



Welcome!

Thank you again for offering to volunteer with Proud Ground! We really appreciate your enthusiasm for our program and your offer to help inform others.

We have put together this Orientation Packet so that you can have some useful information at your fingertips. However! Please don't hesitate to contact me at edward@proudground.org or 503-493-0293 x10 at any time if you have questions or feedback. We have also included a few forms in this packet. Please fill out, sign and return these forms prior to volunteering with us.

Thanks again, and looking forward to working with you!

A handwritten signature in black ink, appearing to read "Edward Gutiérrez".

Edward Gutiérrez



Job Description: Filing Volunteer

Information Only

Job Title: Administrative volunteer

Location: Proud Ground, 5288 N Interstate Ave, Portland, Oregon 97217

Supervisor: Katie Ullrich, 503.493.0293 x12 or katie@proudground.org

Activities:

- Processing monthly outgoing invoices including folding, stuffing and metering postage for and estimated 125 invoices
- Filing paper documents
- Scanning documents to electronic file system
- Copying and mass printing

Qualities:

- Ability to handle/maintain confidential information
- Detail oriented with strong organizational skills
- Ability to manage and prioritize multiple tasks
- Ability to work independently
- Punctual and responsible
- Flexible schedule
- Basic computer skills (i.e. Internet browsing, typing) & software skills (i.e. Office, Excel)

Benefits:

Develop/use office skills to further Proud Grounds affordable homeownership goals and objectives

Time commitment: 8 hours per month (varies, but generally hours should be completed on or around the 17th or 18th calendar day of the month)

Orientation/Training: Provided on the job

Attire: Business casual

Interested? Please contact Katie Ullrich at 503.493.0293 x 12, katie@proudground.org



Job Description: Tabling Volunteer

Information Only

Job Title: Tabling Volunteer

Location: Various locations throughout City of Portland

Supervisor: Edward Gutiérrez, edward@proudground.org, 503-493-0293 x10

Activities:

- Pick up all promotional materials prior to event
- Assure your arrival to event at least 30 minutes prior to start time for set up duties
- Return, or schedule a return of, tabling materials after conclusion of event
- Greet and engage event attendees in a conversation about Proud Ground
- Keep track of how many flyers were distributed
- Keep track of sign-up sheet
- Fill out your timesheet in timely manner
- Optional: Social media - write a short blurb or post pictures regarding your experience with each volunteer activity on Proud Ground's Facebook or Twitter pages

Qualities:

- Strong communication skills with diverse people
- People person who is also punctual, reliable and neat
- Motivated self-starter w/ positive attitude
- Flexible schedule (tabling events often fall on evenings and weekends)
- ♦ Experience with grassroots outreach
- Detail oriented and strong organizational skills
- Can work independently and as team member
- Reliable transportation to and from tabling event
- Proficiency in a second language highly preferred. Spanish language a strong plus

Benefits:

- ♦ Use outreach skills in order to serve as an ambassador and educator for Proud Ground
- ♦ Be a part of new and innovative outreach opportunities for Proud Ground to increase its visibility and recognition citywide

Time commitment: Varies - tabling events generally last between 2-4 hours per event

Orientation/Training: Provided before the task **Attire:** Casual

Interested? Contact Edward Gutiérrez, edward@proudground.org, 503-493-0293 x10



Job Description: Flyering Volunteer

Information Only

Job Title: Flyering Volunteer

Location: Varies – Multiple targeted locations throughout City of Portland

Supervisor: Edward Gutiérrez, edward@proudground.org, 503-493-0293 x10

Activities:

- Pick up and deliver flyers
- Greet and engage individuals/staff at your drop off location
- If the opportunity arises, create conversation about Proud Ground & the benefits of affordable homeownership
- Keep track of how many flyers you handed out
- Fill out timesheet in timely manner
- Optional: Social media - write a short blurb or post pictures regarding your experience with each volunteer activity on Proud Ground's Facebook or Twitter pages

Qualities:

- ◆ Experience with grassroots outreach
- ◆ Innovative thinker
- ◆ Strong communication skills with diverse people.
- ◆ Detail oriented and strong organizational skills
- Motivated self-starter
- Can work independently and as team member
- Basic computer skills
- Reliable transportation to and from flyer drop off locations

Benefits:

- ◆ Use outreach skills in order to serve as an ambassador and educator for Proud Ground
- ◆ Be a part of new and innovative outreach opportunities for Proud Ground to increase its visibility and recognition citywide

