



# Volunteer Form

**Northwest Assistance Ministries:** 15555 Kuykendahl Road | Houston, TX 77090  
www.namonline.org | (281) 885-4604 | volunteer@namonline.org

*Volunteer Orientation is required prior to volunteer placement. All information is confidential.*

*Help NAM reach maximum potential by filling out all applicable fields. You must be at least 16 years of age to volunteer unless accompanied by a parent. Parents are required to complete Parent/Guardian Permission Form for any child participants under the age of 18.*

**Today's Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
month day year

**Applicant's name:** \_\_\_\_\_

**Birthdate:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
month day year

Please Print Clearly

Current address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Prior address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Driver's license number: \_\_\_\_\_ State: \_\_\_\_\_ or State ID #: \_\_\_\_\_ State: \_\_\_\_\_

Phone number (home): \_\_\_\_\_ (cell): \_\_\_\_\_ (work): \_\_\_\_\_

Email: \_\_\_\_\_ May we add your name to our email list for NAM volunteer opportunities/messages/news? YES  NO

**Emergency contact name:** \_\_\_\_\_ **Relation:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

Are you currently employed? Yes  No  Employer name: \_\_\_\_\_

**If retired, please list previous employer and position:** \_\_\_\_\_

Are you student? Yes  No  Full-time  Part-time  School Name: \_\_\_\_\_

Are you a veteran? Yes  No

Spouse's Name: \_\_\_\_\_ Employer: \_\_\_\_\_

Are you a member of any religious congregation(s) and/or service organization(s)? Yes  No

Please list with complete titles, Congregation(s): \_\_\_\_\_

Service Organization(s): \_\_\_\_\_

**Day of the week you prefer to volunteer**  
*(Please circle)*

M T W TH F SAT

**Time of day do you prefer to volunteer**

- Morning (9 a.m. – 12 p.m.)
- Afternoon (1 p.m. – 5 p.m.)
- All day

**How often do you prefer to volunteer?**

- Daily
- Weekly
- Monthly
- Special Projects

Have you ever volunteered at NAM? Yes  No

If so, when? \_\_\_\_\_

Previous volunteer history (other than NAM): \_\_\_\_\_

**NAM clients** are welcome to volunteer 12 months after last assistance was received in any of NAM's programs and services.

**Former NAM staff** who have left NAM's employment in good standing will be accepted for volunteer work at NAM after 12 months have elapsed since leaving the organization.

**I certify that all the information provided above is true and correct to the best of my knowledge. Should any of this information change during my service with NAM, I will submit updated information to the organization at my earliest opportunity.**

**Volunteer signature:** \_\_\_\_\_

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Please indicate **THREE** programs in order of preference. You can always add more programs later.  
**Only Meals on Wheels and Resale are open on Saturdays. NAM is closed on Sundays.**

## \_\_\_\_\_ MEALS ON WHEELS

*(Must be 18 without a parent)*

- NAM Weekday Driver \*
- NAM Saturday Driver \*
- NAM Substitute Driver \*
- Office Assistant (NAM)

### Spring area

- Windwood Driver \*
- Windwood Sub Driver\*

### Bear Creek area

- Lifepath Driver \*
- Lifepath Sub Driver \*
- Office Assistant

*\*All meal deliveries must be completed by 1 p.m each day*

## \_\_\_\_\_ NAM RESALE SHOP

*(Must be 18 without a parent)*

- Clothes Donations
- Linen Donations

### Product Specialties

- Houseware Donations
- Toys Donations
- Collectables Donations
- Jewelry Donations

### Other Specialties

- Greeter/Customer Service
- Showroom Merchandiser
- Data Entry

## \_\_\_\_\_ CHILDREN'S CLINIC

- Spanish/English Translator
- Filing/Shredding
- Data Entry
- Professional Nursing
- Medical Assisting Volunteers

## \_\_\_\_\_ JOANNE WATFORD NUTRITION CENTER

- Food Pickup
- Client Assistant
- Peer Advocates
- Sorting/Stocking
- Holiday Toy Drive
- Holiday Food Drive

## \_\_\_\_\_ BUILDING SERVICES

- Front Desk Receptionist

## \_\_\_\_\_ 50 PLUS SENIOR CENTER

- Bingo Caller
- Tai Chi Instructor
- Helping Hands Helper
- Food Service Assistant

