



## Volunteer Handbook

### Welcome!

Thank you so much for partnering with Habitat for Humanity North Central Massachusetts in our mission to bring an end to substandard and inadequate housing in this region and around the world. We believe strongly that every human being deserves a decent, safe, affordable place to live and grow. Habitat for Humanity offers a hand up, not a hand out, to hard-working, low-income families by building and renovating homes in partnership with those families and thousands of dedicated volunteers.

When people think of volunteering with Habitat for Humanity, they usually think of hammering nails but there is much more that goes on “behind the scenes” that is essential to accomplishing our mission. The HFHNCM ReStore, the work of our office and committees as well as the funds and awareness raised by supporting individuals and groups are all integral parts of the miracle that is Habitat.

Volunteering with Habitat allows you to make a difference and by being involved, you will benefit personally as well. You’ll be helping to fight the perception that individuals or small groups of people can do little to change their world while you meet new people, use your knowledge, energy and time to improve your community and perhaps even learn new skills.

Thank you for supporting the mission of Habitat for Humanity with your most precious asset – your time. Together, we can create a world in which everyone has a decent place to live.

In partnership,

Carolyn Read  
Executive Director

## Habitat for Humanity North Central Massachusetts Locations and Hours

### **HFHNCM Office**

201 Great Rd, Suite #301, Acton MA 01720

Tel: 978-348-2749

Email: [office@ncmhabitat.org](mailto:office@ncmhabitat.org)

Web: [www.ncmhabitat.org](http://www.ncmhabitat.org)

Office hours are 9:00 am to 5:00 pm – Monday to Friday (closed on federal holidays).

### **HFHNCM ReStore**

637 Lancaster St., Leominster, MA 01453 (Rte. 117)

Tel: 978-227-5556

Email: [restore@ncmhabitat.org](mailto:restore@ncmhabitat.org)

Web: [www.restorencm.org](http://www.restorencm.org)

Store business hours are 10:00 am to 5:00 pm – Wednesday, Thursday, Friday, Saturday.

## Introduction to Habitat for Humanity International

**Summary:** Habitat for Humanity International was founded in 1976 by Millard and Linda Fuller. Today, Habitat for Humanity is a true world leader in addressing the issues of poverty housing.

**Koinonia Farm:** The concept that grew into Habitat for Humanity International was born at Koinonia Farm, a small, interracial, Christian community outside of Americus, Georgia. Koinonia Farm was founded in 1942 by farmer and biblical scholar Clarence Jordan. The Fullers first visited Koinonia in 1965. They had recently left a successful business and an affluent lifestyle in Montgomery, Alabama to begin a new life of Christian service.

At Koinonia, Jordan and Fuller developed the concept of "partnership housing." The concept centered on those in need of adequate shelter working side by side with volunteers to build simple, decent houses.

**The Fund for Humanity:** The houses would be built at no profit and interest would not be charged on the loans. Building costs would be financed by a revolving fund called "The Fund for Humanity." The fund's money would come from the new homeowners' house payments, no-interest loans provided by supporters and money earned by fund-raising activities. The monies in the Fund for Humanity would be used to build more houses.

**The Fund for Humanity's mission statement:** "What the poor need is not charity but capital, not caseworkers but co-workers. And what the rich need is a wise, honorable and just way of divesting themselves of their overabundance. The Fund for Humanity will meet both of these needs. Money for the fund will come from shared gifts by those who feel they have more than they need and from non-interest bearing loans from those who cannot afford to make a gift but who do want to provide working capital for the disinherited. The fund will give away no money. It is not a handout".

**Inception of Habitat for Humanity:** In 1968, Koinonia laid out 42 half-acre house sites with four acres reserved as a community park and recreational area. Capital was donated from around the country to start the work. Homes were built and sold to families in need at no profit and no interest. The basic model of Habitat for Humanity was begun.

**Zaire:** In 1973, the Fullers decided to apply the Fund for Humanity concept in developing countries. The Fuller family moved to Mbandaka, Zaire (now the Democratic Republic of Congo.) The Fullers' goal was to offer affordable yet adequate shelter to 2,000 people. After three years of hard work to launch a successful house building program, the Fullers returned to the United States.

