

The image shows the exterior of the Poverello Center, a modern building with large windows and a glass entrance. The name "POVERELLO CENTER" is visible on the facade. In the foreground, several people are gathered near the entrance, including a person in a wheelchair and a person in a red jacket. A bicycle is parked near the wheelchair. The scene is set in a paved area with a blue-painted section.

POVERELLO
CENTER

Poverello Center Volunteer Handbook

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Poverello Center, Inc. Mission Statement

In collaboration with the people of Missoula and surrounding areas, and local, state and national organizations, the Poverello Center, Inc. reaches out to provide food, shelter, clothing and essential services to the community's hungry and homeless. This mission is accomplished through compassionate, respectful and competent services in an environment that enhances human worth.



History

On March 18th, 1974, four women met at the Knights of Columbus Hall to provide bread, soup, and coffee. This brave beginning was a culmination of good works by concerned and committed neighbors. Until 1979, the soup kitchen seemed an adequate service. That winter Patrick Todd, Director of the Poverello Center, wrote of the increasing need to shelter people "alone in the night with no place to go." He wrote the poignant story of Humberto Roca, a man of Mexican descent who understood little English. He was on his way to visit his sister but ended up in Missoula. His difficulty in walking made it apparent that he was suffering from frostbite. A subsequent visit to the local hospital resulted in amputation. The incident fueled Todd's crusade to fill the need for emergency housing. The Poverello Center emergency shelter was opened on November 18th, 1981. Over the course of the last forty years the Poverello Center has continued to identify and meet the needs of people living in poverty in our community.



Old Ryman Emergency Shelter

The Poverello Center, Inc. also manages the Valor House, a two-year transitional home for veterans. Established in 2005, the Valor House has 17 apartments for male and female veterans.



Valor House

In 2014, the Poverello Center moved to a new facility. The new building enables the Poverello Center to serve greater number of clients. We also opened Housing MT Heroes within the new shelter, a transitional housing program that has 19 semi-private apartments for veterans to live in.

Introduction

Welcome!

This manual is designed to acquaint you with the volunteer policies and benefits of the Poverello Center. Our goal is to describe your responsibilities as a volunteer so that we create an environment where you can use your talents and skills to help the Poverello Center provide excellent service to the population we serve.

Each possible volunteer job description is briefly mentioned in this manual. Please read over every job description, if you have questions about any please ask. I can email you more detailed job descriptions if any of the positions listed interests you. If you can think of any volunteer opportunities not listed in the manual, please bring them up.

If after reading this manual you wish to volunteer, please contact the Volunteer Coordinator to schedule an orientation.

If you have questions, please contact the Volunteer Coordinator at 406-532-6674 or volunteerpov@thepoverellocenter.org.

Sincerely,

Zac Mauldin
Volunteer & Outreach Coordinator
Main Line (406) 728-1809
Direct Line (406) 532-6674
volunteerpov@thepoverellocenter.org

Volunteer Program Logistics

Volunteer Records

The Volunteer Coordinator maintains a file for each volunteer. These files are confidential and access is restricted to supervisory staff who have a legitimate need to review such information. If an outside party requests volunteer information, the administration will verify your volunteer title, volunteer responsibilities, and the dates of volunteering. No other volunteer information will be provided without your written authorization and release.

Parts of a volunteer file may be confidential and restricted even to the volunteer her/himself. For instance, if a staff log entry is about a volunteer, that will not necessarily be shared with the volunteer because the staff log is restricted to staff use. Another example would be email correspondences about the volunteer that may be restricted to supervisor use only. The majority of the staff file – evaluations, feedback, hours worked, etc. may be shared with the volunteer.

Volunteer Hours

Volunteers (with some exceptions for practicum students) are only allowed to help in the shelter from 8am-8pm on any day of the week. Once you have committed to fulfilling a shift, it is required that you show up on time for your shift. Any late arrivals or cancellations should be communicated to the Volunteer Coordinator, or if s/he is not available, to direct service staff at 728-1809. Repeated lateness and/or absences without previous communication may be reason to terminate a volunteer from service at the Poverello Center.

Signing-In

It is important that volunteers sign-in during their volunteer shifts. The Volunteer Coordinator tracks all of these hours for grant writing purposes. Without these numbers, the Poverello Center cannot accurately depict the services volunteers provide for the community. Sign-in binders are located in the staff area. Please print so staff can easily read your name for data entry purposes.