Time commitment: Varies

Orientation/Training: Provided before the job

Attire: Casual

Interested? Contact Edward Gutiérrez, edward@proudground.org, 503-493-0293 x10



Job Description: Public Speaking Volunteer

Information Only

Job Title: Public Speaking Volunteer

Location: Various – schools, non-profits, churches, throughout City of Portland

Supervisor: Edward Gutiérrez, edward@proudground.org, 503-493-0293 x10

Activities:

- Prepare presentation/ hand out materials
- Share information about Proud Ground w/ diverse groups
- Fill out timesheet in timely manner
- Optional: Social media - write a short blurb or post pictures regarding your experience with each volunteer activity on Proud Ground's Facebook or Twitter pages

Qualities:

- Strong personal and professional commitment to affordable housing and community empowerment.
- Previous public speaking experience a plus
- Strong communication skills with diverse people
- Punctual and reliable
- Flexible schedule
- Detail oriented and strong organizational skills
- Basic computer skills
- Can work independently and as part of a team
- Proficiency in a second language highly preferred. Spanish language a strong plus

Benefits:

- ♦ Gain experience outreaching to schools, community centers, and other non-profit organizations
- ♦ Be a part of an innovative outreach approach that increases Proud Ground's its visibility and recognition citywide
- ♦ Improve your public speaking skills

Time commitment: Varies

Orientation/Training: Provided before first speaking engagement

Attire: Business casual

Interested? Contact Edward Gutiérrez, edward@proudground.org, 503-493-0293 x10



Liability Waiver and Emergency Contact

All Proud Ground volunteers must complete and sign this Liability Waiver and Emergency Contact Information form prior to starting volunteer position. If you are under the age of 18 years of age, a parent or legal guardian must sign this waiver also.

Description of Work: Proud Ground projects involve carrying, lifting and transporting materials to and from office. Travel and set up involves physical activity that could result in personal injury or a medical problem. A Proud Ground staff member will provide you, as a volunteer, with appropriate training to alert you to and avoid these possible risks/conditions.

Volunteer Agreements: In signing this Liability Waiver, I agree that I am willingly volunteering to participate in Proud Ground's volunteer program. I agree to behave in a responsible manner. I agree to only perform work that I am comfortable doing and that I feel I can accomplish safely.

Release: I hereby release all sponsoring organizations, and Proud Ground, from any and all claims that may arise from or result in any expenses, personal injury, loss or damage incurred to me or by me during my participation in Proud Ground's volunteer program.

Participant and Parent Information

Participant's Name (please print): _____

Participant's Signature of Agreement: _____ Date: _____

Are you under the age of 18? Yes No

If yes, Parent/Legal Guardian's Name (please print):

Parent/Legal Guardian's Signature: _____ Date: _____

Emergency Contact Information

In case of an emergency, please contact:

Name (please print): _____

Telephone Number(s): _____

Relationship: _____



Photo and Video Release

I hereby give permission for images of myself, my dependents (under 18 years of age), and my home, captured during regular and special Proud Ground activities through video, photo and digital camera, to be used for the purposes of Proud Ground promotional material and publications (including the Proud Ground website), and waive any rights of compensation or ownership thereto.

I also give Proud Ground permission to use the following information in promotional and publicity materials and publications

(please check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> My first name | <input type="checkbox"/> Occupation _____ |
| <input type="checkbox"/> My last name | <input type="checkbox"/> Employer
_____ |
| <input type="checkbox"/> Information I provided to Proud Ground via post-purchase survey | <input type="checkbox"/> Exceptions: Please do not use information for/in:

_____ |
| <input type="checkbox"/> Quotes by me | |
| <input type="checkbox"/> First names of my child/children | |
-

OR

- I decline the use of my photo & information

Signature: _____

Date: _____

Address: _____



Volunteer Confidentiality Agreement

Volunteer Definition: An individual providing a service at “no cost” to assist in delivering a program function on more than a one-time basis.

As a volunteer of this organization, I understand that I must maintain the privacy and confidentiality of specific participant information. I recognize the value and sensitivity of confidential information and understand that it is protected by law.

I agree to maintain standards of confidentiality, as it is required of my role as a volunteer with Proud Ground.

I agree to keep all participant information confidential for an indefinite period of time, even after I am no longer volunteering with this organization.

