



VOLUNTEER GUIDE

Volunteer Types, Departments, Sign Up, and FAQ

Volunteer Types:

Volunteer Types guide the application process, providing you with all of the relevant paperwork and applications.

Choose from 4 volunteer types:

General Volunteer

- Gives you access to all volunteer opportunities, excluding those that involved working with clients directly.
- Requirements:
 - o Must be at least 18 years of age

Youth Volunteer (Minor):

- For volunteers under the age of 18. Access to all volunteer opportunities, excluding those that involved working with clients directly.
- Requirements:
 - o Parent permission

Individuals working with Clients:

- This volunteer type gives you access to all volunteer opportunities, including those that involved working with clients directly. Not for volunteers interested in volunteering at the Clinic.
- Requirements:
 - o Must be at least 18 years of age. Includes Background check

Clinic:

- For volunteers interested in volunteering in the Community Clinic and have specialized training/license, or are at least 18 years of age. This volunteer type gives you access to all volunteer opportunities, including those that involved working with clients directly.
 - Requirements:
 - o Must be at least 18 years of age. Includes Background check and Clinic Application
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Departments:

Our volunteer opportunities are now categorized by departments:

Year-Round	These sites have the most consistent scheduling, with volunteer opportunities available year-round
Seasonal Programs	GRACE Seasonal Programs address various needs for children and families
Special Events	Each year, GRACE hosts three major fundraising events, which provide a large portion of funding towards annual budget and programs
Clients	Volunteering at or with these sites and programs involves working with our clients
Transitional Housing	Transitional Housing is a two-year emergency housing program that allows homeless families to enjoy clean, stable housing while they work towards independence

More information on these in our Orientation Video!

How to Sign Up:

1. On the sites home page, click "Opportunities" located in the top navigation bar
 - a. Click the GRACE logo in the top left corner to navigate back to the home page
2. Once you have located an opportunity, click the red "I Want To Help!" banner:

I Want to Help!

3. From there, it will show you a calendar overview. Select the date then the shift (if applicable)
 - a. Depending on the opportunity, you will have the opportunity to sign up for multiple shifts if you'd like!
4. When you've selected your shifts, scroll to the bottom of the page and click the red "Submit & Sign-Up" button:

Submit & Sign-Up



FAQ

- **I've already submitted an application and received the Orientation packet. Do I still need to create an account?**

Yes! All volunteers— current and incoming— will need to create an account and re-submit their volunteer application. But don't panic! The application process is quick and easy.

- **I selected the Client volunteer type, but I'm not seeing opportunities where I can work with clients. How do I find those?**

Many of the opportunities that involve working with clients directly are posted on an as-needed basis, OR are coordinated with the programs lead coordinator directly.

When these opportunities are made available, they will be posted to the site!

- **I've already submitted a background check and have been approved—do I need to submit another?**

If you've submitted and had a background check approved between October 2023-September 2024 you will not need to re-submit your background check. The Volunteer Manager will go in and approve it manually.

- **What Volunteer Type am I?**

- If you like volunteering at our resale stores or Food Pantry then the 'General Volunteer' Type is perfect! (For volunteers 18 years or older)
- If you are interested in opportunities that involve working with clients directly— Like assisting with check out at the Food Pantry, or Shopping at the Christmas Cottage, then you'll want to select the 'Individuals working with Clients' type. (For volunteers 18 years or older, includes a background check)
- If you are interested in volunteering in the Community Clinic and have specialized training/license, or are at least 18 years of age, you'll select the 'Clinic' Volunteer type.
- *If you are under the age of 18, you will need parent permission to volunteer (volunteers under the age of 16 will need to volunteer with a parent or guardian!)* so you'll select the 'Youth Volunteer (Minor)' Volunteer type.



- **Can I change my volunteer type?**

Yes! To change your volunteer type:

1. While logged in, go to “My applications”
2. Click the “Update” button located to the right of “Volunteer Type”
3. Select the type you’d like to update to and submit and/or fill out the necessary documents.

For more info on navigating the website, check out Voly’s “Volunteer Guide” located at the bottom of the website!

Volunteer Guide

[CLICK HERE FOR VOLY CUSTOMER SERVICE](#)

Your feedback is incredibly valuable to us, especially as we transition over to this new system. If you have any questions, comments, or ideas, please don’t hesitate to reach out to Volunteer@GRACEGrapevine.org!