



# **Volunteer Policies and Procedures Manual for Regular Volunteers**

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

Updated March 2024

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# 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 do 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
- 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,



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 13,000+ 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 Recruitment 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.

## GENERAL INFORMATION

### 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. It is determined by the CEO if we open or not\*\**

### Volunteer Shifts

We have 2 shifts to choose from: 9:00-12:30 or 12:30-4:00.

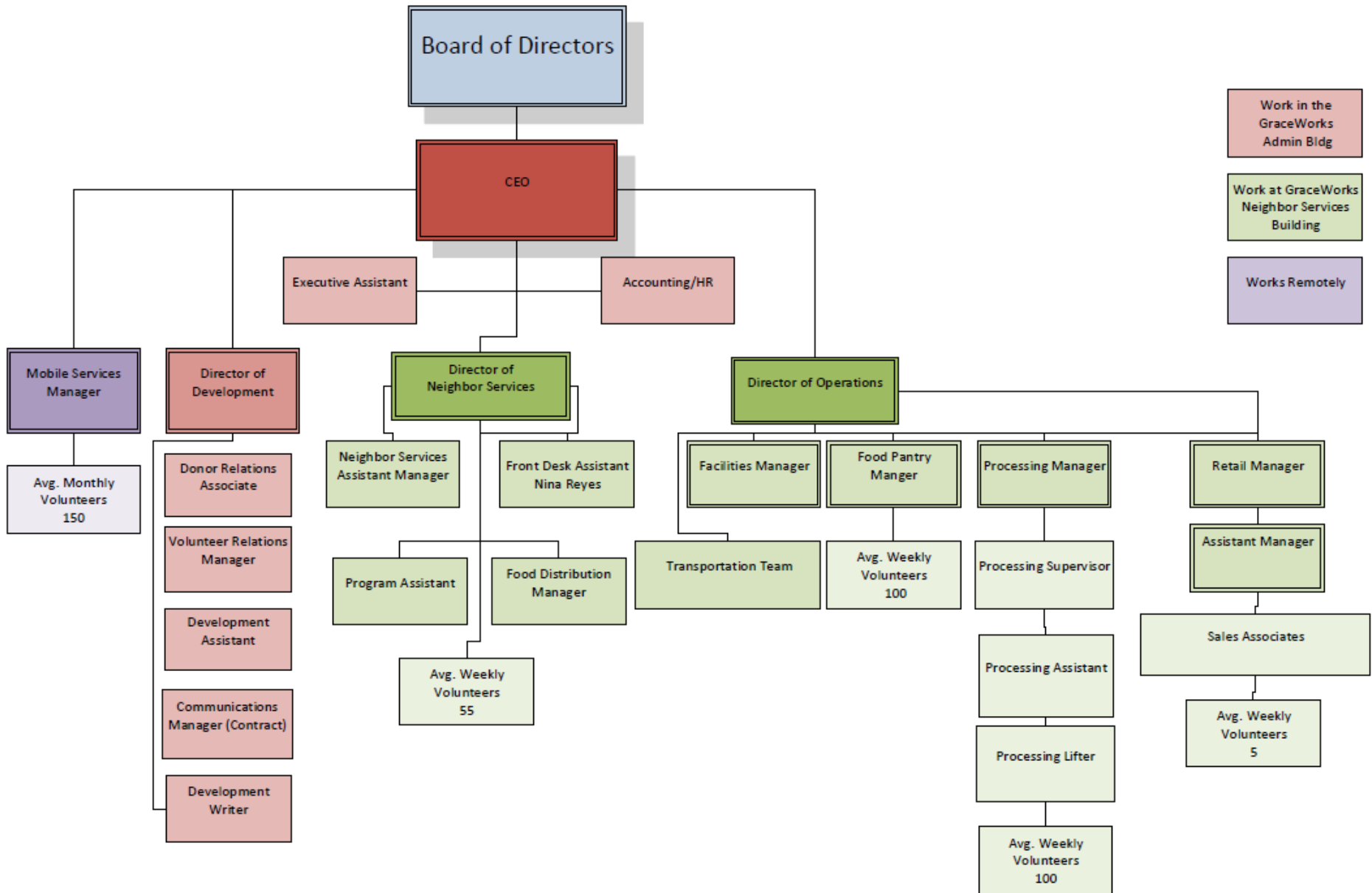
### Age Limits

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.