Scheduling

Volunteers must be signed up for shifts in order to volunteer. To schedule shifts please contact the Volunteer Coordinator at: volunteerpov@thepoverellocenter.org or 406-532-6674. They will let you know what shifts are available.

Meetings and Trainings

All volunteers are required to read the volunteer handbook and watch the volunteer training prior to the start of volunteering. If any questions arise please ask the Volunteer and Outreach Coordinator.

Food Safety Training:

If you plan on volunteering in the kitchen or the food pantry you are required to read over the food safety training pamphlet, print, sign off on the last two pages and bring them in prior to working with food. Periodically the Kitchen Manager will ask food safety questions to ensure the document has been read and retained.

Lunch and Learns:

Volunteers are welcome to attend Lunch and Learns. Lunch and Learns are hour long presentations focused on different programs of the Poverello. They give volunteers and community members an opportunity to learn more about the shelter and the people they serve. Please contact the Volunteer Coordinator if you are interested in attending.

Volunteer Reviews

All volunteers are expected to perform their jobs to the best of their abilities and according to the Poverello Center's standards. Evaluation of your performance should occur in the day-to-day process of communication between you and your supervisor, but a formal periodic performance appraisal can help assess the responsibilities of your position, clarify the levels of expected performance, identify training needs, and provide an opportunity to review goals and to plan and establish new goals.

Please expect to be contacted by the Volunteer Coordinator about 3 months into your volunteer experience to check in and discuss how the position fits your needs and if you have any feedback for the Volunteer Program.

Performance reviews are conducted near the anniversary of when a volunteer originally attended orientation and occur annually. These over-the-phone or in-person meetings are a chance to check in with volunteers to offer them feedback, see if their volunteer placement is still suitable, and hear feedback about the Volunteer Program.

Poverello Center Volunteer Expectations

Confidentiality

All records and files, oral and written communication and other data relating to our program participants and applicants, personnel, and organizational development are to be safeguarded from unauthorized use and disclosure at all times. All volunteers must maintain confidentiality, even after leaving the organization. Breach of confidentiality will be reason for disciplinary action up to and including immediate dismissal from volunteering.

The Executive Director or his/her designee must approve information requested by outside parties. All media requests should be forwarded to the Executive Director for response.

Volunteer/Client Relationship Boundaries

For those volunteering at the Poverello Center, it is natural to have a sense of empathy regarding clients. Most people volunteer here because they care what happens to homeless and low-income individuals in the area and want to help. We welcome you to share your life experiences and stories with clients. In doing so, you may start forming relationships with

clients, which is welcomed. However, there are three types of relationships that are not allowed between volunteers and clients at any time:

1. Romantic and/or sexual relationships.
 - a. You may not have any sexual or romantic contact with a client or anyone who accessed services in the past year during any part of your volunteer time at the Poverello Center. If you have had a sexual and/or romantic relationship with a client before you become a volunteer, please disclose this information with the Volunteer Coordinator so they are aware.
2. Drinking alcohol or drug related activities.
 - a. Volunteers may not at any time during their work with the Poverello Center ingest alcohol, marijuana, medication, or any types of drugs with clients or anyone who has accessed Poverello Center services in the past 3 months.
3. Any interaction that leads to a monetary gain for either party, including employment opportunities.
 - a. Volunteers may not buy anything from, sell anything to, or purchase anything for a client or anyone who has accessed Poverello Center services in the past three months. Buying Food Stamps is a felony and will be grounds for immediate termination of volunteering.
 - b. As a volunteer, you may not commission a client on your or another's behalf for monetary gain. A client may not commission you for a monetary gain. You may not exchange any information that may lead to employment or other types of monetary gain.

If, in the course of your volunteer experience, someone who is a personal friend of yours is also a client, you are required to maintain your professional obligations as a Poverello Center volunteer. Do not favor or treat them differently than other clients. If the Volunteer Coordinator or staff becomes aware of differences in treatment, this may lead to disciplinary action for you as a volunteer. (See Disciplinary Guidelines below.)

If you choose to give your personal contact information to clients, please do so judiciously. People accessing the Poverello Center's services are in a vulnerable position, which can lead to complications in personal relationships. If you start forming a personal relationship with a client, you are required to inform the Volunteer Coordinator so he/she may guide your volunteering experience in a way that maintains professionalism.

