



# **Volunteer Information Manual**

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## Welcome Volunteer!

This manual is a tool for volunteers to better understand the volunteer processes Habitat for Humanity of Bay County. Volunteers are the heart and soul of our work! Thank you for considering sharing your time and talents with us! It's volunteers that allow us to accomplish our mission to provide families in need with simple, decent, affordable housing.

It is our hope that you will join us and that your efforts with Habitat will prove enjoyable and rewarding. We are a volunteer-driven organization that relies on donated time and services to help families realize the dream of homeownership. Volunteers greatly impact every facet of our operation, volunteering in a variety of roles, including

- Construction site volunteers and team leaders;
- Helping in the ReStores
- Assisting the office staff
- Assisting with special events
- Serving on committees or the Board of Directors
- Supporting fundraising efforts

This manual will provide information about policies and practices, as they pertain to volunteers and their management. You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions concerning our organization and your relationship to the organization.



In order to retain necessary flexibility in the administration of policies and procedures, Habitat reserves the right to amend without advanced notice any of the policies, practices and/or benefits described in this manual.

# Who is Habitat for Humanity?

## Habitat for Humanity International (HFHI)

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI's vision is a world where everyone has a decent place to live and its mission is to put God's love into action by bringing people together to build homes, communities and hope. HFHI seeks to eliminate poverty housing and to make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of partner families.

Founded in 1976 by Millard and Linda Fuller, it has built or repaired more than 2 million houses worldwide, providing help to more than 22 million people with safe, decent, affordable shelter. HFHI has headquarters in Americus and Atlanta, Georgia. The organization now has more than 1,500 local affiliates in the United States and operates in more than 70 countries globally.

## Habitat for Humanity of Bay County Florida (An Affiliate of HFHI)

Established in Bay County in 1990, Habitat for Humanity of Bay County Florida is a non-profit organization that builds simple, decent, affordable housing with the help of volunteer labor, donated funds, time and materials. Habitat is governed by a local board of directors—providing a hand up, not a hand-out. Each home is sold at no profit to local families who may otherwise live in substandard housing. These families contribute “sweat equity” by helping in the construction of their own homes and the homes of other partner families alongside Habitat staff and volunteers.

Living in a new home with an affordable 0% interest mortgage payment calculated at no more than 30% of gross monthly income allows our partner families the resources to properly provide for themselves. The change from renter to owner allows families the ability to truly plant their roots, grow from their stable and safe foundation, and give back to their community. Homeownership truly transforms their life!

Family selection committees choose homeowners based on their level of need, their willingness to become partners in the program, and their ability to take on a mortgage. To help ensure partner families' success, Habitat works very closely with homeowners and provide training in household budgeting, home ownership, and home maintenance.

As of September 2022, we have built 100 homes in Bay County, FL

Habitat's funding comes from homeowners' mortgage payments, Habitat's ReStore income, government housing assistance programs, and contributions of time, materials, and funding from our generous supporters.

## Locations and Hours

### Administrative Office:

2901 17<sup>th</sup> St. W.  
Panama City, FL 32402  
**Main Office:** (850) 784-9975

*Office hours:*  
Tuesday – Friday, 9 am – 4 pm (appointment suggested)

**Executive Director**  
Angela Klopf  
[ed@bayhabitat.org](mailto:ed@bayhabitat.org)

**Program Manager/Volunteer Coordinator**  
Vickie Johnson  
[volunteer@bayhabitat.org](mailto:volunteer@bayhabitat.org)

**Construction Site Lead**  
Morgan Taylor  
[Construction@bayhabitat.org](mailto:Construction@bayhabitat.org)

### ReStore Locations:

1515 East 11 <sup>th</sup> Street Panama City, FL 32401 <b>ReStore:</b> (850) 215-2289	1636 Beck Ave. Panama City, FL 32405
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*ReStore hours:*  
Tuesday – Saturday 9 am – 4:30 pm

**ReStore Manager**  
Shallon Wainman  
[Restore@bayhabitat.org](mailto:Restore@bayhabitat.org)

**Website:** [www.habitatbay.org](http://www.habitatbay.org)  
**Facebook:** [Habitat for Humanity of Bay County, FL Habitat](#)

# Volunteer Opportunities

## **Construction:**

Construction is the most popular Habitat volunteer activity. Volunteers assist with all stages of home construction and repairs. No construction experience or skills are required, and volunteers are supervised by Habitat's construction staff. These activities provide an opportunity for volunteers to learn new skills and help a family attain their dream of a new home.

