



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

*Share God's grace through food, shelter, and support.*

Updated February 2026

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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 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
- 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 'E. Saurers', with a decorative flourish at the end.

Erin Saurers  
Volunteer Recruitment Sr. Manager

# WHAT IS GRACWORKS?

Our mission is to share God's grace through food, shelter, and support.

Our Values – In our effort to reflect Christ, we will:

- **Show Dignity**
- **Practice Excellence**
- **Bring Peace**
- **Speak Truth**
- **Celebrate Collaboration**

## Statement of Faith

The Apostles' Creed

*(Ecumenical Version)*

I believe in God, the Father Almighty, creator of heaven and earth.

I believe in Jesus Christ, his only Son, our Lord, who was conceived by the Holy Spirit, born of the Virgin Mary, suffered under Pontius Pilate, was crucified, died, and was buried; he descended to the dead. On the third day he rose again; he ascended into heaven, is seated at the right hand of the Father, and will come again to judge the living and the dead.

I believe in the Holy Spirit, the holy (universal) church, the communion of saints, the forgiveness of sins, the resurrection of the body, and the life everlasting. Amen.

## 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. Additionally, we have established a referral network with more than 50 partner agencies.

In the 2024 - 2025 Fiscal Year, GraceWorks assisted the following:

- 1,124 people impacted by rent or mortgage assistance.
- 987 utility bills were paid this year, bringing relief and stability.
- We served 11,131 carts of food.
- 11,892 people were impacted by our Food Program (including Mobile Food Pantry and Christmas baskets)
- 1,153 children impacted with the gift of Christmas at the Manger.

## 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 3 shifts to choose from: 9:00-12:30, 12:30-4:00 or 3-6.

### 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

# 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. 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).
2. Once a start date is established, Erin will send you a link for you to create your Volunteer Profile and sign an electronic waiver.
3. Please review all paperwork.
4. 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.

# LIST OF VOLUNTEER JOBS

Please review the following volunteer jobs:

## **Pantry**

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

## **Thrift Store**

1. Store Merchandise Support

## **Thrift Store Processing**

1. Donation Intake
2. Tagging 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.

# 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 John Thompson at 615-933-0401, email [Jthompson@graceworkstn.org](mailto:Jthompson@graceworkstn.org) , or come visit him 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!

- Waiver
- Code of Ethics
- Confidentiality
- Shopping Policy
- Acknowledgement of Receipt of the Handbook

Return all signed forms to:

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



# 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' values which are: show dignity, practice excellence, bring peace, speak truth and celebrate collaboration. 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.
- 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.
- Staff and volunteers may receive the standard discounts allowed, (*currently 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: \_\_\_\_\_

# Volunteer Agreement Signature Form

To be read, signed, and returned to the Volunteer Recruitment 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 listed in the handbook.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date