



Dear Interested Volunteer:

We are excited to know that you have an interest in volunteering for our organization. Our mission at Northern Waters Literacy is to enrich the quality of life and learning for adults and families through

individualized literacy instruction and community building. We support Polk and St. Croix Counties in Wisconsin. We are funded through contributions and grants from various foundations and government agencies. We are primarily an adult literacy council, but we do provide tutoring for families in need. Our goals for the next 5 years will be to increase support to children and learners of programs such as CNA, welding, etc. Provided in this packet is important information for you to review as you consider committing your volunteer time to our organization.

We ask that you review this information and seriously consider being a tutor for Northern Waters Literacy. While the information may seem very detailed and legalistic, please know that we are a very enthusiastic organization for which to volunteer. We appreciate our volunteers and want to make them feel rewarded in their work. Not only are we required by law to have our policies and procedures developed and shared with the public, we also believe that these policies and procedure make our organization organized, responsible, and accountable. We hope that you will find this information useful in making your decision to volunteer. If you have any questions or concerns regarding this information, please don't hesitate to contact our office.

When you make a decision to volunteer, please mail all of the forms back to us immediately. We look forwarding to supporting you as you help us serve others.

Sincerely,

Jill Leahy  
Executive Director  
Northern Waters Literacy

LeAnn Waterworth  
Program Director  
Northern Waters Literacy

# Literacy Volunteer Tutor Job Description

**Title of position:** Literacy Tutor

**Reports to:** Program Director and Volunteer Coordinator

**Function:** To help individuals improve their basic reading, writing, math, and/or life skills so that this person may be a more functional person in his/her community, work, school or family.

**Training:** A one hour orientation and a five hour tutor training are initially required. Periodic seminars or re-trainings are available.

**Time Commitment:** One 5 hour training session is initially required. Tutor and learner should meet once a week for a minimum of one hour.

**Location:** Normally a safe public location (church, school, library, community center, senior center) are agreed upon by tutor and learner at their initial meeting.

## Qualifications:

1. Must be able to speak, read, and write English well
2. Must be dependable, prompt, and organized.
3. Must have a sincere desire to help individuals with various backgrounds and help develop their English communication skills.
4. Must complete the required tutor training program.
5. Must make a commitment to attend in-services and training sessions periodically
6. Must be willing to tutor a student for a minimum of six to nine months and be available for a minimum of 1-2 hours per week for tutoring.
7. Must consent to a background check.

## Responsibilities:

1. Organize a schedule with the student that is accommodating to both parties and is located in a safe location (church, library, community center, senior center).
2. Be courteous; if you cannot keep an appointment, please contact the student and let them know that you are not able to be there as planned. If your student calls you to cancel an appointment, please be courteous and understanding to them.
3. Be supportive and patient. It has taken a great deal of confidence for this person to identify themselves as needing help and some have faced years of ridicule for not having skills. Offer encouragement and support.
4. Actively prepare for each session. The *Goals and Planning Guide* provided in the *Great Start 5* tutor materials shall be utilized in a tutor's preparation. Assign relevant and manageable tasks for your learner.

5. Identify the learner's special interest areas and integrate them into lessons.
6. Maintain confidentiality regarding assigned student. As a volunteer you work on a basis of trust. We must respect the privacy of the students. Problems should be discussed only with the student, volunteer coordinator, or Program Director of [Northern Waters Literacy](#). Absolutely no information pertaining to a student shall be discussed outside of the tutoring session or with individuals not affiliated with [Northern Waters Literacy](#).
7. Maintain records of tutoring session each week in the notes section of the Planning Guide from *Great Start 5*. These records help you and your student to know where to begin each week based on where you left off in the previous session.
8. Evaluate learner every 6 months via the informal evaluation provided by *Great Start 5* and maintain contact with [Northern Waters Literacy's](#) staff concerning the student's progress.
9. Follow the guidance of the *Great Start 5* tutor curriculum and other resources from New Reader's Press for goals, planning, activities, assessment, and follow up. Also, utilize online resources for up to date activities and techniques. These are available on our website.
10. Adhere to the goals and procedures of [Northern Waters Literacy](#).
11. Attend tutor training and seminars periodically in order to remain current on tutoring skills and techniques.
12. Communicate regularly any needs for you or student to [Northern Waters Literacy](#).

