



# Volunteer Handbook

Seeking to put God's love into action. Brunswick County Habitat for Humanity brings people together to build homes, community and hope.

## **BCHFH Administrative Office**

1323 Stone Chimney Rd., SW, Supply, NC 28462  
(910) 454-0007 | [www.brunswickcountyhabitat.org](http://www.brunswickcountyhabitat.org)

## Welcome

People in our community and all over the world partner with Habitat for Humanity to build or improve the place they can call home. With the help of volunteers, financial donors, and community partners, Habitat homeowners achieve the strength, stability, and independence they need to build a better life. As a volunteer, you are an essential contributor to Brunswick County Habitat for Humanity (“BCHF” or the “affiliate”) efforts to provide low-income people new hope in the form of decent, affordable housing.

It is our hope that you will join us in this spirit of partnership and that your efforts with BCHP will prove enjoyable and fulfilling. BCHP is a volunteer-driven organization, and we rely on volunteers like you to help people in need realize the dream of owning a decent, affordable home. From working on our construction sites to putting on special events, running our committees, or stocking shelves in the ReStore, volunteers have a positive impact on every facet of our organization.

This manual will provide general policies and practices of BCHP. It is written for our volunteers and the staff who work with those volunteers. You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions concerning our organization and the expectations of volunteers. It describes many of your responsibilities as a volunteer and outlines the programs developed by the Affiliate to benefit its volunteers. You should feel free to ask questions or consult with the Volunteer Coordinator or Supervisor concerning these policies at any time.

In order to retain the necessary flexibility in the administration of policies and procedures, the Affiliate reserves the right to amend, revise, or supplement any of the policies and/or benefits described in this manual from time to time as deemed appropriate.

## Habitat for Humanity International (“HHI”)

Habitat for Humanity is a global nonprofit housing organization founded in 1976. Habitat for Humanity International is currently working in local communities across all 50 states in the U.S. and in approximately 70 countries. Habitat’s vision is of a world where everyone has a decent place to live.

## About BCHP

Founded in 1993, BCHP is a locally run affiliate of Habitat for Humanity International. As we approach the milestone of building our 100th home, we are proud to serve the Brunswick County community. Our homes are built with volunteer labor, tax-deductible donations, and proceeds from our three ReStore retail locations. Homeowners contribute a significant amount of sweat equity, working alongside volunteers to build their own homes. Through affordable homeownership opportunities, financial education, advocacy efforts, and neighborhood empowerment programs, BCHP transforms families, revitalizes neighborhoods, and is working together to build a stronger Brunswick County community.

The path to a home is filled with challenges, hope, and determination. The work that goes into building a Habitat home is a true testament to the strength of the individual families and the community members who support them. The family’s journey is a powerful reminder of the transformative power of a home, offering not just shelter, but a foundation for security, love, and a brighter future.

## General Information

### Locations:

Habitat Administrative Office  
1323 Stone Chimney Rd., SW, Supply, NC 28462  
(910) 454-0007  
Monday- Thursday: 9:00- 5:00/ Friday 9:00- 4:30



Construction Sites  
HFHBC currently builds throughout Brunswick County.  
Opportunities will vary.  
Monday- Thursday: 8:30- 3:30



Ocean Isle Beach ReStore  
Beach Drive SW,  
Ocean Isle, NC 28469



Southport ReStore  
4170 Long Beach Rd. SE,  
Southport, NC 28461



Leland ReStore  
92 Dresser Lane,  
Leland, NC 28451

ReStore Hours: Tuesday- Saturday 9:00- 5:00. Donations accepting until 4:30.

Our ReStores are nonprofit home improvement stores and donation centers that sell new and gently used furniture, appliances, home decor, and much more! Every donation generates funding to build homes; every volunteer helps families build strength, stability, and independence through shelter.



We deeply value the contributions of our volunteers. YOU are an essential part of our mission and we are grateful for your service. Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers like you are representatives of BCHFH. When you accept a volunteer role with BCHFH, you are committing to act in a way that promotes Habitat's mission, respects the local community, and ensures the safety of all participants.

### **Definition of 'Volunteer'**

A Brunswick County Habitat volunteer is an individual who, beyond the confines of paid employment and normal responsibilities by BCHFH, contributes time and service to assist the organization in the accomplishment of its mission.

All volunteers are expected to follow the volunteer code of conduct outlined below:

- Promote a respectful community: Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of insensitive or offensive language and sexual or other unlawful harassment will not be tolerated. A mutual tone of honor and teamwork are essential to the culture of our organization.
- Sharing or discussing personal information about others without their presence or permission is considered gossip and is against BCHFH Code of Conduct. Gossip can be damaging to relationships, trust, and unity within the community. We encourage culture of direct, respectful communication and accountability.
- Prioritize site safety: Safety rules and guidelines on 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 on any unsafe working conditions to the on-site supervisor immediately.
- Uphold a zero-tolerance policy for alcohol, drugs and weapons: The purchase or possession of drugs, alcohol, or weapons is strictly prohibited on BCHFH property and volunteer sites.
- Stealing, misappropriation or diversion of BCHFH funds, property, or other assets for personal benefit is not permitted, nor is otherwise engaging in fraudulent activity regarding BCHFH's assets, operations, or beneficiaries.
- Any concerns or suggestions should be brought privately and respectfully to a supervisor or the Volunteer Coordinator. Suggestions will be reviewed in the context of the organization's broader goals, politics and operational needs. We ask that volunteers trust leadership decision, even if their feedback isn't utilized. Volunteers should not correct, override or challenge staff decision in front of others, staff has final say in operational decisions and the daily workflow.