If you are unsure whether an activity/behavior/relationship with a Poverello Center client is appropriate, please speak with the Volunteer Coordinator.

Respect

The Poverello Center administration expects all volunteers, staff, and clients to treat each other with respect. As a volunteer, a respectful attitude is a requirement. Remember that many of our clients would rather not use our services but are in situations where they have no other

choice. Therefore, please treat the Poverello Center locations as if they were a person's home. Do not discuss controversial topics such as religion, politics, sex, or anything else that may trigger someone's emotions unnecessarily. All spaces at the Poverello Center locations save for staff offices should be considered public space. In these public spaces, conversation should be kept to appropriate topics that help, not hurt, our clientele. Sarcasm, inappropriate sense of humor, and negative comments are not helpful to the Poverello Center or its clients. In an effort to maintain a positive working environment, we prohibit the use of harassing, abusive or threatening language, whether in writing, speech or gesture.

Your willingness to work with and help others is an important part of teamwork at the Poverello Center. Camaraderie and relationship building is important. We ask that excessive personal conversation that could be disruptive to staff, volunteers, and clients be saved for other environments, while you volunteer shifts are focused on being as effective as possible in aiding the Poverello Center in offering services to clients.

If you feel someone else is disrespecting you, please find a staff member. Volunteers are not allowed to de-escalate situations, except for calmly asking another person to be respectful. If that request does not solicit a positive response, please find a staff member who is trained to de-escalate situations.

Attendance and Attentiveness

Our ability to serve others depends on you. If you must be absent from volunteering or expect to be late, it is your responsibility to notify your supervisor as soon as possible. Tardiness and absences from volunteering can unduly burden staff and fellow volunteers. Please call the Front Desk / Staff Desk and the Volunteer Coordinator if you cannot attend a scheduled volunteer shift.

Access

Please do not serve any individual who you know to be on the Poverello Center's permanent out list. If you are unsure whether a client is allowed to access services at the Poverello Center, please ask staff. If someone on the permanent out list becomes agitated with you for not giving them services, please find a staff member.

Safety

If you feel unsafe or if you witness an aggressive incident, you are required to find staff to de-escalate the situation. Volunteers are never allowed to de-escalate situations involving clients or volunteers at the Poverello Center.

Personal Appearance

Volunteer dress, grooming, and personal hygiene must be consistently appropriate for the work environment and responsibilities of your volunteer service. Your dress should conform with the rules and guidelines regarding clients:

- Please dress comfortably and prepare for bending, sitting, reaching and squatting

- No tight-fitting, low-cut, backless or sleeveless shirts with bra straps or chest showing
- No clothing with logos or language that are deemed offensive by staff
- No short shorts or skirts
- No visible midriff
- No drug/alcohol references
- No open-toed shoes (in kitchen, Homeless Outreach Team, some special projects)

Substance Abuse

The Poverello Center is a zero-tolerance facility. Volunteers are prohibited from being at the Poverello Center while under the influence of alcohol or illegal drugs. The Poverello Center strives to maintain an environment in which volunteer performance is not influenced by the effects of substances, legal or illegal, which may impair performance. The unlawful manufacture, distribution, sale, possession or use of a controlled substance in the workplace or while conducting Poverello Center business is prohibited. Any arrest or conviction for a violation of a criminal drug statute occurring at the Poverello Center must be reported to the Volunteer Coordinator and Executive Director immediately following the arrest or conviction.

Violation of this policy will lead to immediate dismissal from volunteering. If you are under the influence, please call and let staff know that you will be missing your shift. If you repeatedly cancel volunteer shifts because of being under the influence, you will be subject to volunteer disciplinary action. (See 'Disciplinary Guidelines' below.)

Disciplinary Guidelines

We understand that everyone has bad days, and because of this, we have a system in place that responds fairly to each type of potential volunteer infraction.

- Swearing (not at anyone in particular): 2 weeks out from volunteering
- Repeated no-call, no-shows: 1 month out from volunteering
- Demeaning actions/language (to anyone in shelter): 1 month out from volunteering
- Failure to comply with staff request: 1 month out from volunteering
- Failure to report a personal relationship with client: 3 months out from volunteering
- Physical altercation/aggression/threats: permanent removal from volunteering
- Romantic/sexual relations: permanent removal from volunteering
- Interactions leading to monetary gains: permanent removal from volunteering
- Under the influence at shelter, use of drugs or alcohol with clients: permanent removal from volunteering

This list includes guidelines used by the Volunteer Coordinator. Depending on the severity of the infraction, staff and administration have the right to immediately and permanently terminate any volunteer from working at the Poverello Center.