### Volunteer Manager Contact Information

All volunteers are scheduled with the Volunteer Recruitment Manager, Erin Saurers. You can email her at [esaurers@graceworkstn.or](mailto:esaurers@graceworkstn.or) or (615) 503-0055

# GRACEWORKS ORGANIZATIONAL CHART



Work in the GraceWorks Admin Bldg

Work at GraceWorks Neighbor Services Building

Works Remotely

# HOW TO GET STARTED AS A REGULAR VOLUNTEER

## Regular Volunteers

Regular volunteers are individuals that come in once a week and work the same position. These jobs are detailed in the next section of job descriptions.

1. Fill out an application on page 37 and submit to Erin Saurers at [esaurers@graceworkstn.org](mailto:esaurers@graceworkstn.org) .
2. Schedule a tour with Erin Saurers to show you how GraceWorks operates and introduce you to all the different volunteer jobs that we have. You can call her at 615-503-0055 or email her at [Esaurers@graceworkstn.org](mailto:Esaurers@graceworkstn.org) .
3. Once your application is approved and you have taken a tour, we will be in contact to see where you would like to volunteer and how much time you would like to commit to a week.
4. Once a start date is established, Erin will send you a link for you to create your Volunteer Profile and sign an electronic waiver.
5. Please review all paperwork (pages 37 – 43 in this manual).
6. On your first day, Erin will help check you into our volunteer system and introduce you to the Manager that you will be working alongside.

## 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 and out in the Volunteer Center. This is how we record hours. On your first day, you will receive a name tag on a lanyard.
- **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 doors and into the Volunteer Center. Parking is allowed at the GraceWorks Administration office 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 AND TAKE VACATION/LEAVE:** We understand that things happen in life that is out of our control. If you will be late, need to cancel, or take a few weeks/months of leave please contact Erin Saurers.

## **VOLUNTEER JOB DESCRIPTIONS AND SUPERVISORS**

Please review the following job descriptions and mark which jobs you are interested in on your application. Jobs include:

### **Pantry**

1. Food Pantry Greeter
2. Cart Shopper
3. Shelf Stocker
4. Food Intake
5. Food Rescue Drivers

### **Thrift Store**

1. Store Support

### **Thrift Store Processing**

1. Back Door Processing
2. Tagging Processing
3. Housewares Processing
4. Antiques Processing
5. Art Processing
6. Books Processing
7. Electronics Processing
8. Jewelry Processing
9. Linens Processing
10. Shoe Processing

### **Boutique**

1. Boutique Clothing Processing Volunteer
2. Boutique Attendant Volunteer



3. Boutique Home Goods Volunteer

4. Boutique Lamp Volunteer

### **Neighbor Services**

1. GraceWorker

A GraceWorker is someone who interviews our neighbors and connects them with the resources GraceWorks offers. These volunteers go through a separate application, interview, and training process that is not described in this manual. If you are interested in becoming a GraceWorker, please reach out to Erin Saurers at [esaurers@graceworkstn.org](mailto:esaurers@graceworkstn.org) or 615-503-0055.

## Volunteer Job Description: Food Pantry Greeter

**JOB TITLE: Food Pantry Greeter**

**DEPARTMENT: Neighbor Services**

**SUPERVISOR: Food Pantry Distribution Manager**

**DATE PREPARED: 1/15/2019**

**DATE REVISED: 09/02/2020**

**Food Pantry Greeter** - Oversee communication and checking in of Neighbors upon their arrival to the GraceWorks facility

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Answering the Food Pantry phone and speaking with Neighbors once they arrive or when Neighbor is informing GraceWorks they are running late or canceling their appointment.
- Through online database, verifying Neighbors are adhering to food distribution guidelines.
- Communicating with the rest of the Food Pantry volunteers once Neighbors arrive to action the food carts to be assembled and delivered to Neighbors' car.
- Manage the gathering of Household Information Form from New Neighbors

### **QUALIFICATIONS**

To perform this job successfully, you must be able to communicate effectively with a diverse range of individuals, exhibit compassion to all neighbors, exhibit problem-solving skills, make good judgement, and work effectively with others.