This is the most important area for all volunteers to remember. In general, the same policies apply to volunteers that apply to paid staff.

1. There may be times, that a child, individual or family may share information with you that is personal and confidential. Your relationship with the child, individual or family, their situation, and their personal affairs are privileged and confidential information.
2. Only talk in generalities about the child, individual or family. Do not talk about their personal lives, names, where they live, etc.
3. We want volunteers to talk about the program, benefits, your pride in your service, but do not talk about specific persons, their homes, their problems, etc.

I agree to follow the above Rules of Confidentiality. I understand failure to do so will result in immediate dismissal as a volunteer.

_____	_____	_____
Volunteer Name	Volunteer signature	Date

_____	_____	_____
Volunteer Name	Staff signature	Date



Monthly Volunteer Time Sheet – Paper

(There is an easy online version of this form at)

Each time you volunteer with Proud Ground, please fill out this quick form. That way, we can keep track of your hours. If you have any questions, please contact Edward at edward@proudground.org or 503-493-0293x10. Thank you!

And please, feel free to send Edward photos from your volunteer experience or post about your volunteer experience on our social media (Twitter: www.twitter.com/proudground or Facebook: <http://on.fb.me/proudground>). Thanks!

Volunteer's Full Name: _____

Month: _____

Year: _____

Date	Time (# of hours)*	Name of Event/Flyer drop off locations	# of flyers you handed out	Name & Contact info of people interested in Proud Ground

Volunteer Signature _____ Date _____

Staff Signature _____ Date _____

* Partial hours recorded at percentages (i.e. 15 minutes=.25, 30 minutes=.5, 45 minutes=.75)



Checklist for Tabling

We have put together a checklist for tabling to make things easier for you!

Pick up!

- The flyer that outlines the details of your event or “event flyer” (if available)
- 10 of each of our current home flyers
- 10 general flyers in English
- 10 general flyers in Spanish
- 10 brochures in English
- 10 brochures in Spanish
- 10 newsletters or annual reports (optional)
- Plastic flyer holders
- The 2 iron wrought brochure holders
- 1 or more birdhouse(s) (Optional)
- 1 sign in sheet w/ clip board
- The plastic table cloth with our logo (if available)
- The display board, in its case (if available)
- Cart for transporting materials (if available)
- Pens
- Folding table and chair(s) (if necessary)
- 12 of Edward’s business cards

Set up!

- Arrive 30 minutes early to set up your table
- Go to the main table and register (if necessary)
- Find our table or set up the folding table and chair (tip: if possible, place chair in front or beside the table as this creates a more inviting appearance for those interested)
- Say hello to vendors around you!
- Unroll and place the table banner in the center of the table, PG logo facing outwards



- Take display board out of container and place in the center of the table. Make sure it is displayed so that people walking by can read panels easily
- Place the flyer and brochure holders to the left and right of the display board
- Place the flyers and brochures in their holders. Make sure all of the homes titles are visible
- Place the annual reports near the holders
- Place the birdhouse in front of the display board, but not so that it blocks anything on the display
- Optional: Sign-up sheet. Place on the table in front of the display board. Provide pen.
**Sometimes things won't fit if the table is small. That's okay! If that is the case, only put the display board (if possible) and the brochures and the homes flyers out.*

Talk it up!

- Greet event attendees that walk by your table and whenever possible engage them in a conversation about our program
- Hand out flyers to attendees and to other vendors
- Optional: take photos of yourself (and your partner, family members or fellow vendors with you)
- If you have to go to the bathroom and you are alone, take your valuables with you and ask a fellow vendor to watch the table.
- Here are some notes to help guide you in your conversation with attendees:
 - Please introduce yourself as a Proud Ground volunteer.
 - It's also important to not refer to ourselves as the land trust.
 - A nonprofit organization that offers permanently affordable homeownership opportunities.
 - For first-time homebuyers that are income qualified.
 - Both **new construction** and **older homes/single family homes** are available in different parts of the city (flyers provide more detail).
 - We have homes in Portland and will have some in Gresham.
 - Monthly costs are at least **30-40% lower than market rate**.
 - Our homes sell for \$30,000-\$100,000 less than market rate homes..
 - Monthly Mortgage usually around **\$800-\$1200 a month**. That includes PITI (Principal, Interest, Property Taxes & Insurance). That's comparable to, or less than, what folks are paying in rent.
 - In return for help in getting a great price on the house the homeowner agrees to sell at an affordable price to the next income qualified homebuyer.
 - Homeowners get a fair return on their investment.



