



VOLUNTEER HANDBOOK

Sidewalk | Youth | Emerging Leaders | Young Adults
Foster Support | Family Initiative





Thank you for joining us in partnering with God in the incredible work He is already doing in our community. As Bill Wilson wisely said, "It is easier to make boys and girls than to repair men and women." Your involvement is crucial in guiding this younger generation to understand God's unique plan for their lives.

Our volunteers play a vital role in helping the families we serve discover God's original design for their lives. The value of heartfelt, Christ-centered relationships cannot be overstated. We deeply appreciate your dedication of time, talent, and resources to invest in our young people.

Together, we are witnessing His Kingdom come to earth!

All for His Glory,

Michael Clark

Michael Clark
KICKO, Executive Director



OUR VISION

EVERY KID FOR CHRIST

OUR MISSION

Transforming communities by equipping and empowering its children, youth, and families to realize their full potential and discover their God-given destiny.

OUR PURPOSE

To see East Tennessee holistically healthy by providing hope and positive relationships which equip and empower the children, families, and communities to move toward God's perfect design.

OUR VALUES



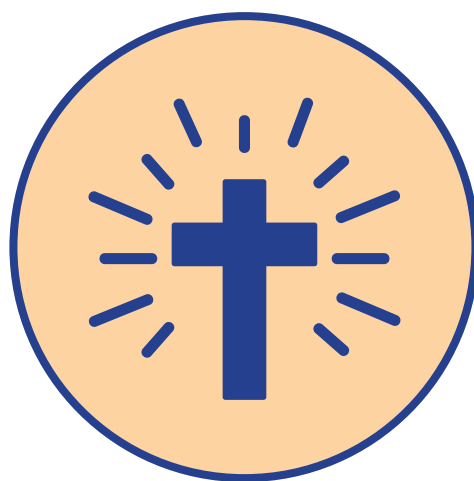
**RELATIONSHIP &
EVANGELISM**

At the heart of our programming is the belief that strong relationships form the foundation of meaningful engagement. This is why every team, every week, prioritizes personal visits before we begin our faith-based activities with the children. For us, relationships serve as the gateway to deeper connections, while evangelism is the bridge that helps these relationships flourish into a lasting bond with God.



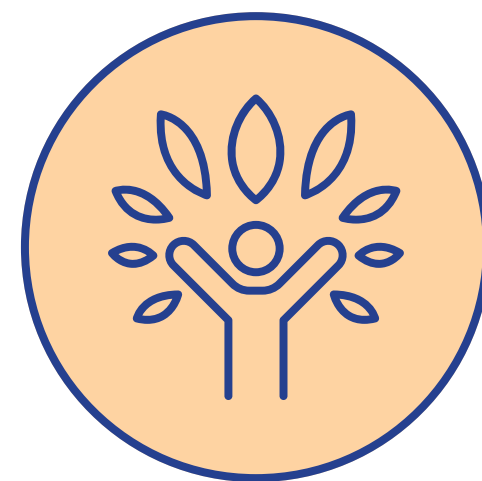
MENTOR & DISCIPLE

Our goal is to elevate relationships and evangelism into deeper, mentor-like connections that foster discipleship. This is the intentional approach to discipleship that we embed within our relationships, ensuring that they are both meaningful and transformative.



**PRESENCE
(God's & Ours)**

From the very beginning, God has exemplified His commitment to our world by being present with us (Genesis 3). Through Jesus, who took on flesh to fulfill the great redemptive plan, we receive a profound model to follow (John 1). We are dedicated to representing God by embodying His continual presence—actively engaging within our community and deeply involving ourselves in the lives of those we serve.



**DEVELOPING
SERVANT LEADERS**

We are committed to setting the example and guiding others in following Christ's path of servant leadership. Our mission is to raise up young people and the communities we serve, helping them to reach their full potential by leading in a way that is grounded in Biblical principles



COLLABORATION

We acknowledge that we are many members of One Body—the Body of Christ. We are committed to embodying this value by forming partnerships with like-minded organizations that share our mission and values. Together, we strive to strengthen our community and advance our shared goals through collaboration and unity.