## Volunteer Job Description: Cart Shopper

**JOB TITLE: Food Pantry Cart Shopper**

**DEPARTMENT: Neighbor Services**

**SUPERVISOR: Food Pantry Distribution Manager**

**DATE PREPARED: 09/02/2020**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

Assemble food carts when Neighbors arrive at GraceWorks facility. Tasks performed in this role will look like:

- Filling of carts with food items based on size of family.
- Placing USDA items in carts based on qualification.
- Delivering food items to Neighbors' car and confirming their identity.
- Retrieving of New Neighbors' Household Information Form.
- During slower times of service, aiding in the organizing and stocking of Food Pantry.

### **Qualifications:**

To perform this job successfully, you must be able to communicate effectively with a diverse range of individuals, exhibit compassion to all neighbors, exhibit problem-solving skills, be able to physically lift at least 50lbs or more (for lifting positions), make good judgement, and work effectively with others. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Volunteer Job Description: Shelf Stocker

**JOB TITLE:** Food Pantry Shelf Stocker  
**DEPARTMENT:** Neighbor Services  
**SUPERVISOR:** Food Pantry Distribution Manager  
**DATE PREPARED:** 09/02/2020  
**DATE REVISED:**

**Food Pantry Shelf Stocker** - Organize and stock Food Pantry shelves, coolers, and freezers.

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Assessing the quantity of food on shelves, coolers, and freezers.
- Work with Donations & Warehouse volunteers in evaluating the food supply in warehouse to replenish quantity in Food Pantry.
- Prioritizing and moving food from warehouse to food pantry for restocking.
- Communicating with other volunteers about supply levels.

### **Qualifications:**

To perform this job successfully, you must be able to communicate effectively with a diverse range of individuals, exhibit compassion to all neighbors, exhibit problem-solving skills, be able to physically lift at least 50lbs or more (for lifting positions), make good judgement, and work effectively with others. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Volunteer Job Description: Food Intake

**JOB TITLE: Food Intake**

**DEPARTMENT: Operations**

**SUPERVISOR: Food Acquisition Manager**

**DATE PREPARED: 1/15/2019**

**DATE REVISED: 09/02/2020**

**Weekly or Semi-Regular Stockroom Volunteers** - Receive and process Food Pantry donations, while helping Food Acquisitions Manager organize warehouse.

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Unloading of food donations from donors' vehicles.
- Properly processing all food donations.
- Assisting the Food Acquisitions Manager in the receiving of new shipments and the organization of the warehouse.
- Work with Shelf Stocker volunteers in communicating the food supply in warehouse.

### **Priorities**

- Weigh and log new donations.
- Put fresh produce and dairy in the refrigerator, bread in the freezer.
- Restock shelves.
- Restock USDA items.
- Restock Transient boxes - make sure they have toiletries.
- Box up Fuel Bag items.
- Place full boxes according to protocol.
- Sort items already barcoded.
- Strike out the barcode and mark the code date of new items.
- Sweep floors, clean out refrigerators, empty recycling cans to the area by the back dock door, clean shelves and desks, empty full trash cans.

To perform this job successfully, you must be able to communicate effectively with a diverse range of individuals, exhibit compassion to all neighbors, exhibit problem-solving skills, be able to physically lift at least 50lbs or more (for lifting positions), make good judgement, and work effectively with others. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Volunteer Job Description: Food Rescue Driver

**JOB TITLE: Food Rescue Driver**  
**DEPARTMENT: Operations**  
**SUPERVISOR: Food Acquisition Manager**  
**DATE PREPARED: 3/13/2019**  
**DATE REVISED: 09/02/2020**

**Food Rescue Drivers** – The Food Rescue Drivers go to assigned local grocery stores and pick up food donated by the store and delivers it to GraceWorks.

Several grocery stores donate their unsold perishables to GraceWorks through their Food Rescue Programs. The Food Rescue Driver uses their own vehicle to pick up the food during the agreed window of time and deliver it to GraceWorks.