### **Age Requirements**

All volunteers must be 16 or older to volunteer in the ReStore, Office or on any Construction site. 14-15 year olds are permitted to volunteer in the ReStore with a Parent/Guardian chaperone.

### **Attendance and Punctuality**

Always arrive at your registered volunteer site on time and ready to work! In order to ensure smooth operation, we ask that volunteers notify Habitat of absences, late arrivals, and/or early departures. Volunteers are essential to Habitat; we depend on you and miss you when you are not here.

### **Court-Ordered Community Service**

Court ordered community service can **ONLY** be completed at the BCHFH ReStore. If you are in need of Community Service hours, you must complete registration and setup with the Volunteer Coordinator. You must be 16 years or older. Community Service must be completed in a minimum of 4-hour shifts and cannot be for any convictions of a violent/sexual nature, theft or burglary. Court-ordered community service volunteers must sign up online and sign a liability waiver and submit any Court Ordered Documentation **prior** to starting community service hours. Community Service hours cannot be completed in the administrative office or on Habitat construction sites.

### **Cell Phone Usage**

To better ensure productivity and safety at the work site, we ask that volunteers limit cell phone usage to break times and/or the lunch period. We understand that emergencies may arise. If you have an emergency that needs your attention, please let the BCHFH site supervisor know and take a break to handle what is needed. For your safety and for the safety of others, no earbuds/headphones of any kind are allowed at any time while volunteering.

### **Dress Code**

At BCHFH, appropriate attire is essential to ensure safety, comfort, and professionalism on all job sites and during community events. We ask that all volunteers and staff wear sturdy, closed-toe shoes, comfortable clothing suitable for physical work, and avoid any apparel with offensive or inappropriate language or imagery. Dress should reflect respect for the community we serve and be appropriate for the tasks being performed, whether on a construction site, in a ReStore, or at an outreach event.

### **Drug, Alcohol & Weapons**

BCHFH has a zero-tolerance policy for alcohol, drugs and weapons. The purchase of or possession of drugs, alcohol, or weapons is strictly prohibited on BCHFH property and all volunteer sites. If you see an occurrence of any of the above, please notify Volunteer Coordinator or Supervisor immediately to help ensure your safety and the safety of others. Any volunteer found under the influence of an illegal drug, abusing prescription drugs, in possession of, using, selling, trading, or offering illegal drugs or alcohol during business hours – or in the possession of these items on affiliate property or in an affiliate vehicle – will be subject to termination of their participation in Habitat activities.

### **Smoking Policy**

Staff and Volunteers are permitted to smoke only in designated smoking areas during authorized breaks and/or lunch period. Please consult the lead site staff for clarification concerning appropriate designated

smoking areas. In accordance with federal law, any volunteer under the age of 18 is prohibited from smoking at any time on BCHFH property. This includes E Cigarettes and/or vape pens.

**§ 14-313(c) (2023) states:**

*"If any person under the age of 18 years purchases or accepts receipt, or attempts to purchase or accept receipt, of tobacco products or cigarette wrapping papers, or presents or offers to any person any purported proof of age which is false, fraudulent, or not actually his or her own, for the purpose of purchasing or receiving any tobacco product or cigarette wrapping papers, the person shall be guilty of a Class 2 misdemeanor."*

**Safety**

BCHFH strives to ensure a safe work environment in compliance with federal, state, and local safety regulations. Volunteers are expected to obey safety rules and regulations and to exercise caution in all volunteer activities. Volunteers are asked to report any unsafe conditions to a Habitat staff member immediately. *Never put yourself or others at risk!*

As a policy each volunteer at an affiliate work site should:

- Comply with all safety rules and regulations.
- Report all accidents and injuries immediately.
- Obtain the proper tools and personal protective equipment for the job at hand.
- Report all unsafe conditions to the supervisor in charge.
- Know what emergency telephone number to call in case of fire or an accident.
- Help maintain a safe and clean work area.
- Receive on-site safety training.

**Volunteers who do not comply with Habitat safety procedures (i.e. refusing to wear safety glasses, etc.), will not be allowed to perform the activity and may be asked to leave the site.**

Any accident, which results in injury, regardless of how insignificant, must be reported immediately, and a BCHFH Incident Report must be completed at the time of incident and submitted to the Volunteer Coordinator. First aid kits are located at all Habitat work sites, including the ReStore, Administrative Office and on the Construction site(s). Please see the ReStore Manager, Administrative Staff or Construction Manager for exact first aid kit locations.