Relationships are what make any ministry work. Strong relationships are formed with the children and their families through consistency. We deeply appreciate your desire to partner with us to help take the Gospel of Jesus Christ to the precious children in Knoxville's urban communities. Understand that these children have many people and things in their lives on a "temporary" basis. We are committed to showing them that the love of God, demonstrated by His body, is permanent and something upon which they can depend. Please keep that in mind as you prayerfully consider serving as a volunteer partner. We ask that your commitment be for the entire semester and that, barring emergencies, you come every week. The kids will get to know and count on seeing you every week—you will also receive the greatest benefit from your involvement if you are consistent. If you are not able to serve as a volunteer partner consistently throughout the semester, reach out to a team leader about volunteer opportunities within our offices where consistency is less vital. God bless and thank you—together we really can make a lasting difference in their lives!

Our goal is to reach EVERY KID 4 CHRIST



BASIC GUIDELINES

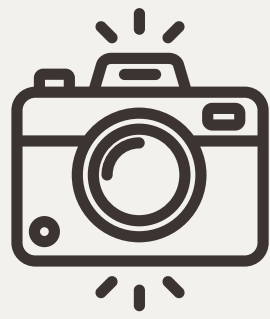
1



KICKO Kids are Counting on You!

The kids are counting on you—unless there is an emergency, it is very important for you to be at Sidewalk Sondag School. Remember relationships are being built and the children will be looking for you.

2



Photos & Social Media

Photos of children should not be posted on social media sites (especially of Boys & Girls Club members).

3



Boys and Girls Club

If you are working with KICKO at one of our Boys & Girls Club sites, make sure that you sign in and follow the club rules as well as KICKO guidelines.

4



Contact with Children

Contact with children apart from Sondag School should only occur with parental consent and KICKO staff's knowledge. All contact & interactions should honor God & be above reproach at all times.

5



Most Important

Sidewalk Sondag School is ALL about the kids on the tarps. You are helping make this the most fun hour of their week!

WHEN IN DOUBT...ASK QUESTIONS!

Dress Code

Please Dress Appropriately:

- KICKO Shirt (if available)
- Shirts should be loose fitting with modest neckline
- No writing, slogans, or graphics that are not God-honoring
- Pants/shorts should be proper fitting | calf or finger length
- Leggings & tight-fitting pants only accepted if your shirt fully covers your bottom.
- Clothes should allow for you to be active!
- No flashy jewelry
- Please leave all money & bags/purses in your car when you volunteer at Sidewalk.

IMPORTANT

Volunteer Partners wearing outfits that are inappropriate will be asked to leave by a Team Leader. Remember, Sidewalk is ALL about sharing the gospel with the kids & making this an impactful hour in their week! When you volunteer at Sidewalk Sunday School, you are representing not only KICKO, but Christ.



Eight

Sunday School Job Descriptions

2 GAME SET-UP

Get instructions before the program starts on how the games are to be set up and run. As soon as we finish the last song, begin setting up for the first game. You can help Sunday School run very smoothly by being focused. When each game is over make sure the items (props) are returned to the truck and then set up the next game.

5 MUSIC

Poster person will hold the music posters. Read lesson plan on podium and know what music is to be played and when. The iPod should be programed at each site with the day's Play Next playlist. Important to have each song cued to start at precise moment needed. Follow cues from leader during games, etc.. Also, music person "catches" Life Story posters as they are handed back, keeping in order and returning to poster bin. Stay on truck during program as you will be needed.

1 SET-UP

Setting up for Sidewalk Sunday School is "all hands on deck" for the most part. Until we are set up, unless you are directed to just interact with the children, please do whatever the team leader asks.

3 PICKING FOR GAMES

You must know the answers to the lesson questions for this job. You can read the game questions/answers on game card before game time. It is very important to pick different kids from week to week (not the same ones every week). Pick some of the younger kids as instructed for some games.