When: Tuesday - Saturday; 8 am- 4 pm (subject to flexibility)

Location: Varies

- Volunteer groups larger than four require more advance notice. This allows us to get enough materials and tools on site to allow everyone an opportunity to participate.

## **ReStores:**

The Restore sells donated materials to help raise revenue to support Habitat's mission. Volunteers provide customer service, clean and repair donated goods, stock shelves, load, and unload donations from vehicles, and much more.

When: Tuesday – Saturday, 9 am – 4:30 pm

Locations: 1515 East 11<sup>th</sup> Street, Panama City OR 1636 Beck Ave, Panama City

- Volunteers are scheduled according to the volunteer's availability during store hours.

## **Office Support:**

Habitat functions with a small, dedicated staff. There are ongoing opportunities and needs for volunteers to provide administrative support to the staff. This can include things like mailings, answering the phone, typing up meeting minutes, website updates, and other activities.

- Volunteers are asked to assist with tasks they are comfortable with helping with. It can also be an opportunity to learn a few new skills that you've wanted to learn.

## **Committees:**

Volunteers with relevant experience can serve on various committees, including:

- Family Support & Selection Committee
  - Construction Committee
  - Volunteer Committee
  - Resource Development & PR Committee
  - Church Relations Committee
  - Restore Committee
- These committee meetings vary from monthly, quarterly, and as-needed meetings. Times also vary according to the committee members' availability. **You do not need to be a member of the Board of Directors to be on a Committee!** Let us know if interested and we can let you know the current committee schedule.

# Volunteer Policies and Procedures

## Volunteer Eligibility:

Habitat does not discriminate against any volunteer applicant based on race, gender, religion or sexual orientation.

## Age Restrictions:

Volunteers must be at least 16 years old for build site opportunities.

Ages 16 and 17

- Must be supervised on a 3 youth to 1 adult ratio
- Must submit a Release and Waiver of Liability for a minor signed by a parent/legal guardian prior to performing any volunteer activity
- Can assist with general construction and carpentry
- Must not work on or with excavation, demolition, or using power tools, or on disaster impacted properties
- Must not work at heights above 6 feet or on the roof

## Background Checks:

For the safety of our partner families, staff and volunteers, Habitat reserves the right to perform background checks on prospective volunteers, volunteers, employees, and board and committee members. These checks may include one or more of the following, depending on the planned volunteer assignments:

- National Sex Offender Registry
- Consumer reports
- Criminal background checks

Background checks will only be processed with the acknowledgement and written consent of such individuals. Habitat for Humanity International affiliate policy requires sex offender registry checks on all potential homeowners, board members, staff members and key volunteers.

A criminal conviction does not immediately disqualify someone from volunteering, however, any volunteer applicant with violent or sexual charges will not be considered. Individuals with convictions that are not of this nature will be evaluated on a case-by-case basis and must be agreed upon by the Executive Director and the ReStore Manager or Construction Manager (depending on volunteer location and circumstances).



# Habitat for Humanity Volunteer Code of Conduct

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers like you are representatives of Habitat for Humanity and its ministry. When you become a volunteer with Habitat, you are committing to act in a way that promotes Habitat’s mission, respects the local community, and ensures the safety of others. In addition to complying with all laws, regulations and Habitat for Humanity policies, all volunteers are expected to follow the volunteer code of conduct outlined below.

1. Promote a respectful environment: Treat everyone with respect, courtesy, and dignity. This includes avoiding the use of insensitive or offensive language. Volunteers should always promote a welcoming, respectful environment and follow all rules and policies set forth by staff or a supervising volunteer.
2. Prioritize site safety: Safety rules and guidelines for the volunteer site have been created to keep you and others safe as you volunteer and must be followed. Activities that pose a safety risk to yourself or others should be avoided. Report any unsafe working conditions to the onsite supervisor.
3. Zero-tolerance policy for alcohol, drugs, and weapons: The possession of alcohol, drugs, or weapons is strictly prohibited on Habitat for Humanity property and volunteer sites. The purchase or possession of alcohol is also strictly prohibited on Habitat for Humanity volunteer sites, even if permitted by local laws.
4. Model appropriate behavior: We expect you to model behavior that respects the human rights and dignity of all people and protects beneficiaries and children from exploitation and abuse. Help model acceptable behavior by making sure your actions reflect these standards Habitat for Humanity has adopted. Inappropriate physical or sexual relationships with other volunteers, staff, and community members is prohibited. And, at no time may volunteers engage in sexual activity with a child (a person under the age of 18 regardless of the legal age of consent) or any Habitat beneficiaries.
5. Gift giving policy: To avoid potential misunderstandings, embarrassment, injured feelings or jealousy, volunteers are asked not to exchange gifts with Habitat beneficiaries, staff members or community members without consulting Habitat staff.
6. Safeguard ministry assets: Use reasonable care to protect and safeguard all Habitat for Humanity assets. Stealing, misappropriation or diversion of Habitat for Humanity funds, property, or other assets for personal benefit is not permitted. Habitat for Humanity does not tolerate any fraudulent activity regarding Habitat for Humanity’s assets, operations, or beneficiaries.
7. Maintain confidentiality: Build trust with other volunteers and Habitat for Humanity by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior written approval from Habitat for Humanity, you are expected to never disclose confidential Habitat for Humanity information or confidential information given to you by others you encounter through your volunteer work at Habitat.