**Expansion into Habitat for Humanity International:** In September 1976, Millard and Linda called together a group of supporters to discuss the future of their dream. Habitat for Humanity International as an organization was born at this meeting. The eight years that followed, vividly described in Millard Fuller's book, "Love in the Mortar Joints," proved that the vision of a housing ministry was workable. Faith, hard work and direction set HFHI on its successful course.

**Phenomenal growth:** In 1984, former U.S. President Jimmy Carter and his wife Rosalynn took their first Habitat work trip, the Jimmy Carter Work Project, to New York City. Their personal involvement in Habitat's ministry brought the organization national visibility and sparked interest in Habitat's work across the nation. HFHI experienced a dramatic increase in the number of new affiliates around the country.

**Habitat today:** Through the work of Habitat, thousands of low-income families have found new hope in the form of affordable housing. Churches, community groups and others have joined together to successfully tackle a significant social problem — decent housing for all. Today, Habitat for Humanity has built more than 500,000 houses, sheltering more than 2 million people worldwide.

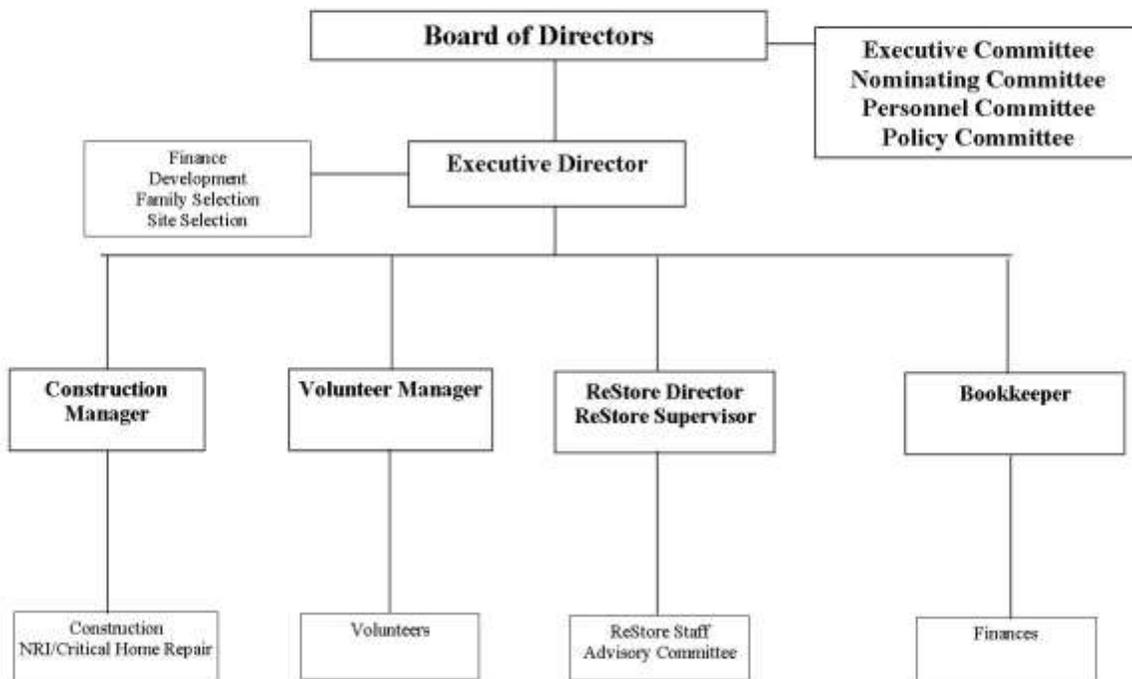
## Habitat for Humanity North Central Massachusetts

Founded in 1988, Habitat for Humanity North Central Massachusetts was begun by group of local citizens who had heard about Habitat for Humanity and felt its mission had a role to play in this region.

Through volunteer labor and tax-deductible donations of land, money and materials, this independently funded and managed affiliate has built, rehabilitated and repaired homes throughout north central Massachusetts. Locally and globally (through its tithe offering helping to fund construction in other countries), HFHNCM has served over 85 families.

HFHNCM is a registered 501(c) (3) non-profit organization. Strategic planning and fiduciary responsibility lie with the Board of Directors. Day to day management of the organization is the responsibility of the Executive Director.