4

POSTERS & PROPS

Read the lesson plan on the podium each week to know what posters are needed. Important: check the Life Story posters to make sure they are in numerical order. You are to bring out each poster when it is needed: pledges and rules (together), songs (individually), Power Point (individually), Memory Verse (individually) and Life Story (all frames). (Leave Power Point on counter for entire lesson for repeat use). Have pledges and rules out when we start and put back in poster bin as soon as done with them. Bring song posters out in order and put in bin after use. Be ready with Life Story at proper time at end of lesson.

6

QUIET SEATS

This is the hardest job at Sunday School. You must be fair, giving QS rewards to the BEST kids. Some will beg you to pick them but you must do the right thing. You work for God. Reward those paying attention to lesson. Stand at front side of tarp so kids can see you watching them. Begin giving QS treats during Life Story and make it slow so it lasts to the end of the story. When you give QS treat quietly tell them don't open, its for later.

7

COUNT | RECORD KIDS

To be done on ground not drawing attention to you. Stand to side of tarps while counting kids, as quiet seats are being explained (after games but before lesson). Include Junior Staff on truck in your count and record in proper place on lesson plan (podium).



8

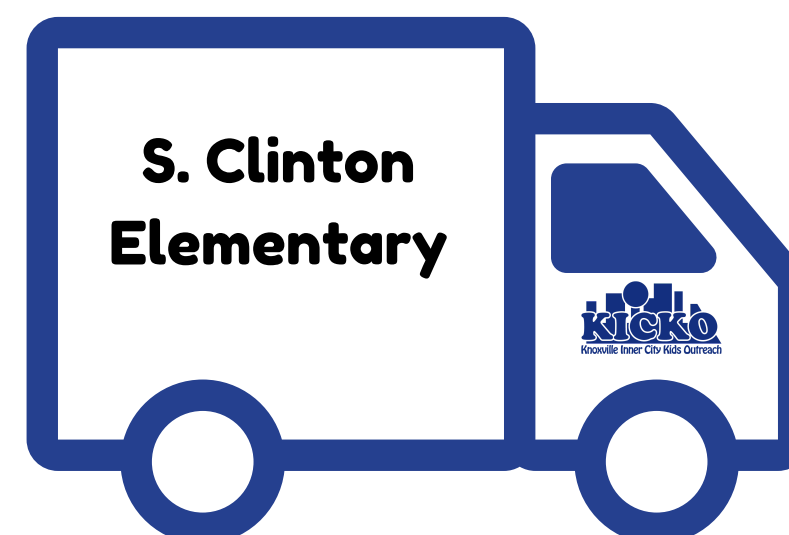
TREATS | GETTING READY & DISTRIBUTION

The individual who counts the kids is in charge of this job. Be very quiet while preparing the treats to be given out. (Remember the lesson is still going on.) You should quietly come on the truck and count out enough treats for every child on the tarps. DO NOT give a treat to a child who was not on the tarps for the entire lesson. They must have been on the tarps (not a bike, porch or ground, etc.). Also, they must be seated in order to get the treat. If they stand up, no treat until they sit down on the tarp. Make sure to hand the treat to the child—don't throw it. Do not let them take a treat out of the box; you control the giving out of treats.





SIDEWALK LOCATIONS



Visit www.kicko.org/sidewalk for an updated list of our current Sidewalk sites.



WHY THIS MATTERS

At Knoxville Inner City Kids Outreach (KICKO), we believe every child deserves to feel safe, seen, and valued. Whether we're serving in schools, community spaces, or partner locations, our volunteers play a vital role in creating environments where kids can grow, learn, and thrive.

THIS GUIDE EXISTS TO:

- Protect the children we serve
- Protect our volunteers
- Create clear expectations and healthy boundaries
- Help everyone serve with confidence and integrity

WHO THIS GUIDE IS FOR:

This guide applies to all KICKO volunteers and staff who interact with children or students in any KICKO program, event, or outreach setting.

OUR NON-NEGOTIABLES:

KICKO has a zero-tolerance policy for abuse or inappropriate behavior of any kind.