### **Benefits of a Tutor:**

Being a tutor gives one a chance to meet people from diverse backgrounds and help them become more sufficient. It is an opportunity to develop one's own problem-solving, instructional skills and strategies, and a greater appreciation for the power of literacy in someone's life. Lastly, it is an opportunity for one to make a difference in the life of another and contribute to the quality of life in your community.

## **Mission Statement of Northern Waters Literacy**

Our mission is to enrich the quality of life and learning for adults and families through individualized literacy instruction and community building.



400 Polk County Plaza  
Balsam Lake, WI 54810  
715-405-7323 (READ)  
866-405-7323 (READ)  
nwlit@centurytel.net

## TUTOR APPLICATION FORM

*We are excited to have you as a volunteer and will notify you of the next tutor training session available. Please fill out this form accurately and completely so that we may accommodate you according to your needs. Demographic information is for recording purposes only. All personal information is kept strictly confidential.*

### VOLUNTEER PERSONAL INFORMATION

Name (Last, First, Middle):				Date: / /			
Street Address:							
City:		State:	Zip:	Email:			
Date of Birth: (m/d/yyyy)							
Phone Numbers:	Home: ( ) -		Work: ( ) -	Ext:	Cell: ( ) -		
Best way to contact:	Home <input type="checkbox"/>	Work <input type="checkbox"/>	Cell <input type="checkbox"/>		E-mail <input type="checkbox"/>		
Male <input type="checkbox"/>	Female <input type="checkbox"/>	Ethnicity:	<input type="checkbox"/> Asian	<input type="checkbox"/> Hispanic	<input type="checkbox"/> African-American	<input type="checkbox"/> Caucasian	<input type="checkbox"/> Other
What time of the day/month is best for training you? (A 4 hour minimum training is required.)							

### VOLUNTEER EDUCATION, EXPERIENCE AND PREFERENCES

Highest level of education completed:		Degree:	Field:
Current/Retired occupation:		Current/Retired title:	
Current/Retired employer:		Employer address:	
Volunteer experiences/Community affiliations:			
Hobbies, special talents and skills: (Other languages spoken are a skill.)			
What motivates you as a volunteer?			
How did you find out about Northern Waters Literacy? (Name source, ex: News & Observer)			
What type of learner do you prefer? <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Either			
What style of instruction do you prefer? (select any or all) <input type="checkbox"/> One to One <input type="checkbox"/> Small Groups <input type="checkbox"/> Non-English Speaking			
What day and time of the week do you prefer to tutor? (Please include a.m. or p.m.) <input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> H <input type="checkbox"/> F <input type="checkbox"/> SA <input type="checkbox"/> SU			

You may return this form in a number of different ways. You may email it to [nwlcoordinator@centurytel.net](mailto:nwlcoordinator@centurytel.net), or mail it to:

Northern Waters Literacy  
400 Polk County Plaza  
Balsam Lake, WI 54810  
[www.northernwatersliteracy.org](http://www.northernwatersliteracy.org)

## **Northern Waters Literacy's EEO Statement (Equal Employment Opportunities)**

In accordance with state and federal law, this non-profit will not discriminate against age, race, disability, color, creed, religion, sex, sexual orientation, national origin, ancestry, citizenship, veteran status, marital status or non-job-related status factors in hiring, promoting, demoting, training, terminations, recommendations, rates of pay, or other forms of compensation. [Northern Waters Literacy](#) is committed to equal opportunity for all for applicants, **staff and employees\*** based on qualifications and job requirements.