### Habitat for Humanity North Central Mass Organizational Chart



January 2014

## HFHNCM Staff Contact Information

Carolyn Read – Executive Director  
978-348-2749 x206 [Carolyn@ncmhabitat.org](mailto:Carolyn@ncmhabitat.org)

Werner Thissen - Director of Retail Operations  
978-227-5556 [Werner@ncmhabitat.org](mailto:Werner@ncmhabitat.org)

Steve Moon – Construction Manager  
978-348-2749 [Steve@ncmhabitat.org](mailto:Steve@ncmhabitat.org)

Clare Anderson-Felton – Volunteers Manager  
978-348-2749 x201 [Clare@ncmhabitat.org](mailto:Clare@ncmhabitat.org)

Kathy Gagnon – Bookkeeper  
978-348-2749 x210 [Kathy@ncmhabitat.org](mailto:Kathy@ncmhabitat.org)

## HFHNCM Policies and Procedures

As a grassroots organization, HFHNCM relies on the goodwill and commitment of volunteers who sustain many of its functions. It is important to us that anyone volunteering their time and skills to further our mission feel valued and respected and understand that they have recourse if they do not feel so. The following policies and procedures will be observed by staff and volunteers at all work sites and in the undertaking of all tasks.

### **Anti-Harassment Policy**

The Affiliate expects all staff members and volunteers to behave in a way that reinforces the Christian mission and founding principles of the organization. All staff members and volunteers should be accorded respect and consideration and feel that the Affiliate provides a safe and productive workplace.

### Complaint Procedure

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

The Affiliate cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a co-worker, supervisor, manager or other individual at the workplace (whether employed by the Affiliate or not), or believe that your employment or volunteerism is being adversely affected by such conduct, you should immediately report such concerns, *in writing*, to:

**Carolyn Read, Executive Director**  
**Phone: 978.348.2749, ext. 206**  
**E-mail: Carolyn@ncmhabitat.org**

If you feel uncomfortable discussing the issue with the executive director, you should promptly notify:

**Patrick McCarty, Board President**  
**E-mail: PMcCarty@McCartyDB.com**

You should make a complaint of harassment *signed and in writing*. A copy of your complaint will be signed by the person to whom the complaint is made (either the Executive Director or the Board President.)

After a complaint of harassment is received, the Affiliate will conduct a prompt and impartial investigation. Appropriate action will be taken to remedy the injury, if any, to the staff member or volunteer subjected to the harassment.

Supervisors and Managers who receive complaints or who observe harassing conduct are required to inform the Executive Director, no matter how insignificant it may seem.

### **Workplace Violence**

The Affiliate will not tolerate any type of violence committed by or against anyone in the workplace. Any acts of violence or threats of violence, verbal or implied, are strictly prohibited.

Any potentially dangerous situations should be immediately reported to the Executive Director or Board President.

### **Restrictions on Disclosure of Confidential Information**

Employees and volunteers have access to highly confidential and proprietary information and trade secrets; not only of the Affiliate, but also of the partner families and donors it serves. The unauthorized disclosure or use of such information would have a material adverse impact on the Affiliate, on our partner families and donors, and on our relationships with our partner families and donors. The Affiliate follows a policy intended to fully protect it and its partner families' and donors' confidential and proprietary information and trade secrets. No matter what the job, disclosure of confidential information should not be made. Ask the Executive Director or Board President for clarification if you have any questions about what information is confidential, or who is authorized to have access to that information.

We request volunteers whose work for the affiliate might bring them into contact with such confidential information sign a confidentiality agreement (see appendix). This form will be kept on file in the HFHNCM office.

## **Ethical Considerations**

It is the policy of the Affiliate that its business be conducted according to the highest ethical standards and in compliance with all applicable laws and regulations. Employees and volunteers of the Affiliate must conduct its affairs with uncompromising integrity and honesty. People at every level are expected to adhere to high standards of business ethics. Each employee and volunteer is a custodian of the Affiliate's reputation.

## **Drug and Alcohol Policy**

The Affiliate is committed to maintaining a safe and productive work environment. An employee or volunteer who is under the influence of drugs or alcohol poses a serious threat to individual safety, productivity and quality. As such, employees or volunteers are prohibited from being at work while under the influence of alcohol, illegal drugs or controlled substances. The Affiliate intends to preserve its professional standards of excellence and will not allow substance abuse to impede its ability to provide our partner families with a premium product and service.