- Ensures permanent affordability for future buyers.
- Our homes can be sold at any time, there are not restrictions.
- We sell to families as well as individuals
- Share a bit about what you like, or your experience with Proud Ground.
- Ask people if they've heard of Proud Ground?
- About Income Qualifications:
 - Must be at or below 80% of median area income, adjusted for family size
 - For a family of four the MAXIMUM annual income is \$56,950.
 - Most Proud ground buyers annual gross income ranges is between \$25,000-\$45,000.

Drop it off!

- Allow yourself 30 minutes after the event to take down and pack materials (it may not take that long)
- Be sure to note how many flyers were taken
- Any leftover flyers, annual reports and brochures
- Plastic flyer holders
- The 2 iron wrought brochure holders
- Birdhouse(s)
- 1 sign in sheet
- The plastic table banner w/ PG logo
- The display board and case
- Cart
- Pens
- Any folding table and chair that belongs to us
- Fill out an entry in the online time sheet as soon as you can

Checklist for Flyering

- Pick up 10 general flyers in English and 10 general flyers in Spanish per organization
- Pick up 10 English brochures, 10 Spanish Brochures per organization
- Drop the flyers/brochures off
- Fill out an entry in the online time sheet as soon as you can



How to Give a Speech

You've already prepared and rehearsed your presentation. Now the big day has arrived.

Here's what you can do to give a speech you can be proud of.

- 1. Arrive early.**
Check out the room. Make adjustments to the seating and lighting, if necessary. Test the microphone, if you're going to be using one. Set up and test your audiovisual equipment. Speak to the person who's going to introduce you. Greet people as they arrive and begin establishing a connection with them. (Leaders take responsibility not just for their speeches, but for the event.)
- 2. Adjust your attitude.**
Remember that the audience wants you to succeed. (What audience really wants to sit through a boring or incoherent talk?) And remind yourself that you want your audience to succeed. (Your proposal or idea is going to help them solve a problem, achieve a goal, or satisfy a need, right?)
- 3. Smile.**
Even before you begin your speech, people will be looking you over, checking you out. Look confident – even if you don't feel it – and excited – as opposed to fearful – and you'll start on the right foot.
- 4. Walk to the podium with confidence.**
When you're introduced, walk confidently to the podium and shake the hand of the person who introduced you.
- 5. Establish your space.**
If you're speaking from the podium, set your notes down. Adjust the microphone so it points to your mouth. Plant your feet. Take a breath. Look up. Take another breath. (This sounds like a lot to do, but it only takes 5 or 10 seconds.) If you're speaking without a podium, walk to where you want to stand. Plant your feet. Take a breath. Look at your audience. Take another breath.
- 6. Connect with your audience.**
Look at your audience one person at a time. Don't address the audience as a whole. Speak to individuals. Look at one person. Establish eye contact. And speak to that person for 5 to 7 seconds. Then find someone else to look at and repeat the process.
- 7. Speak from notes or memory.**
Don't read your text. And, if you're using PowerPoint, don't read your slides. You will bore everyone – including yourself. Use the PowerPoint slides, an outline, handouts, or 3 by 5 cards to jog your memory. Remember, your aim is to communicate a message, not say each and every word you planned on speaking.



8. **Speak as if you are holding an animated conversation.**

Say “I” and “you.” Anything else – “this speaker” or “yours truly” – sounds pompous. Avoid saying “you,” however, in a judgmental or blaming context. (Almost any statement that begins with “you people” is bound to end badly.) Speak in language, images, and terms that the audience readily understands. If you need to use jargon, define it immediately unless you are absolutely convinced that every person in your audience understands it.

9. **Be yourself.**

If you have a good sense of humor, use it. If you’re a wonderful storyteller, by all means tell a story. Never imitate another speaker, even a good one. You’ll sound – and feel – phony. Don’t try to be unique or interesting. Be as fully and completely yourself, unrestrained by your fears and desire to please others, and you will be both unique and interesting. If you make a mistake, apologize and go on. Laugh at yourself and your audience will love you for it,

10. **Convey yourself – your feelings and commitment – not just your content.**

Dale Carnegie wrote, “There are three cardinal rules of public speaking:

- 1) Speak about something you have earned the right to talk about through experience or study.
- 2) Be excited about your subject.
- 3) Be eager to share your talk with your listeners.”