Moab Valley Multicultural Center

Volunteer Handbook

Advocate. Collaborate. Celebrate

BUILDING BRIDGES ACROSS LANGUAGE AND CULTURE THROUGH FAMILY SUPPORT COMMUNITY COLLABORATION, AND EDUCATION
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Moab Valley Multicultural Center
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Welcome! THANK YOU for becoming a volunteer at the Moab Valley Multicultural Center! You are joining a team of talented, diverse, and fun volunteers. The Moab Valley Multicultural Center (MVMC) is a small nonprofit in Moab, UT. We employ a small staff and therefore rely on community support and volunteerism to make sure we continue to serve our community through our five program areas: Crisis Resource & Advocacy, Interpretation & Translation, Cultural Education & Outreach, Language & Life Skills, and Youth Education & Outreach.

Annually, between 200-300 volunteers help us with a variety of fun and engaging tasks: mentoring, event planning, graphic design, Dancing with the Moab Stars, and MORE! Since the MVMC was founded in 2007, we have loved working with volunteers who are passionate and independent, and we are happy to find a project that utilizes your strengths and interests! This handbook will give you an idea of what being a volunteer at the MVMC entails. We look forward to working with you and finding a way for you to get involved here at the Center!

Cheers,
The MVMC Staff
WHAT IS THE MVMC?! 

Our Mission
The MVMC serves the Moab community and we hold the following mission and values as a guide:

Building bridges across language and culture through family support, community collaboration, and education.

Our organizational values are: Compassion, Collaboration, Respect, and Celebration!

Our Staff & Board
Rhiana Medina, Executive Director
Zaida Agreda-Winn, Programs Coordinator
Joanna Onorato, Outreach Coordinator & Case Manager
Haley Austin, Volunteer Coordinator*
Quincy Masur, Education Coordinator
Bradia Holmes, Americorps VISTA

Jim Tendick, Board President
Gordon Beh, Treasurer
Mike McCue, Secretary
Deena Whitma, Board Member
Katherine Sullivan, Board Member
Our Programs

Crisis Resource & Advocacy

The Moab Valley Multicultural Center provides bilingual crisis intervention and advocacy services for anyone with socioeconomic, cultural, or language barriers with particular emphasis on immigrant, minority, indigenous, and vulnerable populations of all ages. With an increasing minority/immigrant population and over half of Moab’s population living at or below the federal poverty line, there is great need for a safe place for marginalized and vulnerable people to go when they find themselves in or facing crisis.

Families or individuals experiencing crisis may walk-in or make an appointment and receive a family-friendly, confidential, and professional assessment of their needs and a follow-up plan for resolution. The MVMC utilizes local and statewide partners and resources to create the most comprehensive and efficient plan for assistance or referral for the following kinds of issues:
- Family or parenting concerns
- Medical or mental health concerns
- Joblessness or homelessness
- Food insecurity
- Legal or immigration concerns
- Domestic violence or sexual assault
- Substance abuse
- Discrimination or harassment

In providing individualized help by a team of caring and professional advocates, we aim to empower the disenfranchised and vulnerable by increasing accessibility and utilization of our community resources, making our community a safe and inclusive place for everyone.

Interpretation & Translation

To facilitate communication in our community, the Moab Valley Multicultural Center provides Spanish-English certified medical interpreters, court interpreters, and confidential and professional interpretation and translation services for any person, business, or organization in Moab for free or very low cost thanks to generous donors.
**Our Programs, continued**

These services help ease feelings of frustration, helplessness, and vulnerability in a variety of settings for organizations, employers, and second language speakers.

Interpretation and translation is offered by appointment or on-call in a variety of settings including schools, hospitals, courts, and businesses.

By providing interpretation and translation services, MVMC aims to ensure clear communication and understanding where language, educational, and cultural barriers exist and increase community cohesion and public safety.

**CULTURAL EDUCATION & OUTREACH**

The Moab Valley Multicultural Center provides cultural outreach and education opportunities for the entire community to help unify Moab’s diverse population. Education dissipates fear and misunderstanding while increasing appreciation, respect, and acceptance of other cultures.

MVMC delivers information through cultural events, presentations, field trips, online resources, afterschool clubs and guest speakers or performances. We often use music, food or the arts as a way to share culture as a common experience. These programs include:

- The Multicultural Mural
- Dancing with the MOAB Stars, held each September
- The Day of the Dead Festival or Festival del Día de Muertos, held on the Sunday closest to November 1 or 2

Through ongoing cultural education and outreach activities, MVMC aims to encourage the celebration of diversity in a safe and respectful manner that is inclusive and fun.