As a KICKO volunteer, you may never:

- Use physical, emotional, or verbal abuse
- Engage in any sexual behavior, language, jokes, or gestures
- Bully, intimidate, or humiliate a child
- Be under the influence of drugs or alcohol while serving
- Share or show inappropriate images, videos, or content

THE TWO-ADULT & VISIBILITY GUIDELINE:

Volunteers should not be alone one-on-one with a child in a private or isolated setting.

Activities should happen in open, public, and observable spaces.

PHYSICAL TOUCH: WHAT'S APPROPRIATE:

Appropriate:

- Side hugs
- High fives
- Brief contact for encouragement or safety

Not Appropriate:

- Full-body hugs
- Sitting children on laps
- Back rubs or massages
- Lingering or private physical contact

GUIDING BEHAVIOR:

- Volunteers never use physical discipline.
- Behavior should be redirected calmly and respectfully.
- Ongoing concerns should be reported to KICKO leadership.

COMMUNICATION BOUNDARIES:

- Do not privately text or message minors.
- All digital communication must include a parent/guardian or KICKO staff member.

TRANSPORTATION GUIDELINES:

Volunteers may not transport children alone without approval. Seatbelts are required and laws must be followed.

REPORTING CONCERNS:

If you see something, SAY something to a KICKO staff.

Please follow these 3 steps in the event abuse or neglect is suspected:

1. Ensure the child is safe
2. Notify KICKO leadership immediately
3. Follow guidance for next steps



GET TO KNOW KICKO



Sidewalk Sunday School is a unique, mobile ministry that takes fun-filled, faith-infused programming to the kids in our city. Patterned after the mobile model used in New York at Metro World Child, we continue to look for unique ways to build relationship (weekly visitation) and develop faith among our city kids. Sidewalk is what we use with our elementary age kids.



Our investment in kids at Sidewalk only deepens as they enter middle/high school. These critical years required us to develop a program that would continue to engage them relationally and spiritually, helping them discover their God-given purpose. Starting as Junior Staff, our 5th Graders are empowered to help lead in their community at Sidewalk. Upon entering 6th Grade, they transition to our Youth Development. We find that a good mixture of faith and fun alongside Christ-centered relationships help our students fulfill the God-given dreams for their future.



KICKO's Emerging Leaders Program is a leadership and life skills initiative for high school students who grew up in our ministry through Sidewalk and Youth. Now in its fourth year, the program equips these young leaders to give back by serving as mentors and role models to the next generation in their own communities. Launched in 2022 after two years of development, the program focuses on real-world preparation—covering everything from resume writing and interview skills to public speaking and servant leadership. Each Emerging Leader is not only growing personally but also helping to lead Sidewalk and other outreach efforts for younger kids.



Kids experiencing some of their most traumatic moments find themselves without connection, support and belonging. We work to identify gaps of services and support while mobilizing our faith community as the answer to the crisis at hand. We started an initiative called 29.11 to support those called to care for some of our areas most vulnerable population.



KICKO's Young Adults initiative exists to continue discipling the students we have walked alongside since early adolescence. Designed for ages 18–24, this program provides intentional community as young adults navigate college, career, and independent life.



In 2016, a couple on our staff heard about children traveling through foster care with their belongings in trash bags. That was an astonishing thought and an unforgettable moment. When children are removed from their biological homes, it is often in a stressful situation. At times, the child's most beloved items and clothes are put in a trash bag for their social worker to take.

We have decided to change this narrative in Tennessee by providing each child a personalized bag filled with age-appropriate comfort items. We invite you to provide hope to kids during their most traumatic moments. Providing something personal, that is theirs, through love and hope communicates they matter and belong.



Scan the QR code to
complete our Volunteer
training quiz



Thank you for taking the time to complete this training and quiz.
Your willingness to learn, prepare, and serve speaks volumes
about your heart for kids and for our community. We are so
grateful to have you as part of the KICKO family and can't wait to
see the impact you'll make as you step into serving alongside us.

WELCOME TO THE TEAM — WE'RE BETTER BECAUSE YOU'RE HERE!