## **No Smoking Policy**

For the comfort and safety of our employees, volunteers and partner families, no smoking is permitted anywhere on Affiliate premises, including hallways and/or offices.

## **CORI/SORI Checks for Key Volunteers**

Key volunteers are: committee chairs, those who volunteer regularly at least 8 hours/month, those who have unsupervised contact with children, the elderly or persons with disabilities, those who conduct interviews at potential applicants' homes.

In general, CORI/SORI checks will be conducted for each key volunteer at two (2) year intervals.

**Current Volunteers** – HFHNCM will conduct initial CORI and SORI checks on each person currently meeting the above criteria, and thereafter at two (2) year intervals.

**New Volunteers** – HFHNCM will conduct CORI and SORI checks on new volunteers who meet the above criteria. In some cases, it is not possible to determine the extent of a new volunteer's time commitment. **In those cases**, HFHNCM will conduct CORI and SORI checks when the organization ascertains that a volunteer meets the criteria. For all volunteers meeting the criteria, subsequent CORI and SORI checks will be at two (2) year intervals thereafter.

## Volunteering with HFHNCM

Listed below are the main ways Habitat for Humanity North Central Massachusetts partners with volunteers wishing to support our mission.

**Administration/Office Support** – Answering the telephone, filing, data entry, assisting with mailings, etc.

**Construction** – Experience is helpful but not necessary for all types of construction work (framing, roofing, dry-wall, siding, painting, landscaping, etc.). Volunteers must be at least 16 years old.

**Construction Crew Leader** – good, basic construction experience and a people-friendly attitude required. Working closely with the Construction Manager, crew leaders guide, teach and engage small groups of unskilled or semi-skilled volunteers, demonstrating tasks, maintaining standards, monitoring safety and assuring volunteers have enough meaningful work to have a satisfying experience.

**Site Host** – help ensure volunteer groups from local corporations and businesses (who make a financial contribution for their work day) have a good experience with Habitat. Welcome them, assist with sign in, tell them about the project and stress the importance of safety on the work site. Once work is underway, the site host is free to go.

**Lunch Provider** - provide lunches for volunteer work crews from local corporations and businesses. This is a great volunteer opportunity for families and groups.

**Outreach Liaison (Faith/Civic/College/School)** – act as the link between HFHNCM and a faith community or civic organization. An outreach liaison encourages interest in Habitat's mission and activities, makes information available and provides information for those interested in getting involved.

**Family Services** – Family Selection - members of our family selection committee plan, advertise, and carry out information sessions to interested potential homebuyers, interview applicants, help to process applications, etc., before making recommendations to the HFHNCM Board of Directors.

Family Support – members of the family support committee partner with newly-selected homebuyer families, some in the role of family advocate (giving one-on-one support, friendship and guidance during home construction and after), others by gathering community information helpful to families, producing newsletters, arranging social functions, etc.

Budget Training – meet with partner families individually to help them understand and plan their finances.

Home Maintenance Coach – help Habitat families learn the basics of home up-keep and making simple home repairs.

**General Fundraising** – Raising funds is a vital part of the work of any non-profit. Help with fundraising appeals, donor recognition events, etc.

**Photography** – use your photographic skills to help record our work days and events.

**ReStore** – help provide the best possible service to customers and donors at the ReStore, our home improvement resale store in Leominster. Volunteer positions include sales, warehouse and driver's assistants (helping to pick up donations in the ReStore truck – must be able to lift and carry items weighing up to 50lbs).

**Committees:** much of Habitat's work is done by dedicated volunteers working together with the staff and HFHNCM Board of Directors. We currently have openings on the following committees: development and fundraising, faith and civic partnership, family support, finance and volunteer support.

**Professional Skills:** volunteer your expertise to Habitat – attorneys, architects, realtors, contractors, engineers, developers, surveyors, finance professionals, marketing professionals.

## Volunteer Online Registration and Scheduling

HFHNCM uses a computer software information management system for registration, scheduling, and communication purposes as well as the tracking of completed work shifts.

Construction, ReStore, office and training opportunities are posted on-line as they become available. Construction and ReStore staff use the site to assist with short-term and longer-term work and task planning.

Statistical information regarding the number of people volunteering with HFHNCM and the hours they give are used in grant applications and in notifications to donors and funders outlining the impact our mission is having. The system is also used to notify volunteers of information that may affect their work day with HFHNCM (cancellations/bad weather, etc.).