\* Staff shall mean all volunteers and paid employees. Employees shall mean all paid members of the staff.

# Confidentiality Agreement

For the protection of our tutors and learners, confidentiality is a serious matter at Northern Waters Literacy. All information about learners must be kept confidential and not shared with anyone other than NWL staff (executive director or program director). If you wish to discuss a matter or express concerns regarding a learner, please contact our office immediately. We strive to make everyone involved satisfied, happy and safe. We are in the office to support you in whatever ways that you need.

All volunteers must sign our Confidentiality Statement during the volunteer application process and prior to volunteering at Northern Waters Literacy.

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## CONFIDENTIALITY STATEMENT

In connection with my volunteer activities at Northern Waters Literacy, I agree to hold all information about the learners confidential and will not divulge any information to unauthorized personnel. I further agree that I will not remove any information and/or records regarding NWL learners during or after my service with NWL. I understand that if I divulge confidential information to unauthorized persons, I may be subject to disciplinary action that could range from suspension to dismissal to civil action. In order to safeguard all information regarding Northern Waters Literacy's learners, I have read, understand, and agree to comply with the above statements and Volunteer Agreement.

**Volunteer Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## **Northern Waters Literacy's Non-Public Tutoring Location Policy**

Northern Waters Literacy prohibits tutoring at sites other than those approved by the Northern Waters Literacy Council. Certain exceptions may apply if approved by the Literacy Council.

For approval of an exception to this policy, a tutor must contact the executive director and program director of Northern Waters Literacy and personally discuss the reason for the exception.

The Executive Director shall determine if an exception is necessary.

If an exception is approved, a signed agreement between Executive Director, Tutor, and Leaner will be necessary. Tutoring based on this exception will be allowed after all parties have read, understood and signed the agreement.

As a volunteer for NWL, I have read and understand the tutoring location policy of Northern Waters Literacy. I agree to abide by the policy for the safety, respect and liability of all parties.

**Volunteer Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Northern Waters Literacy's Transportation Policy

Northern Waters Literacy prohibits transportation in a vehicle of a student by a tutor or a tutor by a student for any activity directly or indirectly related to Northern Waters Literacy for reasons of liability.

As a volunteer for NWL, I have read and understand the transportation policy of Northern Waters Literacy. I agree to abide by the policy for the safety, respect and liability of all parties.

**Volunteer Signatures** \_\_\_\_\_ **Date** \_\_\_\_\_

## **Northern Waters Literacy's Acceptable Computer Usage Policy/Agreement**

Anyone who uses personal or public computers (tutors, libraries, other organizations) as a result of tutoring by [NWL](#) staff must agree to and abide by the following rules:

- No eating or drinking near the computers.
- No use of computers by anyone other than the learner and [NWL](#) staff shall be allowed.
- No installing or downloading of software.
- No use of chat rooms or instant messaging.
- No use of sites with offensive material. (pornography, illegal drugs, violence or racism)
- No changing of settings on the computer.
- No removal or home use of a computer owned by any of the above listed organizations without permission from these organizations.

As a volunteer for NWL, I have read and understand the computer usage policy of Northern Waters Literacy. I agree to abide by the policy for the safety, respect and liability of all parties.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

# Northern Waters Literacy's Use of Information Permission Policy

Northern Waters Literacy is proud of the volunteers and learners that help us accomplish our mission. At certain times, we wish to share this information with various parties. We will notify you when we wish to share this information and remind you of this agreement.

We ask your permission in sharing your full name, photographs and/or articles for publicity, grant applications or reviews, and media use. Please check the items for which you give your permission.

- Publicity (community presentations, flyers, brochures, emails, website)
- grant applications or reviews (fundors who give us the money to offer services)
- media use (newspapers, emails, websites, television/radio)

I do not wish to share any of this information at this time.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print Name:** \_\_\_\_\_