



# **Volunteer Policies and Procedures Manual for Groups**

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

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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 200 volunteers each week to accomplish our mission, and we are glad that you are part of the team.

Not only did volunteers serve over 88,000 hours valued at \$1.96 million dollars in 2017-2018, 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 "Erin Saurers", with a decorative flourish at the end.

Erin Saurers  
Volunteer Relations 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. In 2017 - 2018, GraceWorks assisted approximately 9,780 people, and each person received an average of 6 resources throughout the year. We operate two locations in Franklin and Fairview, 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 2017 – 2018 Fiscal Year, GraceWorks assisted the following:

- 9,772 Williamson county neighbors were offered food, shelter, home goods, and the hope of Christ.
- Each neighbor received an average of 6 resources throughout the year.
- Helped 4,182 neighbors find shelter or avoid homelessness with rent and utility assistance.
- Helped 8,665 neighbors who did not know where their next meal is coming from receive food. This is 49% of the total food-insecure population in Williamson county.
- Distributed 24,241 students Fuel Bags to children at risk of hunger over the weekend.
- Distributed 2,400 backpacks full of school supplies to children.
- Served 4,021 neighbors 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!

### Locations 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: 9:00-12:00 or 1:00-4:00.

### Groups and Age Limits

GraceWorks Ministries can accommodate groups of 20 or less. GraceWorks West can accommodate groups of 10 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. All volunteers are scheduled with the Volunteer Relations Manager which you can contact by emailing at [esaurers@graceworksministries.net](mailto:esaurers@graceworksministries.net) or calling at (615) 794-9055 ext 121

## BEFORE YOU ARRIVE

- **FORMS:** Please complete and sign the waiver included in this handbook. Volunteers under 18 must have a parent's signature.
- **SIGN – IN:** Please remember to sign in and out at the volunteer sign in table. This is how we keep record hours. On your first day, you will receive a name tag on a lanyard and your 4 digit number code to clock you in and out of our volunteer time station.
- **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:**
  - In Franklin, enter the building through the back donations door. Parking is allowed at the Public Works facility 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 employees and 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@graceworksministries.net](mailto:esaurers@graceworksministries.net) or 615-794-9055 ext. 121
- 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**

- 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 615-794-9055, ext. 144, email [abell@graceworksministries.net](mailto:abell@graceworksministries.net), 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!

## VOLUNTEER WAIVER

Please read, sign and return all the following documents before your first day!  
This will also be available digitally when you check in.

Waiver

Return all signed forms to:

Erin Saurers  
Volunteer Relations Manager  
GraceWorks Ministries  
[esaurers@graceworksministries.net](mailto:esaurers@graceworksministries.net)  
615-794-9055 ext. 121

