



# Mentor Handbook

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# Mission Statement

*Heartisans Marketplace is dedicated to changing lives and supporting self-sufficiency, one woman at a time*

## Heartisans Provides:

- 1) **Opportunities for volunteers** to serve in our community with their gifts and talents throughout Heartisans.
- 2) **Funds, generated from retail profits and community donations**, are used to aid participants while in and upon completion of the program, including legal, medical/dental/vision, counseling, housing, and transportation.
- 3) **Avenues for relationship building** for women in the community to strengthen the quality of life for all women.

## Program Objectives:

- 1) **To provide** a holistic approach for work readiness through community partnerships.
- 2) **To provide** career matching and ACT WorkKeys pre-testing.
- 3) **To provide** ACT WorkKeys test preparation and ACT WorkKeys testing.
- 4) **To provide** valuable Essential Skills (soft skills) training, enabling program participants to be work-ready when exiting the program.
- 5) **To provide** a work reference and community service hours completion for program participants.



## Mentor Team

The Mentor Team is a group of committed volunteers at Heartisans who are called to serve in discipleship. They adhere to the following

- They pursue and demonstrate personal faith in Jesus Christ
- They commit to serve one day a week for 8 weeks from 8:00a – 2:00p
- They attend bi-weekly mentor prayer meetings on Mondays from 2-3p to keep communication active between staff, students, mentors, and volunteers.
- They demonstrate spiritually mature discernment with compassion and understanding in ministering to the needs of the program participants.
- They lead by example as a positive influence and role model for all volunteers and our program participants.
- They help to manage the program on a day-to-day basis with their presence and Godly kindness.

## Statement of Faith

*We believe in the Trinity, God as Father, Son and Holy Spirit, and the Bible as the Word of God. Salvation comes through grace by believing in Jesus Christ as the only begotten Son of God, our Savior and Lord. Once saved, the Holy Spirit indwells, thereby instructing, guiding, and empowering the individual to follow the mandate of Jesus Christ in daily living.*



## Procedures & Mentors

### MORNING

- 1) Arrive between 8:00 & 8:15 and on the south side of the building (opposite of retail).
- 2) Sign-in (spreadsheet in volunteer check-in) when you first arrive and get your name tag.
- 3) Place your personal items (purse, phone, etc.) in red lockers.
- 4) Get coffee or water and then visit with the students.
- 5) Participate in “Coffee and Devo” time at 8:15a.
- 6) Participate in activities with students.

### LUNCHTIME/AFTERNOON

- 1) You can bring your lunch or plan to eat something from Heartisans.
- 2) Help prepare and serve lunch to the participants.
- 3) Sit among the students to eat and visit.
- 4) Participate in studio time and afternoon activities with students.

### END OF DAY

- 1) Return your name tag and enter time out in the spreadsheet.

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# Mentor Handbook Forms

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## How to submit these forms:

### BY EMAIL:

Follow the directions below to submit this document as an email attachment.

- 1) Complete the PDF form in the browser and save the finished document to your device with your changes.
- 2) Email the completed document as an attachment to [amy@heartisans.org](mailto:amy@heartisans.org)

### IN-PERSON:

Follow the directions below to submit this document in person.

- 1) Do one of the following:
  - a) Complete the PDF form in the browser and save the finished document to your device with your changes. Print the finished document.
  - b) Download the unfinished PDF to your device and print to complete by hand.
  - c) Visit Heartisans Marketplace (3501 Gilmer Road, Longview, TX 75604) to receive a printed form and complete by hand.
- 2) Visit Heartisans Marketplace (3501 Gilmer Road, Longview, TX 75604) and turn in this form in person to Amy Hollins.

*Please do NOT submit this form through the mail.*

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**Begin forms on page 6**



## Volunteer Driver Form

Please fill and submit this form if you are part of the Transportation volunteer team. If not, skip this form and go to the next page.

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Driver's License #: \_\_\_\_\_ State: \_\_\_\_\_

Vehicle License Plate #: \_\_\_\_\_

### Confirm Documents:

\_\_\_\_\_ Insurance Card Copied

\_\_\_\_\_ Driver's License Copied

I, \_\_\_\_\_ (printed name), waive, release and discharge Heartisans Marketplace, its trustees, board members and employees from any claims, demands, costs, causes of action, or damage as a result of property loss or damage, or personal injuries sustained to myself and to passengers of a vehicle I am driving during participation in or traveling to and from locations on behalf of Heartisans Marketplace. Furthermore, I intend this waiver and release to be legally binding on my heirs, executors, administrators, estate and assigns.

I, the undersigned, hereby state that I am an adult over the age of eighteen (18) years, that I am mentally competent to make this release, and that I am driving a vehicle with the owner's permission for the activity under my own volition. I further state that I have at least a Class C driver's license that is valid in the State of Texas, and that I have at least the minimum amount of liability insurance specified by the Texas Motor Vehicle Safety Responsibility Act. I agree to notify Heartisans Marketplace in writing if there is a change in the status of my driver's license or vehicle liability insurance

\_\_\_\_\_  
VOLUNTEER DRIVER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
EXECUTIVE DIRECTOR SIGNATURE

\_\_\_\_\_  
DATE



## Confidentiality Agreement

I, \_\_\_\_\_, agree with the following statements:

I understand that I may come in contact with confidential information during my time at Heartisans Marketplace. As a part of the condition of my work with Heartisans Marketplace I hereby undertake to keep in strict confidence any information regarding any client, employee, or business of Heartisans Marketplace or any other organization that comes to my attention while at Heartisans Marketplace.

I also agree to never remove any confidential material of any kind from the premises of Heartisans Marketplace unless authorized as a part of my duties, or with the express permission or direction to do so from Heartisans Marketplace.

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
WITNESS SIGNATURE

\_\_\_\_\_  
DATE