The following guidelines may be used for continued infractions of our Volunteer Expectations:

- Oral warning with documentation in the individual's volunteer file

- Written warning to the individual and a copy in their volunteer file
- Termination/Dismissal

Grievance Policy

Any volunteer with a complaint concerning service conditions or termination should present his/her complaint to the Poverello Center in the form of a written grievance to the Volunteer Coordinator who will then share it with Poverello Center administration and develop a response regarding the grievance within ten working days.

Leaving the Poverello Center

At the Poverello Center we want to make sure that our volunteers are happy with the volunteer program. If you decide to stop volunteering at our shelter, we may ask that you come in for an Exit Interview. The Exit Interview is a chance for you to express your opinions about the volunteer process, about volunteer jobs, and staff.

Poverello Center Policies

Sexual Harassment

Sexual harassment is a form of unlawful discrimination. It is prohibited. Sexual harassment includes unwelcome verbal, written or physical conduct of a sexual nature, including gestures, when:

- Submission to or rejection of the conduct is implicitly or explicitly made a term or condition of volunteering, or is used as the basis for a volunteer decision affecting the volunteer.
- The conduct has the purpose or effect of unreasonably interfering with a volunteer's service performance or creating an intimidating, hostile, or offensive volunteering environment.

Examples of prohibited sexual harassment include, but are not limited to, propositions or pressure to engage in sexual activity or assault, repeated unwelcome intentional body contact, sexual jokes, innuendoes, or comments, staring or leering, display or distribution of any materials with a sexual connotation, a pattern of hiring or promoting sex partners over more qualified persons, or any harassing behavior directed toward a person because of the person's gender, gender identity, or sexual orientation.

Sexual harassment of employees, volunteers, clients, or agency partners will not be tolerated. Please let the Volunteer Coordinator know if you have witnessed or been the victim of sexual harassment so that the Poverello Center administration can respond and come up with a solution to create a safer volunteer environment based on respect.

Safety in the Volunteer Site

The Poverello Center is committed to providing a safe and productive environment for its volunteers, and to developing awareness and appreciation of safe work practices. Volunteers are expected to serve in a safe manner and observe safe working procedures. If you are injured at the shelter or Valor House, no matter how minor the injury or property damage, you must

notify your supervisor immediately. We want to ensure your safety while volunteering. By agreeing to volunteer at the Poverello Center, you are volunteering at your own risk, as the Poverello Center's workman's compensation policy does not apply to volunteers.

Ethical Conduct

We expect volunteers to perform their service based on the highest ethical standards of conduct and to devote their best efforts to the interests of the Poverello Center. We value our reputation, and it is important that you, as a representative of the Poverello Center, avoid any conduct that may be interpreted as unethical, either in appearance or in fact.

No volunteer shall use his or her position, or the knowledge gained there from, in a manner which creates conflict between the interests of the Poverello Center, Inc. or any of its affiliates and his/her own personal interests.

Volunteers may not obtain for themselves, their relatives, or their friends a material interest of any kind from their association with the Poverello Center, Inc., unless any such transaction or interest has been approved by the Board after full disclosure as required by this policy statement.

If a volunteer has an interest in a proposed transaction with the Poverello Center in the form of a significant personal financial interest or in any organization involved in the transaction, or holds a position as trustee, director, or officer in any such organization, s/he must make full disclosure of such interest to the Poverello Center.

As used herein, the terms 'significant personal financial interest' and 'material interest' shall mean a financial interest involving more than \$500.00.

Any situation that might be construed as not being in the Poverello Center's best interest should be immediately resolved through early disclosure and discussion with the Volunteer Coordinator and Executive Director.