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Load the food into their vehicle. The store usually does not have anyone to help.
- Deliver the food to the GraceWorks Food Pantry. Carts are available to carry the food into the pantry
- Weigh the food and enter the net weight (less the weight of the cart) into the Donation Log Book by date and store.
- Alert a food pantry volunteer that you delivered the food.
- Saturday donations of refrigerated items are put in the coolers.

To perform this job successfully, you must be able to communicate effectively with a diverse range of individuals, exhibit compassion to all neighbors, exhibit problem-solving skills, be able to physically lift at least 50lbs, make good judgement, have a clean driving record and work effectively with others. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Volunteer Job Description: Store Support

**JOB TITLE: Store Support Volunteer**

**DEPARTMENT: Retail**

**DATE PREPARED: 3.21.19**

**DATE REVISED: N/A**

The Store Support Volunteer supports GraceWorks staff in both the clothing and furniture areas of the Thrift Store Mondays-Saturdays, 9-4. Ideally, this volunteer would work a regular, weekly schedule in order to build an understanding of the duties and procedures and be of consistent help to the staff team.

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

Work with staff in the clothing and furniture areas of the Thrift Store to greet customers and offer assistance.

### **THRIFT STORE:**

- Straighten the dressing rooms to provide a clean appearance, removing any clothing or hangers left in them.
- Rehang clothing from the return rack by the dressing rooms.
- Hang new clothing that is tagged and ready in all areas of the store as necessary, and help keep racks organized by size, like colors together and tags facing out.
- Put out any shoes that are tagged and ready and straighten the section.
- Help the cashier remove hangers and sort into the appropriate box, and also bag purchases when needed.
- Sweep or dust as needed within the store.
- Assist customers when looking at jewelry in the cases.
- Pull out of date items from floor for America's Thrift Store as necessary.

### **FURNITURE ROOM:**

- Straighten shelves and displays to provide a neat, organized appearance throughout the store.
- Help with rearranging furniture as needed to make room for new items coming in and to keep a neat organized appearance.
- Put out newly tagged items in appropriate areas as necessary.
- Sweep or dust as needed throughout the store.
- Pull out of date items for America's Thrift Store as necessary.
- Help cashier with totaling and wrapping purchases at register as needed.

**ADDITIONAL DUTIES AND RESPONSIBILITIES** include the following:

- Clear understanding of GraceWorks organization and how we help, and ability to describe to shoppers and potential donors how donations might be used.
- Clear understanding of what types and conditions of items that need to be kept or shared with other agencies.
- Willing to adhere to GraceWorks' high standards of what is acceptable to keep.
- Pride in what we make available for our neighbors and shoppers.
- Aware of current daily sale and weekly discounts.

## Volunteer Job Description: Back Door Processing

**JOB TITLE: Back Door Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Greet donors
- Help carry in donations
- Thank donors and offer receipts
- Decide what to keep/pass to another organization/trash
- Sort into price bins or appropriate receptacle
- Carry pass through donations to designated place
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Lift 30 lbs.
- Stand for long periods of time
- Carry donations from donor's vehicles
- Lift bags and boxes into dumpster
- Brand recognition of clothing and household items
- Problem solving skills
- Communication skills
- Compassion and Patience
- Pleasant personality
- Work effectively with others



## Volunteer Job Description: Tagging Processing

**JOB TITLE: Tagging Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Pull in sorted cart from warehouse to processing area
- Tag clothing with appropriate date/price/size
- Hang tagged clothing by size on rolling racks
- Fill floor racks with tagged clothing
- Pull old inventory from the floor racks
- Keep station stocked with supplies and hangers
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Use tagging gun
- Write on tags
- Problem solving skills
- Work effectively with others

## Volunteer Job Description: Housewares Processing

**JOB TITLE: Housewares Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Pull in cart from warehouse to tagging station
- Clean items if needed
- Fill shelves with items by price
- Tag items
- Research value if needed
- Stock floor with priced items
- Pull old inventory from the floor
- Keep station stocked with supplies
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Lift 20 lbs.
- Stand for long periods of time
- Use tagging gun
- Problem solving skills
- Communication skills
- Brand awareness of housewares