**Please use this system to sign up for work days on the construction site, in the ReStore and the HFHNCM office.**

### When you've signed up...

**Please show up!** We truly value and appreciate our volunteers – without them we could not build houses, run the ReStore, etc., and we understand that life sometimes gets in the way of things despite everyone's best intentions. However, volunteers that don't show up or arrive hours late with no notice inconvenience everyone and seriously affect the amount of work we accomplish that day. If you know you can't make your shift or that you might be running late please either log back in to the volunteer scheduling site, Volunteer Up, and delete yourself from the work day or call the HFHNCM office to let us know as soon so we can open the space to another volunteer.

### Work Day Cancellations or Changes of Location

Due to inclement weather or other unforeseen difficulties, we do sometimes have to cancel a work day or ask our volunteers to change to another location (possibly doing completely different things). We will give you as much notice as possible and contact you by email and telephone (if we have your number and address) to advise you of the change. We appreciate your flexibility and understanding.

If you feel the weather will make it very difficult or unsafe for you to try to reach the location you are scheduled to volunteer at, please advise the Volunteer Services Manager that you won't be coming.

### New Volunteer Orientations

ReStore Volunteer orientation sessions will take place on the first Monday of each month at 10:00am and the third Friday of each month at 5:30pm. Both sessions will be held at the ReStore and will last approximately one hour. Come see the store, meet the staff, find out what there is to do and how you can get involved!



*HFHNCM Volunteers enjoy the Volunteer Pot-Luck Supper*

## Guidelines for Volunteering on the Construction Site

**Volunteer Days and Times:** Our normal work days are Wednesdays, Thursdays, Fridays and Saturdays. Construction shifts are always full day (8:30 am to 4:00 pm). Occasionally, depending on the work being done that day or on weather conditions, the day will be finished earlier. **Volunteers must be 16 years of age or older to work on a Habitat construction site. Some restrictions apply to volunteers under 18:** they may not be present during use of heavy construction equipment, or during roof and demolition work, and may not use power tools.

**Individual Volunteers:** Sign up on-line for the work day that suits your schedule. Be sure to include your email and telephone number when you register as this allows us to contact you should there be a change to the work day. The number of spaces available is dependent on the type of work being done and/or the site outlay itself. If all spaces on the calendar are taken, we cannot accommodate any more volunteers that day.

**Group Volunteers:** Groups of four (4) or more who want to volunteer at one site on the same day should contact the Volunteer Services Manager for available dates. Scheduling is done on a first come-first served basis. We make every effort to accommodate group volunteer requests at our construction sites. However, sometimes group size has to be limited due to the nature of the project or the phase of work being done. We appreciate your understanding and flexibility.

**Tools and Training:** Habitat for Humanity will provide all tools and training necessary for the work being done. You are welcome to bring your own tools, tool belts, safety glasses, work gloves, etc., if you'd like but please ensure everything is clearly marked with your name.

**Clothing:** Please wear appropriate clothing that you do not mind getting dirty, including work boots or sturdy shoes. **No sandals or flip-flops!** Dressing in layers is always a good idea given the changeable weather in Massachusetts. Layers allow you to work inside or out as needed. Do not bring expensive jewelry or personal items to the site as we cannot guarantee they will not be damaged.

**Food and Drink:** Construction volunteers should always plan to bring their own lunches and any snacks they may wish to have during the day unless advised otherwise by HFHNCM staff. Occasionally, lunches are provided for our construction volunteers by local churches, groups or individuals. It is vital that you sign up for the work day *online* or you will not be included in the lunch arrangements. Water is always available on site.

**Safety:** Safety is very important to HFHNCM. A fully-stocked safety kit is always available on site together with a Construction Safety Manual. The Construction Manager or one of the Site Supervisors or Crew Leaders will also give a safety briefing at the start of every work day.

We encourage all construction volunteers to take Habitat's on-line safety course before coming for their work day. The course can be found at <http://hfhaffiliateinsurance.com/volunteers/>. If you do not score 70% or higher the first time you can repeat the course. HFHNCM is not notified of the result.

**Sign In:** On arriving at the site, be sure to sign in at the construction trailer office. All volunteers are required to have a signed *Volunteer Liability Waiver* form on file at each worksite. These are good for one calendar year.