**Monday, Wednesday and Friday  
11:30 a.m. – 12:30 p.m.**

- Substitute Bus Driver

**Monday, Wednesday and Friday  
8 a.m. – 9:30 a.m.**

**12:15 p.m. – 2 p.m.**

- Substitute Front Desk Assistant

**Monday, Wednesday and Friday  
9 a.m. – 12 p.m.**

## \_\_\_\_\_ LEARNING CENTER

*(Must be 18 to participate)*

- Receptionist

## \_\_\_\_\_ INFORMATION TECHNOLOGY

*(Must be 18 to participate)  
(Experience required)*

- System/Software Maintenance
- Equipment Repair

## \_\_\_\_\_ EMERGENCY BASIC NEEDS (ASSISTANCE OFFICE)

- Assistance Interviewer\*
- Client Receptionist

*\* Time commitment  
9:30 a.m. – 3:30 p.m.*

## \_\_\_\_\_ HOUSING

- Data Entry Clerk
- Receptionist \*

**Monday, Wednesday and Friday  
9 a.m. – 12 p.m.**

**1 p.m. – 4 p.m.**

*\*Must commit to at least one shift per week*

- Donation Room Sorter

## \_\_\_\_\_ DEVELOPMENT

- Data Entry
- General Office
- Marketing
- Special Events

## \_\_\_\_\_ FAMILY VIOLENCE CENTER

*(Must be 18 to participate)*

- Peer Advocate

*\*Must commit to one day per week from 9 a.m. – 3 p.m.  
Additional training provided*

## Please share your skills, talents and hobbies:

- Arts & Crafts
- Calligraphy
- Carpentry
- Computers
- Data Entry
- Driving (Bus/Van)
- Electrician
- Emergency Transportation
- Gardening/Landscaping
- Graphic Design
- Mechanic
- Music
- Painting
- Photography
- Retail
- Sewing or Quilting
- Teaching/Tutoring
- Telephoning
- Translating

**Languages spoken other than English:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Proficiency:

- Speak/understand
- Can translate for others
- Read, write and translate

**Other:** \_\_\_\_\_  
\_\_\_\_\_

# Northwest Assistance Ministries Volunteer Form

## Volunteer Liability and Policy Agreement

**Noncompliance with any part of this policy could result in disciplinary action up to and including dismissal of a volunteer of NAM. NAM has the right to change or modify policies within this agreement at any time without notice, with expectation of compliance. Policies outlined herein apply to all volunteers based at any location run by NAM.**

### Waiver of Liability

Initial

I hereby agree for myself and/or my children, and on behalf of all of my family, heirs, successors, assigns and/or representatives to release NAM and all of its officers, staff, and volunteers from any and all liability, claims, demands, acts of nature, and actions which might be made for any losses, expenses, or damages of any kind. I assume full responsibility for any risk occurring from my and/or my child's participation. NAM assumes no responsibility for any loss, damage, or injury to persons or property in connection with your participation in NAM volunteer activities. My participation in NAM programs indicates a knowledge of, and an assumption of, the resulting risks, an acceptance of responsibility and liability. I also assume liability for any individuals that may accompany me during my participation in these programs. I understand that I am therefore urged to be sure to secure appropriate medical and personal injury and property damage insurance coverage prior to my participation with NAM and any of the organization's programs.

### Anti-Harassment Policy

Initial

It is the policy of NAM to maintain a working environment which encourages mutual respect, promotes respectful and congenial relationships, and is free from all forms of harassment. Harassment in any manner or form is expressly prohibited and will not be tolerated. NAM is committed to vigorously enforcing this policy against harassment, including but not limited to sexual harassment, at all levels within the company. All reported or suspected occurrences of harassment will be promptly and thoroughly investigated, and where determined, take appropriate disciplinary action. All volunteers are protected by and are expected to comply with this policy and to take appropriate measures to guarantee that prohibited conduct does not occur.

### Dual Relationships

Initial

In keeping with NAM's professional status within the community and to reduce any unintentional conflict, there must be no exchange of money or goods between NAM staff/volunteers/student interns and clients currently or formerly served by NAM. NAM prohibits staff/volunteers/student interns from fraternizing with any client(s) served by NAM programs. If evidence of non-professional, non-work-related interactions between a staff person/volunteer/student intern is reported, the NAM Program Director will conduct an investigation of the issue which could result in disciplinary action including termination. Involvement by NAM staff persons, volunteers and student interns with clients formerly served must only be in ways that are professional and ethical. The former client(s) must not have received services from NAM for at least one full year. The client(s) must not be involved in counseling or treatment, which could indicate vulnerability. NAM staff persons, volunteers and student interns must discuss possible relations involving other staff, volunteers, student interns or potential clients with the NAM Program Director prior to involvement so that any concerns or conflicts of interest may be addressed in a timely manner.