## Volunteer Job Description: Antiques Processing

**JOB TITLE: Boutique Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Pull in cart from warehouse to tagging station
- Clean items if needed
- Fill shelves/racks with items by price
- Tag items
- Research value of items
- Stock floor with priced items
- Pull old inventory from the floor
- Keep station stocked with supplies
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Lift 20 lbs. for housewares area
- Use internet to research items
- Use tagging gun
- Problem solving skills
- Communication skills
- Brand awareness/value of items

## Volunteer Job Description: Art Processing

**JOB TITLE:** Art Processing Volunteer  
**DEPARTMENT:** Processing  
**SUPERVISOR:** Processing Manager  
**DATE PREPARED:** 03/20/2019  
**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Decide what to keep/discard
- Price art
- Research value if needed
- Fill floor with priced art as space allows
- Pull old inventory from the floor
- Keep work station stocked with supplies
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Lift 10 lbs.
- Be able to lift over your head
- Use tagging gun
- Problem solving skills

## Volunteer Job Description: Books Processing

**JOB TITLE: Books Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2019**

**DATE REVISED: 03/06/2020**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Choose which books to keep and which to discard
- Sort into bins by genre
- Pack up books for America's Thrift Store
- Keep shelves in store filled
- Pull old inventory off shelves and pack for America's Thrift Store
- Keep book cart at back door emptied
- Keep workstation stocked with supplies
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to lift 30 lbs. and exhibit problem solving skills.

## Volunteer Job Description: Electronics Processing

**JOB TITLE: Electronics Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Pull cart from back door
- Test electronics
- Decide what to keep/discard
- Put tested stickers on working items
- Take tested items to housewares for pricing
- Keep station stocked with supplies
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to lift 30 lbs. and exhibit problem solving skills.

## Volunteer Job Description: Jewelry Processing

**JOB TITLE: Jewelry Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2020**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Retrieve unpriced jewelry from back door
- Clean items as needed
- Research prices of fine jewelry items with current retail partners as needed
- Tag & price items
- Display items on floor for sale in Jewelry & Boutique areas
- Pull old inventory from floor and put in America's Thrift Stores
- Assist with any special jewelry sales

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Use internet to research items
- Write on tags
- Dexterity with small items
- Problem solving skills
- Brand awareness/value of items
- Extreme trustworthiness
- Have reliable transportation
- Awareness of design and display techniques
- Willingness to submit to a Background Check

## Volunteer Job Description: Linens Processing

**JOB TITLE:** Linens Processing Volunteer

**DEPARTMENT:** Processing

**SUPERVISOR:** Processing Manager

**DATE PREPARED:** 03/20/2019

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Retrieve carts from warehouse
- Fold/ measure
- Research prices if needed
- Tag items
- Place items on floor for sale
- Pull old inventory from floor
- Keep workstation stocked with supplies
- Leave workspace clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Fold neatly
- Price linens appropriately
- Strategically place on floor for optimal sale
- Problem solve when necessary
- Exhibit brand awareness/value of items



## Volunteer Job Description: Shoe Processing

**JOB TITLE: Shoe Processing Volunteer**

**DEPARTMENT: Processing**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 03/20/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

- Choose which shoes to keep or discard
- Sort into bins by price point
- Price and size shoes
- Keep shelves in store filled
- Pull old inventory off shelves and bag up for donation
- Keep shoe bins at back door emptied
- Keep work station stocked with supplies
- Leave work space clean

### **Supervisory Responsibilities**

None

### **Qualifications**

To perform this job successfully, you must be able to:

- Lift 20 lbs.
- Use tagging gun
- Apply size stickers

## Volunteer Job Description: Boutique Clothing Processor

**JOB TITLE:** Boutique Clothing Processor

**DEPARTMENT:** Operations

**SUPERVISOR:** Processing Manager

**DATE PREPARED:** 05/09/2019

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

The purpose of this job is to make donated clothing, shoes, purses, hats and accessories available for sale by attaching price tags to clothing to be sold in the Boutique.

- Transporting full racks of clothing to the Boutique for display.
- Tag, fold and store out-of-season in bins.
- The processing area is open from 9-4 and you can choose the hours you are available to work.

### **Supervisory Responsibilities**

None

### **Qualifications**

Full bins of clothing and related items can be heavy. Hand carts are available to take them to storage, or assistance is available upon request.