**Locations:** HFHNCM serves 25 communities in the north central Massachusetts area. Active construction can be taking place in any of these communities at any time. By using the on-line volunteer sign up system volunteers know which location they will be working at when they sign up. Occasionally, however, we may ask volunteers to switch to a different site in another town or to help out at our ReStore in Leominster. We appreciate your flexibility, if this is necessary.



**Parking:** Parking is not always available for volunteers on or right next to our building sites. HFHNCM tries to find a suitable location within a reasonable distance but volunteers will sometimes have to walk a short distance to reach the site. We highly encourage carpooling.

**Cancellations:** To cancel yourself from a work day, please log back into the scheduling site and delete yourself from the volunteers signed up for that day.

In the rare event that HFHNCM has to cancel a work day, you (or your group coordinator) will be notified by telephone or email as soon as possible and every attempt made to reschedule for another date. *We do not normally cancel work days for rain unless the conditions make the work scheduled for that day dangerous to undertake.*

**If Snow is Forecast:** Weekdays - monitor local radio or television. HFHNCM will follow the lead of the school district for the town we are building in. If classes are cancelled, our work site will also be closed. Saturdays - HFHNCM will notify volunteers by 3 p.m. the day before if the site will be closed due to snow. All volunteers scheduled for the Saturday (or their coordinator if they are part of a group) will be advised by telephone or email.

**School and Court-Ordered Community Service Information:** HFHNCM tries to accommodate requests for community service hours as much as possible. Letters verifying the hours completed can be picked up from the HFHNCM office by appointment. **Please be aware: We cannot accept court-ordered community service requests from persons whose offences involve larceny and/or violence.**



*Construction Volunteers enjoy their day wit  
Habitat in Lancaster.*

## Special Construction Volunteer Opportunities

### Construction Crew Leaders

Volunteers with good, basic construction skills who enjoy working with people can become Construction Crew Leaders. Working closely with the HFHNCM construction manager, crew leaders guide, teach and engage small groups of unskilled or semi-skilled volunteers. Crew Leaders demonstrate tasks, maintain standards, monitor safety and assure that volunteers have enough meaningful work to have a satisfying experience.

Crew leaders are needed Wednesday through Saturday. Crew Leader Training sessions are held occasionally. Contact the HFHNCM Volunteer Services Manager at 978-348-2749 x205 or e-mail [volunteer@ncmhabitat.org](mailto:volunteer@ncmhabitat.org) to register your interest and find out the date of the next session.

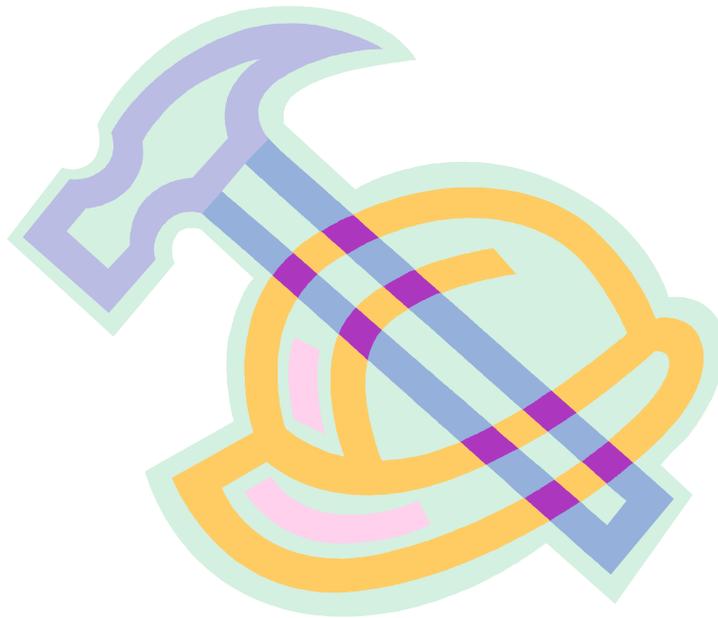
### Construction Site Hosts

Site hosts are really public relations people working "in the field" - making sure volunteer groups from local corporations and business have a terrific experience with HFHNCM. Because these groups make financial contributions to our mission in addition to their physical labor, we want to thank them by doing all we can to ensure they have a great day.

