

Freedom+HOUSE

Volunteer

Handbook



2025-2026

More Information
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WELCOME MESSAGE

We are so grateful that you've chosen to share your time, talents, and compassion with families at Freedom House. Volunteers are the heart of our mission, and your presence helps create a safe, welcoming, and hopeful environment for families experiencing homelessness.

This handbook is designed to guide you through your volunteer experience. Inside, you'll find important information about our mission, values, expectations, and procedures. If you ever have questions, please don't hesitate to reach out. Thank you for being here. You make a difference here at Freedom House.



Julio Zuniga Jr. *Volunteer Coordinator*



Jennifer Schmohe *Executive Director*

There are no words strong enough to fully express how grateful we are for your presence, time, and heart. At Freedom House, our mission to serve families in crisis would not be possible without the generous spirit and tireless dedication of volunteers.

Whether you are preparing meals, sorting donations, caring for children, or simply being a source of kindness and compassion—your contributions make a lasting impact. You help transform what could be a place of temporary shelter into a true community of hope and dignity.

You are not just helping us fulfill our mission; you are a vital part of it!

Thank you for choosing to spend your time and energy with us. We are honored to have you as part of the Freedom House family.

WHO WE ARE



Freedom House Ministries is dedicated to empowering families experiencing homelessness in Green Bay so they achieve sustainable independence. Since our founding, we have provided shelter services and comprehensive support to families with dependent children who have nowhere else to turn.

Our 16-room shelter facility operates 24/7, offering more than just a safe place to stay. We recognize that homelessness often stems from complex challenges, which is why we provide individualized support through our professional Success Coaches. These dedicated staff members work 1-on-1 with families to create tailored service plans, helping them overcome barriers and build pathways to stability.

MISSION

Through Faith and dignity, we shelter families so they can embrace self-worth and obtain stable housing.

VISION

We will foster a thriving shelter environment that will disrupt a family's trajectory of homelessness forever.

Guiding Values



Love

We speak the truth in love
- Ephesians 4:15

Growth

We are kind, gentle, compassionate,
humble and patient
- Colossians 3:12

Dignity

We treat everyone with respect and
dignity
- Peter 2:17

Community

We are strong in the Lord and the power
of His might
- Ephesians 6:10

Trust

We trust God from the bottom of our heart.
And lean not on our own understanding.
- Proverbs 3:5



Contact Information



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Volunteer Coordinator



Freedom House Ministries



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Volunteering Info & Policies



Volunteer Application Process

Volunteers over the age of 18 must complete an application and consent to a background check. The application is completed electronically on our website here: <https://freedomhousegb.org>. For prospective volunteers who do not use a computer, paper copies are available upon request. Once your application is processed, the Volunteer Coordinator will contact you. If approved, you will be able to select the way(s) that you would like to volunteer and utilize our online scheduling system.

Please allow up to 3-business days to process your application. If you do not hear back three days after submitting your application, please contact the Volunteer Coordinator. Feel free to contact him at any time with questions, comments, or concerns.

Volunteers who are under the age of 18 will not fill out a volunteer application online, but rather can reach out directly to the Volunteer Coordinator to sign up to volunteer. When serving in an onsite operational role, minor volunteers will serve with a parent or guardian who is an approved volunteer.

Communication & Feedback

Volunteers who provide an email address on their volunteer profile will receive email updates from the Volunteer Coordinator which can include volunteering needs, supply needs, general updates, etc. In addition, volunteers can find more information and updates from Freedom House via our social media pages (Facebook, Instagram, LinkedIn), a “real time” way to stay connected to events within our organization.

We deeply value your feedback and commitment. Please share your suggestions for improving the volunteer experience by contacting volunteer@freedomhousegb.org

Scheduling & Sign-Up



Shifts can be signed up for via Volunteer Local, which is located on our website or you can contact the Volunteer Coordinator for a link. If you plan on volunteering for the same shift each week and do not intend on signing up on Volunteer Local, please let the Volunteer Coordinator know. If you're unable to make your shift and need to cancel, please notify the Volunteer Coordinator and give at least 24 hours' notice.

Parking & Arrival

Here is what you need to know about parking and arrival at Freedom House: Parking is available and accessible from Curry Lane, where you will have direct access to the Main Entrance.

Additionally, parking is available on St. Anthony Dr. You will have to walk down the hill, and turn left past the greenhouse to reach the Main Entrance.

UPON ARRIVAL, identify yourself as a volunteer and the area in which you will be volunteering (i.e. Meal Service, Childcare, etc.)

Please be sure to sign-in at the beginning of your shift at the Front Desk, and sign-out before you leave.