## Volunteer Job Description: Boutique Attendant

**JOB TITLE: Boutique Attendant**

**DEPARTMENT: Operations**

**SUPERVISOR: Retail Manager**

**DATE PREPARED: 05/09/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

Boutique Attendants work in the front section of the store known as the “Boutique.” Their job is to serve Graceworks’ shoppers by assisting them with clothing, decorative items and jewelry. Boutique Attendants do not handle the actual sales transactions. The store cashier does. This position exists to serve our shoppers in a friendly, welcoming atmosphere and offering them personal service!

- Hang clothing items in proper locations by color and size when brought from the processing room and return racks to the processing room.
- Greet all shoppers with a friendly and welcoming attitude.
- Sort and organize shopping bags.
- Tag clothing or housewares when needed.
- Dust shelves and straighten merchandise.
- Wrap fragile purchases and put them in a shopping bag. Write TAXABLE purchases on a slip that the attendant takes to check-out. We do this so that the shopper doesn’t have to carry their own items to the cashier and so the cashier can identify what the wrapped items.
- The Boutique is open the same hours as the store, therefore an attendant should be present from 9-4, Monday –Saturday. Most volunteers work either mornings or afternoons, but we will accommodate your schedule as needed.

### **Supervisory Responsibilities**

None

### **Qualifications**

Volunteers are not asked to lift anything heavier than clothing or small household items.

## Volunteer Job Description: Boutique Home Goods Processor

**JOB TITLE: Boutique Home Goods Processor**

**DEPARTMENT: Operations**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 05/09/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

The purpose of this job is to price upscale Home-Goods for the Boutique Area.

- This job entails retrieval of housewares from the receiving area (aka the back door). These items are examined for quality and salability and are placed in pricing shelves where they may be touched up if slightly damaged, cleaned and tagged. The ability to research prices on the internet or otherwise is not a requirement for this job, but it would certainly help.
- Boutique Home-Goods Volunteer may also display items on the Boutique floor as asked by the Manager.
- Storage of out-of-season housewares, Christmas, Easter, etc. requires wrapping and packing in tubs.
- Some knowledge of brand-name merchandise is desirable, but not required.
- The processing area is open from 9-4 and you can choose the hours you are available to work. Some volunteers work half days, once a week, while others work 5-6 hours once a week and may come in at others times when needed.

### **Supervisory Responsibilities**

None

### **Qualifications**

The job can be somewhat physically demanding, but there is assistance for heavy lifting.

## Volunteer Job Description: Boutique Lamp Processor

**JOB TITLE: Boutique Lamp Processor**

**DEPARTMENT: Operations**

**SUPERVISOR: Processing Manager**

**DATE PREPARED: 05/09/2019**

**DATE REVISED:**

**PRIMARY DUTIES AND RESPONSIBILITIES** include the following:

This volunteer determines which lamps are on trend and which are desirable for sale in the Boutique.

- A working knowledge of how lamps are assembled, and an ability to match shades to bases is required.
- Clean, touch up, add light bulb, attach shade when needed, then price and tag the lamps for sale. Transport lamps to the sales floor, place them in attractive locations and plug them into power strips provided

### **Supervisory Responsibilities**

None

### **Qualifications**

Some standing and light lifting is required.

## COMMUNICATING ISSUES AND SUGGESTIONS WITH STAFF

We hope that volunteering at GraceWorks Ministries will be a positive experience for all of our volunteers. We are aware that sometimes things can go wrong. This procedure will maintain consistency in our response to problems and resolving them and will set out what should happen if a problem arises or if you have a complaint. All complaints will be treated confidentially and will only be discussed among those who are directly involved in trying to resolve the issue.

What to do if you need to make a complaint/raise a concern.

Whether concerning a member of staff or another volunteer, your complaint should be discussed first with your supervisor. Many issues can be resolved this way. If the complaint concerns your supervisor, please contact the Volunteer Recruitment Manager.

### Written Complaint

If you are not satisfied with the outcome from your discussion with your supervisor, then you should make a written complaint using the Volunteer Complaint Form. Please file your written complaint within 10 days following the discussion you had with your supervisor to the Volunteer Recruitment Manager.