Site hosts greet other volunteers as they arrive, make sure everyone knows where to park, assists with sign in, etc. After a brief outline of Habitat's mission and current projects, the site hosts introduces the construction staff and helps the group get kitted out with appropriate equipment and supplies. Time requirement is 8:15 am to approx. 9:30 am on the days we have corporate groups scheduled (usually Wednesday, Thursday or Friday). Once construction is underway, the site host is free to go. Training is required and held on request. Contact the HFHNCM Volunteer Services Manager at 978-348-2749 x205 or email [volunteer@ncmhabitat.org](mailto:volunteer@ncmhabitat.org)

### Lunch Volunteers

Habitat for Humanity North Central Massachusetts provides team building volunteer experiences to local corporations and businesses in return for a financial donation. As a way of saying thank you for their support, we like to provide the company's volunteers on site with lunch. Volunteers can sign up to provide these simple meals, helping HFHNCM keep costs down. This is a great opportunity for church and civic groups, families, and people who are more interested in food than construction!



## Guidelines for Volunteering at the HFHNCM ReStore

### What is a Habitat ReStore?

ReStores are a successful way for local Habitat for Humanity affiliates to raise earned income. It is important in the non-profit world to have a broad base for funding including individuals, businesses, corporations, government and, when possible, earned income.

A ReStore is a perfect fit as we sell all things related to construction as well as household items like appliances and furniture. ReStores also have two other important roles in the community - they serve as an outlet for discounted materials, making it possible for people of all income levels to take advantage of the donated products and they also serve an environmental purpose, keeping tons of material that might be discarded out of our landfills annually while putting them to good use as a recycled product.

### Directions and Information for Volunteers

The HFHNCM ReStore is located at 637 Lancaster Street in Leominster (see directions below). Volunteers are needed to help with all aspects of store management and operations. Experience is helpful but not necessary. **Volunteer should be 16 years of age or older.**

**Volunteer Orientation:** All new volunteers must first attend a volunteer orientation. If this will be your first time volunteering at the ReStore, please sign up under "**ReStore - New Volunteer Orientation**" for one of our upcoming orientations.

**Shift Information:** ReStore volunteers must be at least 16 years. Shifts are available from Wednesdays through Saturdays from 9:00am - 1:00pm (morning), from 1:00pm - 5:00pm (afternoon) or from 9:00am - 5:00pm (full day).

**Sign In:** On arriving, be sure to sign in at the office. All volunteers are required to have a signed *Volunteer Liability Waiver* form on file at the store. These are good for 1 calendar year.

**Safety:** Safety is very important to HFHNCM. A fully-stocked safety kit is always available on site together with a ReStore Safety Manual. Additionally, a safety briefing will be given to all new ReStore volunteers.

A **Liability Waiver** must be completed and signed before starting your first shift and is valid for one calendar year. These are available at orientation, or by signing electronically during online registration.

**Dress Code:** Please wear comfortable clothing that you won't mind getting dirty. We recommend rugged trousers and tee-shirts, plus sweatshirts in the cooler months. Sturdy boots, shoes or sneakers are required – no open-toe or backless footwear allowed. This is a sales environment so please dress conservatively - no mini-skirts/shorts, no sleeveless tanks, and no logos that may be considered inappropriate or offensive. Do not bring expensive jewelry or personal items to the construction site or ReStore as we cannot guarantee they will not be damaged.

**Individual Volunteers:** Sign up using our on-line volunteer scheduling system.

**Group Volunteers:** Groups are restricted to a maximum of 8 volunteers. Group leaders should contact the Volunteer Services Manager for available dates.

**Regular Volunteers:** Volunteers able to make a regular commitment to the ReStore, to a particular day and/or position, are especially needed. A weekly shift or working in a particular area of the store regularly allows them to become completely familiar with the operations of the store, to keep abreast of the flow of the merchandise, to get to know the staff and other volunteers and even to establish relationships with customers who come back frequently!

**Food and Drink:** The ReStore has a break room equipped with a refrigerator, microwave and coffee maker. Water, drinks and snacks are available. Volunteers should bring their own lunches if working a full day shift.

**Cancellations:** To cancel yourself from a shift you've sign up for, please log back into the scheduling site and delete yourself from the volunteers signed up for that day or call the store (978-227-5556).