Solicitations

Volunteers are expected to focus on their work during service time. Solicitation and distribution by non-employees is prohibited on the Poverello Center's premises. The solicitation and/or distribution of non-work-related materials by volunteers is prohibited: (a) in any work area at any time; (b) in non-work areas by volunteers who are supposed to be performing assigned tasks at the time of the solicitation or distribution; (c) by non-working volunteers if the solicitation or distribution interferes with the work of other employees/volunteers performing assigned tasks. Solicitation and distribution by non-working volunteers in non-working areas during break and meal periods, and before and after work is permitted so long as it is not disruptive to the work environment or to any employee/volunteer or exploitative of any client.

Volunteer Positions

Emergency Shelter Class Instructor

Depending on the needs and wants of clients at the shelter, volunteers may be able to offer classes. We have had general education (math, English) classes, as well as creative writing and art classes.

Emergency Shelter Clerical Work

Volunteers can help with data entry in the administrative areas of the emergency shelter. You may be working with Microsoft Excel or a database specific to the Poverello Center. Staff can offer limited guidance on how to do data entry, so previous experience or comfort working with computers is encouraged. Hours for clerical work are flexible.

Emergency Shelter Food Pantry Distributer

This program is dependent on the number of volunteers available. We strive for 7 days a week. The pantry is open from 2 – 4pm. Volunteers give out food from the pantry to clients standing in the food pantry line. Volunteers must record the type of food a client receives, as well as give out a certain amount of food depending on how many people the client resides with. Generally, a 1-2 person household receives 1-2 bags of food and 3+ can receive up to 3-4 bags of food.

Emergency Shelter Food Pantry Stocker

Volunteers individually will unpack the food delivered by our food rescue program. They will pull out the shelves from the pantry and organize them such that as wide as selection of goods possible is available. They will cull any expired foods. This shift is Monday-Friday from 12 - 2pm.

Emergency Shelter Meal Preparer

Seven days a week, year round the Poverello Center provides meals for anyone who wants a meal. Volunteers aid staff, other volunteers, and clients in creating dishes for the Poverello's daily hot meals: lunch and dinner.

Emergency Shelter Meal Server

Volunteers serve hot meals that are already prepared by other volunteers, staff, and clients. Lunch (11:30am-1:45pm) and dinner (5-6:30pm) are hot meals served by volunteers, staff, and clients. Any community member may receive a hot meal. There's no need for proof of income. We are aiming to increase community relationships.

Emergency Shelter Computer Lab

5 days a week volunteers support clients with our computer lab. Our computer lab is used for job, housing, school, etc. purposes only. Volunteers help answer basic computer questions and make sure everyone is following guidelines. Times vary based on the day.

Emergency Shelter Cleaning

- 1) The Poverello Center is a shelter for everyone to use and enjoy. To keep it looking nice and welcoming, volunteers schedule times to come in and help clean the building. They are welcome to come anytime, 7 days a week, between 7am - 8pm.
- 2) Periodically the shelter is closed for a thorough cleaning – Deep Cleans – performed by residents, volunteers, and staff.

Emergency Shelter Special Projects

Sometimes there are unique projects at the shelter like painting walls or organizing a closet. These are perfect for groups of volunteers (not to exceed 10 people).

Emergency Shelter Staff Office

A volunteer in the staff office can be very helpful. This person would help answer phone calls, get clients their mail, help clients make phone calls, and other similar tasks. This person typically will have staff present with him/her, but sometimes may not, so this volunteer should feel confident interacting with clients and maintaining boundaries.

Holidays

Every Thanksgiving and Christmas day, as well as days preceding the holiday, approximately 45 volunteers are needed to help in the kitchen, preparing food and serving food. Signing up for these days is popular, so please inquire at least 3 weeks ahead of the holiday.

Homeless Outreach Team (HOT)

Homeless Outreach volunteers are supervised by both the Homeless Outreach Coordinator and the Volunteer Coordinator. These volunteers go on the streets, in uniform, always with an approved staff person or approved volunteer(s), to build relationships with people living on the street, as well as build relationships with business and community members in the downtown area. HOT volunteers are required to uphold all of the policies in place for general Poverello volunteers in addition policies unique to the HOTeam. Please contact the Volunteer Coordinator at 532-6674 or volunteerpov@thepoverellocenter.org.

Grocery Rescue Truck (GRT)

Grocery Rescue volunteers are supervised by both the Volunteer and Outreach Coordinator and Grocery Rescue Truck Driver. These volunteers go out and pick up much needed food from local stores with staff and possibly other volunteers or clients.

