. All the time you can expect to have fun and work with great clients, volunteers, and staff!

### **What to wear?**

Volunteers should dress comfortably. Visible underwear and drug/alcohol logos are not allowed. Short shorts/skirts are also not allowed. Close-toed shoes are required in the kitchen, with the Homeless Outreach Team, and most special projects.

### **Do you accept donations?**

Yes! We accept monetary donations among others. Our most needed supply donations are: toilet paper, silverware, cleaning supplies, garbage bags, vinyl gloves, and seasonal *outerwear* clothing adult sizing. For a full donation list please contact the Volunteer and Outreach Coordinator at 406-532-6674 or [volunteerpov@thepoverellocenter.org](mailto:volunteerpov@thepoverellocenter.org).

### **Who do I speak with about volunteering?**

Our Volunteer and Outreach Coordinator is more than happy to help you start your journey of volunteering at the Poverello! They can be contacted at 406-532-6674 or [volunteerpov@thepoverellocenter.org](mailto:volunteerpov@thepoverellocenter.org).

### **Why should I volunteer?**

The Poverello Center is a busy shelter that serves people who are homeless and at risk of being homeless. We serve between 400 – 500 meals a day, sleep between 150 – 170 people a night, and serve 190-210 households a month in our pantry. We also have shower and laundry, phone and mail, and computer lab services. With everything going on, there is always a high need for volunteer assistance. Some of our services are solely run by volunteers and without volunteers we would not be able to offer them. Volunteering doesn't just help us and our clients; it also helps you, the volunteer! Numerous studies have proven that volunteering can help with employment by providing new skills and/or references. It has also been shown to improve mental health, life satisfaction, social interaction, healthy behaviors, and coping ability!

### **Can I leave if I don't like volunteering?**

As a volunteer you are under no obligation to continue volunteering. If you find that the Poverello Center is not a good fit for you as a volunteer, you are more than welcome to stop volunteering. It is our goal to make the Poverello Center a welcoming place for all volunteers. If at all possible, we ask that you do an exit interview with our Volunteer and Outreach Coordinator at 406-532-6674 so we can improve our volunteer program as necessary.