**School and Court-Ordered Community Service Information:** HFHNCM tries to accommodate requests for community service hours as much as possible. Letters verifying the hours completed can be picked up from the HFHNCM office by appointment. **Please be aware: We cannot accept court-ordered community service requests from persons convicted of offences involving larceny and/or violence.**

**The following volunteer opportunities are available:**

**Cashier:** Greets customers, works cash register proficiently, knows sales promotions for the day, directs customers and answers general questions and guides customers through the store.

**Customer Assistant:** Greets customers, answers the phone, answers customer questions and assists them in making purchases, assist ReStore employees in maintaining a clean and attractive store.

**Drivers Assistant:** Assists ReStore truck driver in picking up donations, must be comfortable with lifting and carrying heavy items of up to 50lbs.

**Merchandise Assistant:** Assists ReStore employees in maintaining a clean and attractive store, cleans and appraises donations, prints price tags and shelves inventory.

**Office Assistant:** Assists ReStore Director with administrative paperwork such as filing volunteer hours and waivers, submitting inventory levels, maintaining financial dashboards. Must be comfortable with MS Word and Excel and should be well organized. Mornings only, Tuesday through Friday.  
*Should be committed to volunteer on a regular basis, at least one 4 hour shift every other week.*

**Repair Assistant:** Assembles and tests merchandise such as appliances, tools, machines, lighting fixtures and electronics to assure customer satisfaction. Experience a plus but not necessary, must be comfortable with "fixing" things.

**Warehouse Assistant:** Assists ReStore employees in maintaining a clean warehouse, parking lot and store front, receives donations for further processing, maintains the recycling area, assists with loading and unloading the ReStore truck, customers and donors.



*ReStore Director Werner Thissen with a  
Volunteer group from Intel*

## Habitat for Humanity North Central Massachusetts Committees

Habitat for Humanity is about more than just construction sites and ReStores! Habitat is a grass-roots, volunteer-led organization and it's our committees and teams who plan, support and carry out much of the work we do.

Below are brief descriptions of each committee with recommended skills and qualifications for participation:

**Development:** supports affiliate administration in developing fundraising plans as well as implementing the strategies and tasks. Members work to organize and support activities and special events. Volunteers with experience in fundraising, public relations and marketing would be especially helpful for this committee.

**Community Outreach:** Identifies areas of connection and possibilities for partnership with local faith communities, civic organizations, schools, colleges, etc., in support of HFHNCM's initiative to eliminate sub-standard housing. People who are members or have close ties with these community organizations would have a huge impact on this committee. Meets monthly or as needed.

**Family Selection:** responsible for evaluation and selection of qualified Habitat partner families (HFHNCM Board of Directors makes final selection based on committee's recommendation). This committee works with local residents, neighborhood associations and churches to create support for the organization and future partner families. Plans and conducts a series of orientations for perspective families. Evaluates and makes recommendations of qualified families to HFHNCM Board of Directors for selection.

**Family Support/Family Advocates:** responsible for the support and education of future homeowners, working with issues such as budgeting, home repair and maintenance, community resources and any of the other legal, financial or personal responsibilities of becoming a homeowner. Experience in social work, counseling, real estate, law, neighborhood/community development and homeownership or living skills training are especially needed for this committee. Meets as needed.

**Finance:** composed of active and retired business people, including accountants, lawyers, insurance specialists, bankers and corporate executives, this committee supports the Board Treasurer and Executive Director in monitoring the fiscal operation of the affiliate and planning for its future. Meets monthly.

**Site Selection and Design:** responsibilities include site selection, land acquisition, home design and community impact issues. This committee is crucial in the ever-challenging effort to locate land that allows HFHNCM to build homes using our basic design criteria. Volunteers with related professional experience as well as everyday homeowners are encouraged to get involved. Meets monthly or as needed.

**Volunteer Support:** plans events to orient new volunteers, speaks on behalf of HFHNCM at events that may attract new volunteers and plans and executes annual volunteer recognition and appreciation events. Volunteers with good interpersonal, public speaking and event planning skills would be helpful additions to this committee. Meets as needed.

If you have experience or expertise in one of our committee areas and would like to help or just want to get involved with Habitat at a more foundational level, contact the Volunteer Services Manager at 978-348-2749, ext. 205.



*Members of the HFHNCM Family Selection Committee do their very important work.*