Resigning From Volunteering

To resign from volunteering at Freedom House for any reason, simply communicate to the volunteer coordinator in person, via email or by phone, that you wish to resign from volunteering. Your volunteer profile will be deactivated, and you will no longer be able to sign up for volunteer shifts. If you wish to be reinstated in the future, a new background check may be required.

Group Volunteering



Group volunteering at Freedom House offers teams a meaningful way to give back, strengthen team bonds, and directly impact families experiencing homelessness in our community. Whether this is your first volunteer event, or you are seasoned pros, Freedom House provides a fun, easy, and engaging experience!

Group Sign-Up

Groups interested in volunteering together can complete our Group Volunteering form on our webpage. This helps us gather important information about the group's availability and task preferences. Once we receive the inquiry, we will reach out to discuss scheduling options.

Volunteer Opportunities

Opportunities are based on our current needs but may include family craft nights, deep cleaning, organizing, inventorying and yard work. Depending on project availability and staff supervision, we also have opportunities at The Bridge location.

Times & Scheduling

Service times are available during the day and evenings. We typically schedule group volunteer events about two months in advance.

While we prefer groups of 10 or fewer, larger groups can be coordinated with the Volunteer Coordinator.

Volunteer Boundaries



We have a boundaries policy in place to ensure the safety of both our volunteers and guests. Please review the following guidelines:

- **Personal Information:** Volunteers are not to share any personal information, including last names, phone numbers, or addresses.
- **Social Media:** Volunteers should not become “friends” with Freedom House residents on social media platforms.
- **Personal Contact:** Volunteers should refrain from personal contact with Freedom House residents outside of the organization. Developing personal relationships outside of Freedom House can lead to complications and may result in removal from active volunteer status. If you encounter someone you knew as a friend or acquaintance before they became involved with us, please notify the Volunteer Coordinator so we can help establish appropriate boundaries.

We acknowledge the compassion our volunteers have for our guests, but it’s crucial that we all adhere to this policy for everyone’s safety and wellbeing. If you have any questions or concerns, please contact the Volunteer Coordinator.

Confidentiality Policy

Every volunteer of Freedom House agrees to our confidentiality policy in their electronic volunteer application. This protects the privacy of all residents who utilize our services and volunteers. It is vital that volunteers understand the importance of respecting the privacy of each person utilizing our services and that the sharing of any information regarding a resident be done only necessary for the proper provision of service to that resident.

Volunteers should not ask for any personal information about a resident from the staff or from the resident themselves. Residents and/or their personal situations should not be discussed outside of Freedom House with others.

VOLUNTEER ROLES

Front Desk

Role Overview

Serve as a welcoming presence for donors, residents, and visitors by greeting everyone with a warm smile and friendly interaction. Provide support to House staff by answering/screening phone calls and creating a positive, helpful environment at the front desk.

Key Responsibilities

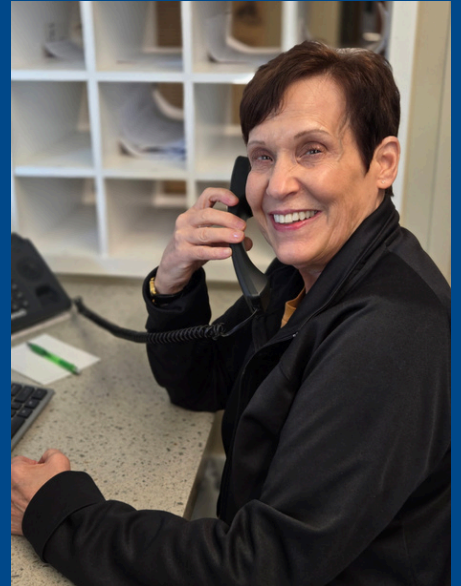
- Greet and welcome everyone entering the building
- Answer and direct phone calls professionally
- Screen residents for shelter
- Provide general information and assistance to visitors
- Maintain a friendly and calm presence in the front lobby
- Support basic administrative tasks as needed

Skills & Qualifications

- Excellent communication and interpersonal skills
- Friendly, welcoming, and reliable
- Basic phone and organizational skills
- Ability to work independently and with a team
- Previous customer service or receptionist experience is a plus
- Ability to maintain confidentiality and handle sensitive information

Time Commitment

- Flexible shifts during business hours (8:00 AM – 4:00 PM)
- Preference for a consistent, ongoing schedule



VOLUNTEER ROLES

Child Care

Role Overview

Provide attentive, loving, and safe childcare for children while their parents participate in evening educational programming. This role supports the overall mission of our community by ensuring children are well-cared for during programming.