\* I understand that I can report violations of this volunteer code of conduct anonymously through [www.mysafeworkplace.com](http://www.mysafeworkplace.com).

\* I understand that Habitat has the right to release me from my volunteer position at its discretion. I also understand that I am responsible for any costs that I may incur due to a violation of this volunteer code of conduct.

\* I acknowledge that I have read, understand and agree to be guided by this volunteer code of conduct.

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**Volunteer Name (please print)**

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**Volunteer Signature**

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**Date**

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**Habitat Staff Signature**

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**Date**



# Volunteer Process

## **Volunteer Process for Individuals or Groups:**

Contact Vickie Johnson at (850) 784-9975 or [volunteer@bayhabitat.org](mailto:volunteer@bayhabitat.org).

You may be interviewed to determine what the best fit is for a volunteer opportunity that's appropriate for you. Out of town volunteers are required to attain their own lodging/housing.

## **Court Ordered Community Service Volunteers:**

Community Service volunteers are required to set up an appointment to be considered for Community Service. You will be requested to submit a photo ID and a copy of your court/community service documents including your charges and probation officer's contact information. Individuals with convictions involving violence or sexual charges will not be considered. Other convictions will be evaluated on a case-by-case basis and must be agreed upon by the Executive Director and the ReStore Manager or Construction Manager (depending on volunteer location and circumstances)

## **Prior to reporting to an assignment each volunteer must**

- Complete and return the HFH Release and Waiver of Liability, and
- View this free online safety course: <http://hfhaffiliateinsurance.com/volunteers/>.
- Agree to and sign the Habit for Humanity Code of Conduct
- Agree to fully support the mission of Habitat and embrace its core values.

# Volunteer Participation

## Reporting and Recording Volunteer Hours

All volunteers must sign in at the beginning of their volunteer shift and sign out prior to leaving at the end of the shift. The tracking of the total volunteer hours allows us to leverage your gift of time when we request funds through different grant opportunities!

## Dress Code

- *Closed-toe and heel, sturdy shoes are mandatory for work assignments! (No Exceptions)*
- Volunteers should wear apparel that is appropriate for their specific work area and weather conditions. Jeans and t-shirts are acceptable at the construction site and the ReStores.
- Construction and ReStore volunteers can wear shorts, but they must be a modest length.
- No sweatpants, or athletic gear.
- Leggings are permitted if a long shirt or blouse covers to midhigh FRONT and BACK.
- ReStore volunteers cannot wear tank tops.
- When necessary, volunteers must wear personal protective equipment which will be provided by Habitat.
- Construction volunteers cannot wear loose jewelry or clothing that could get caught or snagged on something.
- Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.

## Safety Procedures

The safety of volunteers, team members, clients and customers is the highest priority. This is achieved by:

- Safety inspections are performed at the stores and construction sites.
- Volunteers are expected to immediately report unsafe working conditions and health hazards to the site supervisor.
- Performing regular safety instruction to volunteers and staff.
- Safety instruction is provided to all volunteers for all activities that may be new or unfamiliar.
- Habitat maintains smoke-free facilities, entrances to facilities and vehicles. Designated smoking areas are provided; smoking is prohibited in all other areas.

## Inclement Weather Policy

Habitat may close the worksites during periods of inclement weather. In extreme conditions, the construction site may close early to protect the safety of staff and volunteers.

## Break and Lunch Periods

Breaks throughout the day are encouraged and built into the work schedule. It is important that volunteers take additional breaks as needed and drink enough water to avoid fatigue and dehydration. Habitat will provide water through the work period. Volunteers planning to work through the lunch time should bring a lunch or leave to get lunch.

## Media and Photography

The volunteer coordination function includes planning for public relations and media exposure. These activities include media presence, photography and conducting interviews.