Valor House Volunteers

The Valor House has limited volunteer capacity. Please talk with the volunteer coordinator to see what is available, such as cleaning, organizing, or gardening.

Community Volunteer Opportunities

Poverello Neighborhood Clean-ups (quarterly – April, June, August, November) These events happen on Saturdays, typically four times per year. Clean-ups are a team effort between the Pov and volunteers to clean up trash/debris in the surround neighborhood, and to build positive relationships with our neighbors.

Project Community Connect (annual – end of January) This is a one day event for homeless individuals and people at risk of being homeless that takes place at the end of January. Usually the Volunteer Coordinator at the Poverello Center has co-coordinated the Project Community Connect event. We need approximately 240 volunteers for this event, with the majority being escorts for clients as they navigate the services offered.

Roots Fest (annual – August) We need help running an activity for the children’s portion of Roots Fest, which takes place under the Caras Park tent.

If you have specific interests, please contact the Volunteer Coordinator, and upon approval, they will assist you with any necessary training and scheduling!

Volunteer Use of Property

Keys

Except for practicum students and interns who have been approved by the Volunteer Coordinator and direct staff, no volunteers will have staff keys or use staff keys in the Poverello Center. Approved volunteers will have access to the volunteer key if they need access to locked areas.

Office and Computer

All office or workspace, its contents and furniture, and the computers in or on the premises of the Poverello Center are the property of the Poverello Center. The materials and information created, transmitted, or stored in the course of performing your service, or on the Poverello Center’s computers, is the property of the Poverello Center. Accordingly, this information and materials may be accessed by authorized personnel of the agency who may enter any office to do so. This policy includes hard copy files and papers, e-mail messages, voicemail messages, and all computer files and applications. You should not have any expectation of privacy with respect to such materials and information. Normally any inspection would be done in the event of suspected misconduct, but the agency explicitly reserves the right to inspect its property for any purpose.

Internet use during volunteer time is limited to the Poverello Center business related purposes only. The use of the internet to view, send or obtain information that could be in any way disruptive to the Poverello Center or be considered defamatory, abusive, pornographic,

threatening, discriminatory, or illegal is prohibited. Sending or receiving information that the volunteer knows, or should have known to be false and/or inaccurate with the intention of, or the result of, harming the agency, any employee, client, board member, or other person is also prohibited. There should be no expectation of privacy in Internet use, and volunteers found to be abusing Internet privileges will be subject to corrective action up to and including termination of volunteering.

Smoking

Smoking is prohibited inside any Poverello Center location. Smoking is permitted outside in a designated area only. Please ask staff to be directed to that area if need be. Smoking is prohibited in any Poverello vehicles.

Vehicle Use

Volunteers are not allowed to operate a Poverello Center vehicle at any time. Only with the approval of the Executive Director may an employee transport non-Poverello Center employees in Poverello Center vehicles, including volunteers. If a volunteer is riding in a Poverello Center vehicle, they may not smoke inside the vehicle and must comply with all local, state, and federal traffic rules and regulations including seat belt use.

The Poverello Center Facilities

Employees are responsible for maintaining the security of the building at all times. This is never the responsibility of volunteers. In no way may a volunteer disrupt the security of the Poverello Center. For instance, if staff locks the front door from the outside, volunteers are never to open it and let anyone in without staff approval. There is a possibility of exposure to bedbugs, lice, and scabies at the Poverello Center. When volunteering at the Poverello Center, volunteers understand the risk of exposure. If you believe you have been exposed, please let us know. There is also a possibility of exposure to excrements (blood, urine, feces, mucus, vomit) if this were to happen please notify a staff member immediately.

Staff

As a volunteer you will be most often interacting with the Volunteer Coordinator or Homeless Outreach Coordinator, as either one of them (or both) will be your supervisor(s). If you cannot get a hold of the Volunteer Coordinator or Homeless Outreach Coordinator and have a time sensitive message, please call the front desk/staff office line, listed below. We encourage you to contact the Front Desk during weekend hours.

Volunteer & Outreach Coordinator

Zac Mauldin

(406) 532-6674

volunteerpov@thepoverellocenter.org

Homeless Outreach Coordinators

Hannah Higgins & Kristy Pszanowski

(406) 532-6687

hhiggins@thepoverellocenter.org

kpszanowski@thepoverellocenter.org

Front Desk / Staff Office

(406) 728-1809