### Network Usage Policy

Initial

NAM software and computer systems are intended for business purposes; these systems may not be used to solicit for religious or political causes or for outside organizations. All information contained within the system, which includes all personal files and email, is the property of NAM and is subject to perusal and judgment as to its nature and/or intent. Accessing or attempting to obtain access to, another person's computer system, files, login credentials, or passwords without appropriate authorization is prohibited. Access to sensitive and/or confidential information of NAM, staff, donors, fellow volunteers, and clients is not to be shared at any time for any reason. Failure to comply with this network policy will result in termination of access to NAM computers and equipment and may result in volunteer dismissal.

### Confidentiality Policy

Initial

During the course of service with NAM, a volunteer may become aware of confidential or privileged information about NAM business, including but not limited to: information regarding NAM finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers, customers and employees. A volunteer may also become aware of similar confidential information belonging to NAM's clients, donors, staff and other volunteers. It is the policy of NAM that all such information must remain confidential both during and after volunteer service, and must not be disclosed to our competitors or individuals outside of NAM. A volunteer, who improperly copies, removes - whether physically or electronically, uses or discloses confidential information to anyone outside of NAM is in serious violation of this policy and may be subject to disciplinary action up to and including volunteer dismissal.

### Media Release

Initial

By signing this volunteer form, I acknowledge that NAM may photograph or videotape volunteers in any programs for use in promoting NAM to the general public, including flyers, NAM website, promotional purposes, social media, or press releases. I willingly give my consent to such uses without remuneration, and NAM retains total ownership and rights of these materials. I agree to hold NAM, its programs, staff and agents harmless in the use of such photographs, materials, videos, broadcasting, media releases and/or articles.

I do not wish to be photographed during my volunteer experience and I will indicate my preference each time I am in the presence of staff with photography equipment.

By initialing each section in this policy, I am indicating that I have carefully read the above responsibility disclaimers and policies, understand its content and purpose and voluntarily agree to its terms. I certify that I have read this document in its entirety and I fully understand the content within this agreement. I am aware that this agreement contains a release of liability, anti-harassment policy, dual relationship policy, media release, and network usage, and this document serves as a contract, and I sign it of my own free will.

Volunteer signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# Northwest Assistance Ministries Volunteer Form

## Volunteer Code of Conduct

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As a volunteer of Northwest Assistance Ministries (NAM), I hereby agree to uphold the organization's mission and values. I agree to follow the guidelines of service provided in this Volunteer Code of Conduct through the duration of my volunteer service. **The interpretation of the term "volunteer" means that I have agreed to work without compensation, in any form, but I am still fully expected to uphold basic standards of professionalism during my tenure with the organization.** NAM reserves the right change or modify the Volunteer Code of Conduct at any time for any reason, with the full expectation of policy adherence.

During my service as a volunteer, I am expected and agree to:

- Treat NAM clients, visitors, donors, fellow volunteers, and staff with respect and courtesy
- Refrain from vulgar or abusive language and conduct myself in a professional matter
- Maintain ethical standards and not disclose any sensitive or confidential information at any time for any reason without permission or authorization
- Respect and adhere to all applicable laws and regulations, including all laws and provisions that govern appropriate conduct in the work place
- Remain conscious that everything I do, directly or indirectly, has the potential to reflect upon NAM as a whole
- Show a willingness to be trained and maintain an open-minded perspective regarding volunteer assignments
- Abstain from the use, possession, or be under the influence of any illegal substance or alcohol at any time during my volunteer service
- Report any suspected fraud or abuse to the appropriate supervisor or administrator and use my best knowledge and discretion

**I understand that as a volunteer with NAM, I am subject to a thorough background check including criminal history. I understand that any action I take that is inconsistent with this Code of Conduct or failure to take action mandated by this Code of Conduct may result in my removal as a volunteer with the organization.**

**I HAVE READ AND AGREE TO THE TERMS OF SERVICE INDICATED ABOVE.**

Printed name: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Volunteer signature: \_\_\_\_\_

### OFFICE USE ONLY

\_\_\_/\_\_\_ Orientation  
\_\_\_/\_\_\_ Client track  
\_\_\_/\_\_\_ Background  
\_\_\_/\_\_\_ Distribution  
\_\_\_/\_\_\_ Raiser's Edge

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_