Erin Saurers

Office Located in the Volunteer Center

esaurers@graceworkstn.org

615-503-0055

The Volunteer Recruitment Manager will arrange a meeting to discuss the complaint and attempt to develop a resolution. As appropriate, other individuals directly involved in the situation may be included in this meeting if necessary.

# VOLUNTEER COMPLAINT FORM

<b>Name of Volunteer(Please Print):</b>	<b>Area that you volunteer:</b>
<b>GraceWorks Ministries Supervisor:</b>	<b>Have you made the supervisor aware of the problem?</b>  <b>Yes or No</b>
If this is an incident, please give the date and time:	Place that the incident happen:
Detailed description of complaint including names of other persons involved, if any:	
Signature: _____  Date: _____	

Please return to Erin Saurers, Volunteer Recruitment Manager at [esaurers@graceworkstn.org](mailto:esaurers@graceworkstn.org) or schedule a time to drop it off to her office in the Volunteer Center by calling 615-503-0055

# INSIDERS FUND

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

As a prized volunteer, you will be welcomed into a club we call GraceWorks Insiders. You will know our ministry and the needs of our neighbors more than anyone. 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**

- The volunteer check-in and check-out table will have a donation area with an online option to give and envelopes specially marked Insiders Fund that you can take home and mail back in.

If you are interested learning more, please contact Alicia Bell at 615-503-0044, email [abell@graceworkstn.org](mailto: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!



# DOCUMENTS TO BE SIGNED AND RETURNED FOR REGULAR VOLUNTEERS

Please read, sign and return all the following documents before your first day!

- Volunteer Application
- Waiver
- Code of Ethics
- Confidentiality
- Shopping Policy
- COVID-19 Policy
- Acknowledgement of Receipt of the Handbook

Return all signed forms to:

Erin Saurers  
Volunteer Recruitment Manager  
GraceWorks Ministries  
esaurers@graceworkstn.org  
615-503-0055

# GraceWorks Volunteer Application

## APPLICANT INFORMATION

Name (Last)	(First)	(Middle)	Date
Address	City	State	ZIP Code
Telephone	Alternate Telephone	Best Contact Time	E-Mail Address
What Hours are you available to volunteer (please circle):			
		9-12:30	12:30-4:00
What day of the week are you available to volunteer (not Sunday because we are closed):			
In Case of Emergency Notify : Name:		Where do you attend Church? Name:	
Telephone:		Pastor:	

## VOLUNTEER EXPERIENCE

Where have you volunteered before?	Are you currently employed? Yes or No		
Job Position	Supervisor	Start Date	End Date
Job Position	Supervisor	Start Date	End Date
Special Interests and Hobbies			
Please circle any areas that interest you:			
Tag and sort clothes	Process new food donations	GraceWorker	
Sort new donations	Restock pantry shelves	Sort and organize books	
Price and organize merchandise for the store	Organize food stored in the warehouse		
Sort, fold and price linens	Sort food by type and expiration date	Store Support	

Please be aware that there will be periodic volunteer training sessions outside of your regular volunteer time. We will give advance notice about these times.

## **APPLICANT STATEMENT**

**(Read and Sign Below)**

I certify that this volunteer application was completed by me and that all of the information on this application is true and correct to the best of my knowledge. I understand that any falsification, misrepresentation, or omission of facts called for herein will result in my disqualification from further consideration as a volunteer. I understand that this volunteer application is not valid without my signature.

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# Code of Ethics

As a GraceWorks Ministries' volunteer or elected officer, I understand that GraceWorks Ministries promotes a working environment that honors God. I support GraceWorks' goal to value respect, fairness, integrity, and dignity. In effort to uphold this expectation, I support and will follow the Code of Ethics as follows:

1. I will act with honesty, integrity and openness in all my dealings as a representative of the organization.
2. I will be respectful of other individuals within GraceWorks Ministries, including neighbors, other volunteers and employees.
3. While representing GraceWorks Ministries onsite and at all GraceWorks Ministries events, I will be professional and courteous, even to those that might not share my personal view. I will not use language that can be offensive to others.
4. I will be loyal to GraceWorks Ministries and seek to abide faithfully by GraceWorks Ministries policies and procedures.
5. I will regularly attend and actively participate in any meeting or training that is required of volunteers.
6. I will strive to avoid either by action or communication anything that will discredit, slander, or degrade GraceWorks Ministries.
7. I will be respectful of any GraceWorks Ministries business that is confidential. I will not release any information to the media or the public.

