



Volunteer Policies and Procedures Manual for Groups

Neighbor serving Neighbor, by the power of God's grace.

Updated March 2024

TABLE OF CONTENTS

Table of Contents	2
Welcome to GraceWorks!.....	3
What is GraceWorks?	4
About this Handbook	5
How to get Started!	5
Locations and Hours	5
Volunteer Shifts	5
Groups and Age Limits	5
Sign up	5
Before You Arrive	6
Insiders Fund.....	6

WELCOME TO GRACEWORKS!

Dear Volunteer,

On behalf of the GraceWorks Ministries staff, I want to thank you for choosing to serve the community alongside us. GraceWorks depends on more than 280 volunteers each week to accomplish our mission, and we are glad that you are part of the team.

Not only did volunteers serve weekly and save GraceWorks millions each year, the energy and positive attitude you bring to help serve our neighbors makes GraceWorks unique. Thank you! GraceWorks has many volunteer opportunities for you to try:

- Processing food donations
- Organizing home goods
- Tagging merchandise for the thrift store
- Working in the thrift store
- Sorting donations
- Mobile food pantry
- The Manger Christmas gift program
- Turkey Trot
- And many more!

I look forward to connecting you with an opportunity that fits your goals and passion. Thank you in advance for giving your time to serve our community. I am excited to work with you as we unite in helping our neighbors.

Sincerely,

A handwritten signature in black ink, appearing to read "Erin Saurers", with a decorative flourish at the end.

Erin Saurers
Volunteer Recruitment Manager

WHAT IS GRACEWORKS?

Our mission is Neighbor serving Neighbor, by the power of God's grace.

Our Values

- **Christ-likeness** in both our attitudes and behavior.
- **Connecting** through mutual respect, empathy, and kindness.
- **Cultivating hope** by offering assistance and encouragement
- **Creating community** by investing in our neighbors through service

Our History

GraceWorks began in 1995, when area faith leaders and concerned citizens came together and decided Williamson County needed a central place to send people who needed help with food, clothing and financial assistance. By pooling church resources with private and public sectors, GraceWorks can provide more help for many needs to better serve our community, rather than duplicating efforts.

GraceWorks Today

Today, GraceWorks is the primary community resource center for people seeking assistance in Williamson County. GraceWorks assists 10,000+ people a year and each person received an average of 6 resources throughout the year. Our community resource center is located in Franklin offering our core services of food, rent and utility assistance, clothing and home goods, and an additional suite of resources that offer wraparound care. We also offer services throughout the county with our Mobile Services Manager. Additionally, we have established a referral network with more than 50 partner agencies.

In the 2022 - 2023 Fiscal Year, GraceWorks assisted the following:

- 437 families received help with mortgages or rent payments.
- Helped 913 neighbors keep their lights on, stay warm, and keep water running with utility bill assistance.
- We served 10,138 carts of food.
- Distributed 738 Christmas food boxes to families in need.
- Served 1,764 children with The Manger Christmas gift program.

ABOUT THIS HANDBOOK

This handbook was prepared to give you some essential information about the policies and expectations of GraceWorks Ministries. The handbook is organized by topic to help you find information quickly. If you have any questions about the content of this handbook, please talk to a supervisor or the Volunteer Relations Manager.

GraceWorks Ministries reserve the right to modify the policies in this handbook without prior notice.

Thank you for your time to help others. We hope that you find volunteering with GraceWorks Ministries a rewarding experience.

HOW TO GET STARTED!

Location and Hours

GraceWorks Ministries Franklin
104 Southeast Parkway
Franklin, TN 37064
(615)794-9055
Mon. – Sat. 9:00 to 4:00

GraceWorks typically closes when Williamson County Schools close for weather.

Volunteer Shifts

We have 2 shifts to choose from in Franklin Monday through Friday: 9:00-12:00 or 1:00-4:00.

Saturday opportunities are limited.

Groups and Age Limits

GraceWorks Ministries can accommodate groups of 20 or less. The minimum age to volunteer is 10 years old for liability purposes. If you are 15 years old or younger, an adult must be with you during your time of volunteering.

Groups need to comply to the following:

- 1 adult per child ages 10-11
- 1 adult per 4 children ages 12-13
- 1 adult per 6 children ages 14-15

Sign up

Once you decide on a day and time, please contact Erin to get on the schedule. Please visit our website, graceworkstn.org, for more information. All volunteers are scheduled with the Volunteer Recruitment Manager which you can contact by emailing at esaurers@graceworkstn.org or calling at (615)503-0055.

BEFORE YOU ARRIVE

- **FORMS:** Please review all forms. You will electronically sign them when you create a Volunteer Profile.
- **SIGN – IN:** Please remember to sign in at the Volunteer Center when you arrive.
- **WHAT TO WEAR:** Please wear comfortable clothing that is weather appropriate. Our building is temperature controlled in some areas, but not in others. Volunteers should wear closed toed, comfortable footwear, especially when working in the warehouse. In addition, we would ask that please join our staff in presenting an appropriate image for our ministry by refraining from wearing: short shorts; transparent, low-cut or revealing clothing, (such as midriff cut tops, high cut shorts or any clothing that exposes under garments or personal body parts). We are excited to have you volunteer with us. Thank you in advance for your compliance.
- **PARKING:**
 - Enter the building through the front door and walk into the Volunteer Center. Parking is allowed at the GraceWorks Administration building which is located to the left of the main GraceWorks resource center. Please note that the parking lot in front of the main GraceWorks resource center is reserved for those who have difficulty walking, neighbors, and customers for the store. The back-parking lot is for the other neighboring companies.
- **TO CANCEL:** We understand that things happen in life that is out of our control. If you will be late or if you need to cancel, please contact Erin Saurers at esaurers@graceworkstn.org or 615-503-0055
- GraceWorks Ministries is a drug-free and smoke-free building. Horseplay or dangerous activity is not allowed. We are committed to treat every individual with dignity, respect, and integrity. Any violation of guidelines will result in volunteer(s) being asked to leave.

INSIDERS FUND

Insider – a person who belongs to a group or organization and has special knowledge about it.

As a volunteer, you will be welcomed into a club we call GraceWorks Insiders. After your experience here, you will know our ministry and the needs of our neighbors more than most! Because of this, many of our volunteers are inspired to donate to GraceWorks programs.

However, because you already give your most valuable gift – your time, we wanted to honor your financial gifts in a different way.

This is why GraceWorks created a fund that is only available to our volunteers. Volunteers have the exclusive opportunity to donate to The Insiders Fund. Proceeds are used in the following ways:

1. Every dollar supports a core GraceWorks program – Food, Rent, or Utilities.
2. Keep a look out in the fall for a special Insiders *Match* Fund appeal. Your donation to the Insider Match Fund will be matched dollar for dollar before it is spent on programs. How do we get your dollar matched? We share the total you give to The Insiders Match Fund in our Christmas Mailer and we ask the community to match your dollars. Your generosity inspires them to give even more!

Ways to Give to Insiders Fund

- You can use this link to make a donation: <https://secure.qgiv.com/for/insfun>

If you are interested learning more, please contact Alicia Bell at 615-503-0044, email abell@graceworkstn.org, or come visit her in the Administration Building at the Franklin location.

Thank you again for your service and for considering donating to the Insiders Fund!