Key Responsibilities

- Supervise and engage children in age-appropriate activities
- Maintain a safe and nurturing environment
- Communicate with parents during drop-off and pick-up
- Set up and clean up childcare space as needed
- Ensure all children are signed out safely

Skills & Qualifications

- Pass Background Check
- Prior experience working with children preferred
- Reliable, punctual, and trustworthy
- Friendly, patient, and caring demeanor
- Ability to manage small groups of children
- CPR/First Aid certification a plus

Time Commitment

- An hour per week on Tuesdays or Thursdays from 6:30–7:30 PM
- Arrive by 6:15 PM and stay until all children are picked up (typically by 7:45 PM)
- Preference for ongoing, regular commitment



VOLUNTEER ROLES

Meal Service

Role Overview

Meal Service plays a vital role in fostering a sense of family and community at Freedom House by preparing and serving meals to residents. Volunteers can choose to cook off-site, use our on-site kitchen, or simply drop off prepared meals. Sharing meals is a key part of bonding and support in the Freedom House community.

Key Responsibilities

- Prepare and serve lunch (11:30 AM – 12:30 PM) or dinner (5:00 PM – 6:00 PM), Monday through Friday
- Use Freedom House's fully equipped kitchen or prepare meals off-site
- Serve food and interact warmly with residents during mealtimes
- Help with clean-up and kitchen organization as needed
- Optionally, drop off a fully prepared meal if unable to stay and serve

Skills & Qualifications

- A heart for service and community
- Basic cooking and food preparation skills
- Ability to work well with others and communicate kindly
- Respect for residents and commitment to maintaining a welcoming environment

Time Commitment

- 1-2 hours per mealtime (lunch or dinner)
- Flexible scheduling Monday–Friday
- Can volunteer occasionally or on a recurring basis



VOLUNTEER ROLES

Cleaning & Organizing

Role Overview

Help keep Freedom House clean, organized, and welcoming by sorting, laundering, and organizing community donations. With dozens of residents relying on the shelter daily, your support ensures that donated items are ready for use and that our space remains calm, clean, and full of love.

Key Responsibilities

- Sort and organize donated clothing, household items, and supplies
- Wash and fold laundry from incoming donations as needed
- Label, store, or distribute items to appropriate areas
- Assist with cleaning or organizing of storage spaces
- Help with seasonal tasks such as landscaping or light yard work (optional)

Skills & Qualifications

- Strong attention to detail and organization
- Ability to lift and carry bags or boxes (optional accommodations available)
- Willingness to help with a variety of tasks
- Dependable and respectful of the shelter environment

Time Commitment

- During weekdays
- 1-2 hour shifts, as your availability allows
- One-time or recurring opportunities available



VOLUNTEER ROLES

Yard Work

Role Overview

Yard work volunteers help create a welcoming and safe environment for families by maintaining the outdoor spaces of Freedom House. This role ensures that the grounds are clean, cared for, and inviting for residents, staff, and visitors.

Key Responsibilities

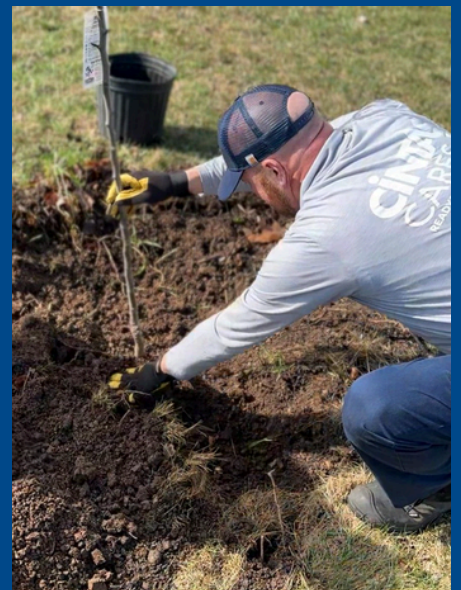
- Mow lawns and trim edges to keep outdoor areas neat
- Rake leaves and maintain walkways and common areas
- Pick up outdoor litter and dispose of it properly
- Clean exterior windows and entryways
- Assist with other seasonal outdoor projects (planting, snow shoveling, etc.)

Skills & Qualifications

- Enjoy working outdoors and performing physical tasks
- Ability to operate basic yard equipment (lawnmower, rake, etc.)
- Reliable and able to work independently or with a team
- Commitment to supporting the mission of Freedom House

Time Commitment

- Flexible scheduling, with opportunities for one-time or ongoing help
- Typically 2–3 hours per shift, depending on the project and season





Thank
YOU

for being part of the Freedom House family.
Together, we are building hope, one family at a time.

Freedom  HOUSE