

## South Heights Christian Classes

# Volunteer Supervisory Staff

### Timing

Notice that the times of each volunteer shift overlap by 15 minutes or more. The reason for this is so that the time between classes has extra supervision and to provide Volunteer Staff with a chance to communicate with each other as the shifts change. Also, the Volunteer Staff serving during second and third periods also cover the lunch period. This is so that we have the maximum supervision during the time when the maximum number of students have free time.

### Job Descriptions

***Volunteers basically serve in two capacities.*** The primary role is to be an Anchor in the study hall. When two volunteers are present, one volunteer may make periodic checks of the hallways.

***Anchor*** - In this role, the volunteer provides student supervision in the study hall - Room 113. This is the anchoring position for the whole organization. All people (Berean staff, students, parents, siblings, visitors) looking for help will come to this room expecting to find a South Heights staff person.

As an Anchor, the volunteer will wander through the study hall making sure students are keeping their voices down (no need to whisper, but they shouldn't be disruptively loud), remaining in their seats unless they're going somewhere, and following the other rules set forth in the Code of Conduct. Use your good judgment in dealing with the students and always foster an atmosphere of friendliness! If you have a question about a student (e. g., *Is that blouse she's wearing appropriate? Can he really wear those shorts?*), ask a board member. If there is a situation that you do not feel comfortable handling, bring it to the attention of one of the board members. Volunteer Staff are not expected to handle dismissals; a board member will handle these situations.

***Hallway Monitor*** - When two volunteers are present, please periodically monitor:

1. The hallway between Rooms 110 & 112 all the way down to Room 102
2. The hallway between the pop machines and the bathrooms and between 115, 116, & 117
3. The bathrooms. If there are behavior issues in the men's bathroom, ladies can ask one of the male tutors or an older SHCC student to check. You can also knock loudly, wait a few seconds, knock again, wait a few more seconds, and if no one answers, stick your head in, announcing that you're doing a quick bathroom check. There is no need to walk all the way in. If you sense something inappropriate, call 952-380-7253 (Val's cell) or 952-217-3469 (Mary's cell) and wait by the door. You can also ask an older male student to enter for you. Do NOT enter an opposite sex bathroom without another person being with you.
4. Monitoring hallways is particularly important during the lunch period!

One person will always be *anchored* in the Study Room, but since there is plenty of supervision coverage, another Volunteer Staff can be checking these other sites. Board members will monitor the parking lot, patio, and Byerly's.

Note that according to Berean's rules, *students must stay within our rented space* while inside Berean.

Please wear a nametag (found in the yellow notebook on the supervisor's table) so students know that they can come to you for help or for guidance.

**NOTE:** Please read the 3-page addendum in the Volunteer Folder (on the supervisor's table) regarding handling emergency situations.

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**Volunteer Supervisory Staff**

8:30 – 10:25		11:45 – 2:00	
1 <sup>st</sup> Shift Volunteer Staff-serving during 1st period		3 <sup>rd</sup> Shift Volunteer Staff-serving during lunch and 3 <sup>rd</sup> period	
	10:10 – 12:25		1:40 – 3:30
	2 <sup>nd</sup> Shift Volunteer Staff-serving during 2 <sup>nd</sup> period and lunch		4 <sup>th</sup> Shift Volunteer Staff-serving during 4 <sup>th</sup> period and departure time

**NOTE about reaching Board Members during South Heights Hours:** If you need to locate a board member during your shift, please check the current South Heights schedule in the Green Folder to determine if they are teaching in a class at that time! Do not hesitate to interrupt a board member during class time if needed!

As an alternative, please feel free to text the cell phone numbers listed below to reach any of the board members!

Val’s cell:            952-380-7253 (Teaches 1<sup>st</sup> hour)

Mary’s cell:        952-217-3469 (Teaches 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup> hours)