**LANGUAGE & LIFE SKILLS**

The Moab Valley Multicultural Center offers adult language and life skills classes for free or very low-cost to help increase autonomy, educational and economic mobility, and crisis prevention. While many people know what they need to do to improve their language skills or their economic situation,
Our Programs, continued
they benefit greatly when trained advocates or teachers are there to assist and support them.

**YOUTH EDUCATION & OUTREACH**
A combination of certified teachers and community volunteers are used for both formal and informal instructional settings, depending upon the needs of the language student. A variety of life skills classes and presentations are offered in collaboration with MVMC partner organizations while support services are available Monday through Friday by MVMC staff by appointment or walk-in. Examples of these offerings include: English as a second language, Spanish as a second language, drivers license exam preparation, rental application assistance, workforce services application assistance, applications & registration forms, language exchange partners

By providing a targeted language and life skills program, MVMC hopes to connect minority and marginalized people in our community to a network of resources, increase the potential for communication, education, and economic mobility as well as keep families out of crisis.

Multicultural youth education and outreach in Moab helps our youth find positive cultural role models and gives support to parents in need of a caring support system. Focusing on children ages 4-18 with an emphasis on immigrant, minority, indigenous, and vulnerable youth, the Moab Valley Multicultural Center hosts free or low-cost youth programming year round, including the Multicultural Mural’s outdoor diversity classroom. Youth programs focus on multidimensional learning, positive self-esteem, community service, and the celebration of cultural diversity.

We love to partner with other organizations to provide fun and exciting hands-on learning experiences.
Volunteer Positions
Volunteers help us in all areas of what we do at the MVMC. Some tasks are specialized, others are very simple. We love to use special skills you have to give, so please don't feel limited to the list of Position Titles below. The list of ways we use volunteers is continuously growing. An updated list of Positions and their descriptions can be found online at https://moabmc.org/support/volunteer!

- Amiguitos Mentor
- Board Member*
- Crisis Advocate*
- Data Entry Specialist
- Day Chair aka Emergency Secretary
- Driving Exam Tutor/Teacher
- Event Committee Member*
- Event Support
- Grounds Keeper
- Intercambio/Conversation Partner
- Interpreter*
- Language Instruction (Spanish or other)
- Maintenance
- Office Assistance
- Youth Program Co-Facilitator
- Youth Program Support
- AND MORE!

All volunteers must first submit an application, found at https://moabmc.org/support/volunteer. Once submitted, set up an interview with the Volunteer Coordinator to figure out how you can get involved. Any Position Title marked with an asterisk* is a specialized position which requires special invitation, prior experience or expertise.
Volunteer Responsibilities

Volunteers are responsible for completing all appropriate paperwork prior to beginning their service. This includes signing a Service Agreement and Confidentiality Agreement as well as completing a Background Check (those over 18 working directly with youth or clients). There will be times when we reach out to several volunteers for the same task, therefore it is very important that you respond to volunteers calls, even if you are unavailable! This saves us from under- and over-recruiting.

Volunteers are also expected to be ambassadors for the MVMC within the community. We know the amazing work you all do to support this small desert town, and we would love to have you talk us up! We are happy to give you information about us, our programs, our funding, or whatever else you wish to know. Our awesome volunteers are some of our best recruiters and fundraisers -without even knowing it!

Volunteer Policies

We have just a few Do's and Don'ts:

DO:
-Report for your shift on-time, early if possible!
-Call in advance if you are unable to make a volunteer shift.
-Give us feedback on how we can be doing better.
-Bring a positive attitude and know we appreciate you!
-Note how much time you spend on our Volunteer Log (this helps us with grants!).
-Report concerns or questions to the Volunteer Coordinator.

DON'T:
-Report for volunteering under the influence.
-Share confidential information outside of your volunteering site.
-Be disrespectful of Staff, clients, or program participants!
-Be afraid to tell us if you are mentally, physically, or emotionally unable to perform the task we ask of you -we get it, there is something for everyone, and we will find your something!
Volunteer Policies

The Moab Valley Multicultural Center (MVMC) Executive Director and Board Trustees are firmly committed to a policy enabling all staff and volunteer activities to be carried out safely, and with all possible measures taken to mitigate risks to the health and safety of personnel, volunteers, clients, authorized visitors, and anyone else who may be affected by our operations. We expect Volunteers and Contractors to:

- Observe and adhere to safety requirements, use common sense and caution in the conduct of all duties;
- Report any unsafe work habits or situations immediately to the MVMC Volunteer Programs Coordinator or the Executive Director;
- Seek medical attention and complete an MVMC Incident Report if injured.

WHAT IS NEXT?!

Thanks for reading! The next step is to check in with the Volunteer Coordinator and arrange for your first date of service!

Directory

MVMC Office: 435-259-5444
Volunteer Coordinator: volunteers@moabmc.org or
Google Text 970-639-0833
Executive Director: director@moabmc.org