## Dismissal of a Volunteer

Volunteers who fail to uphold the listed commitments above, do not adhere to the rules and procedures of the agency, or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by agency policies and procedures, and failure to satisfactorily perform assigned duties.

I have read the Code of Ethics and will follow them to the best of my ability.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Confidentiality

I, \_\_\_\_\_, understand the men, women and children we serve through any of the Graceworks Ministries programs are allowed to maintain their privacy and dignity. For their protection, it is critical their identities and any information communicated about them remain confidential. I will not reveal any information before first discussing the concern with a GraceWorks Ministries staff member who is my direct supervisor.

Failure to adhere to this policy will result in immediate dismissal.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Policy/Procedure: Purchasing of Thrift Store and Furniture item by Staff and Volunteers

Date: July 2017

### PURPOSE:

Heart of the Policy:

We are grateful for the commitment of our staff and volunteers to the mission of GraceWorks. As our Thrift Store continues to grow in volume and in popularity, it is important that we conduct business in ways that puts GraceWorks' reputation and our handling of donated items beyond reproach. The income generated by the Thrift Store plays a significant role in providing our budget with the necessary dollars to offer our neighbors tangible services. Our community donates their in-kind goods to us in the good faith that we will put them to use for the **strongest** benefit to the mission of GraceWorks. The Thrift Store is often the only contact, and hence the only impression that these in-kind donors have of GraceWorks. As with anything we do at GraceWorks, we do for God's glory and to benefit the neighbors we serve. The Thrift Store is no exception. Consequently, we are asking our staff and volunteers to abide by the following policies:

### PROCEDURE:

- Staff and volunteers are welcome to choose any items in both the furniture and clothing stores during their breaks and lunch hours or other times they are not working.
- All items must actually be out on the store(s) floor prior to being purchased.
- Staff and volunteers may not choose for their own personal purchases any unpriced items in the processing area, nor may they select unpriced items in bins or piles waiting to be processed.
- Staff and volunteers may not stock pile or stow away items in offices or other areas for purchase at a later time.
- Items requested to be put on hold must be purchased within 24 hours of the request or they will go back on the floor to be sold.
- Pricing must follow the posted standards and may not be requested or suggested. Supervisors should be consulted when there is uncertainty of the amount an item should be priced.
- Staff and volunteers may receive the standard discounts allowed, (*currently increasing to 30%*) but may not receive both the staff discounts and discounts of special sales that are going on at the time of purchase.
- Staff and volunteers may purchase items at the 2<sup>nd</sup> Saturday prices, the Friday before 2<sup>nd</sup> Saturday.
- With all transactions there should be an understanding that customers and neighbors are served first in the Thrift Store.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Waiver of Liability Relating to Coronavirus/COVID-19

During this unprecedented time, we are taking extreme safety precautions for any onsite and offsite volunteer opportunities.

GraceWorks Ministries cannot prevent you [or your child(ren)] from becoming exposed to, contracting, or spreading COVID-19 while volunteering at GraceWorks Ministries.

Therefore, if you choose to volunteer at GraceWorks Ministries you may be exposing yourself to and/or increasing your risk of contracting or spreading COVID-19.

### **WAIVER OF LAWSUIT/LIABILITY:**

I hereby release GraceWorks Ministries and its staff, representatives, board members and volunteers from any connection with exposure, infection, and/or spread of COVID-19 related to volunteering at or for GraceWorks Ministries.

I have carefully read and fully understand all provisions of this release, and freely and knowingly assume the risk and waive my rights concerning liability as described above.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name(printed): \_\_\_\_\_

I am the parent or legal guardian of the minor named above. I have the legal right to consent to and, by signing below, I hereby do consent to the terms and conditions of this Release.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name(printed): \_\_\_\_\_



# Volunteer Agreement Signature Form

To be read, signed, and returned to the Volunteer Relations Manager before beginning any volunteer activities.

I, \_\_\_\_\_,  
have received a copy of the GraceWorks Ministries Volunteer Handbook and agree to follow the policies and procedures as listed in the handbook.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date