- Invite and escort news and TV persons
- Interviewing volunteers on site
- Photographing and videoing activities
- Creating written materials about the activities

Volunteers are allowed and encouraged to photograph and write about their experiences on the work sites. These activities should be conducted in a manner that it does not interfere with the volunteer activities in process. The Release and Waiver of Liability includes terms allowing photographs and other media to be created and used without other releases.

## **Harassment Policy**

Habitat is committed to maintaining a work environment that is free from discrimination and prohibited actions, and where team members, volunteers and clients at all levels are free to devote full attention and best efforts to the job. Harassment, either intentional or unintentional, has no place in the work environment. Habitat WILL NOT tolerate any form of harassment of or by a team member, client or volunteer based on race, sex, religion, color, national origin, age, disability, sexual orientation or any other protected status. The term “harassment” includes, but is not limited to, offensive language, jokes or other verbal, graphic or physical conduct relating to a team member’s race, sex, religion, color, national origin, age, disability or sexual orientation which would make the reasonable person experiencing such harassment uncomfortable in the work environment, or which could interfere with the person’s job performance. Habitat prohibition against engaging in any form of harassment and protection from being the victim of harassment applies equally to team members, volunteers, clients, vendors, contractors and customers.

### *Reporting Instances of Harassment*

It is the desire of Habitat to maintain an atmosphere of mutual respect. Therefore, you have the responsibility and opportunity to explain to your fellow volunteers and Habitat staff members that you find a particular language or action offensive, or to report any such behavior that you may witness.

Habitat cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a volunteer, co-worker, supervisor, manager or other individual at the workplace (whether employed by Habitat or not), or believe that your volunteer or work experience is being adversely affected by such conduct, you should immediately report such concerns to the Program Manager or the Executive Director.

## **Appendices**

### **Volunteer Position Descriptions**



**Title:** Construction Volunteer

**Job Goal:** Perform construction duties supporting the construction, repair or restoration of houses under the supervision and direction of skilled construction staff. These activities may be new construction or repairs or restoration to existing or storm damaged houses. The volunteer may have a range of skills and will be trained to perform the needed tasks, consistent with the person's level of ability. The goal is to have a positive experience and leave with enhanced skills and the knowledge that you have helped a family improve their living environment.

**Responsible to:** Construction Site Lead / Construction Coordinator

**Time Required:** Regular repeat participation in shifts of 1 or multiple consecutive days Tuesday-Saturday, 8am-2pm. Ideally volunteer will plan on repeat participation at least 4 days per month during the construction period.

**Responsibilities and Duties include:**

- Arrive on time and follow all guidance
- If unable to fulfill committed volunteer time notify Habitat as soon as possible
- Dress appropriately for weather and tasks and bring lunch
- Build and repair houses within skill level as directed
- Wear appropriate safety equipment for the assigned tasks
- Perform construction in a safe manner
- Perform construction tasks as instructed and directed

**Desirable Qualifications/Skills:**

- Willing to work in a team environment in a cooperative manner within the guidelines of Habitat for Humanity
- Willing to accept and follow directions
- Perform construction tasks within the framework of known skills
- Physically able to work in a construction environment and use the tools and materials assigned

**Expectations of Habitat:**

- Provide proper leadership for the planned activities
- Provide a safe work environment
- Provide training as required for the assigned tasks
- Provide water and snacks as necessary

**Benefits:** You will receive the satisfaction of knowing you help a neighbor to improve his living environment, have learned new skills and developed new friendships.

**Title:** Construction Crew Leader Volunteer

**Job Goal:** Lead construction volunteers to support the construction, repair or restoration of houses under the supervision and direction of the site construction leader. These activities may be new construction or repairs or restoration to existing or storm damaged houses. The volunteer will have volunteer leadership skills and construction skills in the task being performed. The goal is to lead the volunteers to have a positive experience and leave with enhanced skills and the knowledge that you have helped a family improve their living environment.

**Responsible to:** Construction Site Lead

**Time Required:** Regular repeat participation in shifts of 1 or multiple consecutive days Tuesday-Saturday, 7:30am-2:30pm. Ideally, volunteer will plan on repeat participation at least 4 times per month during the construction period.

**Responsibilities and Duties include:**

- Arrive on time and follow all guidance
- If unable to fulfill committed volunteer time notify Habitat as soon as possible
- Dress appropriately for weather and tasks and bring lunch
- Be a role model for volunteers
- Wear appropriate safety equipment for the assigned tasks
- Lead a team of volunteers to have an enjoyable experience and learn and execute successfully the assigned construction tasks
- Provide instruction and leadership to volunteer so they perform the assigned tasks successfully
- Communicate praise and appreciation for jobs well done
- Be available and approachable for volunteers with questions

**Desirable Qualifications/Skills:**

- Willing to work in a team environment in a cooperative manner within the guidelines of Habitat for Humanity
- Willing to accept and follow directions
- Leadership skills
- Construction skills in the tasks being performed
- Positive and friendly attitude

**Expectations of Habitat:**

- Provide proper leadership for the planned activities
- Provide a safe work environment
- Provide water and snacks for breaks

**Benefits:** You will receive the satisfaction of knowing you help a team improve a neighborhood, learn new skills and develop new friendships.



**Title:** ReStore Volunteer

**Job Goal:** Participate in a variety of ReStore activities resulting in increased sales of merchandise to provide money to fulfill Habitat's mission to build and restore communities for low income families in Bay County. The volunteer's role may vary from day to day and encompass the following types of work

- Applications Testing – Ensuring the donated household appliances are in good working condition.
- Customer Service – Assist customers with purchases, donations, pickups and product searches.
- Cleaning/Warehouse Operation – Handle the intake of donated items, clean and restore items for resale, and prepare and move merchandise to the sales floor.

**Responsible to:** Program Manager and/or ReStore Manager

**Time Required:** Volunteer hours in the ReStore vary from one day to multiple days, full or half days depending on the schedule of the potential volunteer. Scheduling is completed around the volunteer's availability. Volunteers are expected to work multiple days each month.

**Responsibilities and Duties include:**

- Schedule work days in advance and arrive on time
- If unable to fulfill committed volunteer time notify Habitat as soon as possible
- Dress appropriately for tasks and bring lunch
- Follow all safety directions and be a role model of safe practices
- Communicate Habitat for Humanity message throughout the day to customers
- Duties as assigned within the general constraints of the defined duties
- Duties will not include driving the truck or handling cash
- Represent Habitat in a professional and courteous manner

**Desirable Qualifications/Skills:**

- Communications and sales skills in team a retail environment
- Willing to accept and follow directions
- A positive and outgoing personality
- Ability to work in a team environment

**Expectations of Habitat:**

- Provide proper leadership for the planned activities
- Provide a safe work environment
- Provide training as required for the assigned tasks



Logo **Title:** Clerical Volunteer

**Job Goal:** Perform administrative tasks and other duties assigned by the staff

**Responsible to:** Program Manager

**Time Required:** Regular repeat participation in shifts of 2 – 6 hours during hours the administrative offices are open. Typical hours of operation are Monday-Friday, 9:00am-5pm. Ideally participation will be 1 – 3 days per week or as mutually agreed.

**Responsibilities include:**

- Answering phones and greeting visitors coming to office
- Data entry and generation of outgoing letters
- Filing of information
- Assisting with mass mailings
- Maintaining confidentiality of all information obtained during the activities

**Desirable Qualifications/Skills:**

- Able to perform multiple concurrent tasks with attention to details
- Good oral and written communication skills
- Professional demeanor, flexible and dependable
- Willingness to learn new skills and office procedures

**Training provided:** Task specific training will be provided

**Benefits:** Opportunities to become more familiar with the operational aspects of Habitat for Humanity and see the good work it performs for the community. Meet great people, develop new skills, have fun in an office setting.



Logo **Title:** Special Projects Volunteer

**Job Goal:** The goal is to accept a challenge to perform a special task resulting in a positive experience, learning and applying special skills and leave with the knowledge that you have helped Habitat improve the community.

**Responsible to:** Program Manager

**Time Required:** Regular or repeat participation on new or repeat activities on a time schedule that is mutually agreed.

**Responsibilities and Duties include:**

- Schedule volunteer assignments in advance and arrive on time
- If unable to fulfill committed volunteer time notify Habitat as soon as possible
- Dress appropriately for weather and tasks and arrange any needed food and water
- Be a role model for Habitat for Humanity and communicate its message
- Provide transportation to work assignment
- Perform assigned task in a positive and outgoing manner
- Keep your supervisor informed of status of work and any issues
- At end of day report status and any issues to your supervisor

**Desirable Qualifications/Skills:**

- Quick learner
- Self-starter and able to work with limited supervision
- Willing to accept and follow directions
- Enjoyment of instructing and overseeing volunteers

**Expectations of Habitat:**

- Provide proper leadership for the planned activities
- Provide a safe work environment
- Provide training as required for the assigned tasks

**Benefits:** You will receive the satisfaction of knowing you helped Habitat improve a neighborhood, learned or practices skills and develop new friendships.