To ensure the safety of all volunteers, staff and others involved with BCHFH, volunteers are not permitted, at any time, to work alone on a Habitat worksite, inside a Habitat home, in the construction warehouse, Habitat administrative office, or in the ReStore.

**Working alone is a safety and liability risk and is not allowed at any time. NO EXCEPTIONS!**

**Right to Volunteer**

Brunswick County Habitat's Mission Statement reads "Seeking to put God's love into action, BCHFH brings people together to build homes, communities and hope." In this spirit, we welcome all to participate towards our vision of "A world where everyone has a decent place to live." All Habitat participants must operate within a framework of effective policies and procedures in order to provide an atmosphere of welcome, wholeness and transformation.

## **Rights of Volunteers**

- The right to a safe volunteer environment
- The right to information about the volunteer role or project
- The right to negotiate the volunteer role
- The right to provide feedback on the volunteer role and experience
- The right to leave

## **Weather and Other Updates**

In the event of schedule changes due to inclement weather conditions, registered volunteers will receive a notification via text and/or email. Please visit the website to reschedule. All Volunteer calendars are posted under “Get Involved”; and the calendar links are below the Volunteer Application button.

Be sure to check frequently for updates leading up to your volunteer experience, especially in cases where bad weather is expected/anticipated.

## **Meeting the Habitat Homebuyers/Partner Families**

BCHFH homebuyers are required to invest sweat equity hours on the construction site of their home, the homes of others and in the ReStore. Volunteers may have the fortunate opportunity to meet and work alongside the Habitat homebuyer(s), although we cannot guarantee any specific days that they will be on-site.

## **Media**

Members of the media are occasionally on the construction site, in the ReStore and at Habitat special events. Please keep the following in mind if you engage with any members of the media:

- You DO NOT have to answer anything that you are uncomfortable answering.
- Do not be afraid to say that you simply “don’t know”; only provide accurate information to any questions.
- Please refrain from answering any media questions on behalf of BCHFH. Keep your remarks straight forward and limited to your personal experience.

## **Scheduling**

Volunteers must sign up for shifts through the designated scheduling platform, CharityProud. We currently list our Volunteer Calendar links on our website. The calendar will list available shifts and provide details regarding the tasks for each shift. Volunteers are encouraged to schedule their shifts at least **twenty-four (24)** hours in advance. This helps the Volunteer Coordinator and department managers ensure there is adequate coverage for each shift. You **must** be scheduled before you can volunteer and any volunteers that show up without being scheduled. All Volunteer calendars are posted on our website under the “Get Involved” tab.

## **Cancellation or Rescheduling**

If a volunteer cannot attend their scheduled shift, they should notify the Volunteer Coordinator or department managers as soon as possible, but no later than 24 hours before the shift. Volunteers may reschedule if needed, depending on available shifts.

## **Late Cancellations or No-Shows**

Volunteers who cancel with less than 24 hours’ notice or fail to show up without notifying the Volunteer Coordinator may be subject to review, and repeated no-shows may result in a suspension of volunteering privileges.

## **Emergency Cancellations**

In the event of an emergency or unavoidable situation, volunteers should contact the Volunteer Coordinator immediately, and reasonable accommodation will be made.

## **Shift Duration**

Each volunteer shift will typically be 4 hours, unless otherwise agreed upon. Shifts are available during store hours, including evenings and weekends. Specific shift times may vary depending on store needs. The Check in/Check out instructions are listed in an Addendum at the end of this handbook.

## **Volunteering on Holidays**

The ReStores may remain open on select holidays. Volunteers who wish to work on these days must schedule in advance, as shifts may be limited.

## **Volunteer Roles**

Each shift will have clearly defined roles and responsibilities, which will be provided to the volunteer upon arrival. Volunteers should be prepared to perform the tasks assigned to them during their scheduled shift. These job descriptions are included as Addendums to this handbook.

## **Teamwork and Flexibility**

Volunteers should be willing to assist in various areas on the team, depending on needs. Teamwork is essential to maintaining a productive and enjoyable work environment. Our goal is to cultivate a spirit of unity and collaboration where everyone, staff, volunteers and the community, feels supported and respected in their roles.

## **Punctuality**

Volunteers should arrive on time for their scheduled shifts. If a volunteer is running late, they should notify the Volunteer Coordinator or Supervisor as soon as possible.

## **Communication Channels**

Volunteers are encouraged to use the designated communication channels (e.g., email, phone, or messaging platform) to provide availability updates, or ask questions related to their shifts.

## **Periodic Review**

The Volunteer Coordinator will periodically review the volunteer scheduling system to ensure it is working effectively and that shifts are filled in a timely manner. Volunteers are encouraged to provide feedback for continuous improvement.

## **Service Feedback / Conduct Review**

We value the dedication and hard work of its volunteers. Volunteers are expected to adhere to BCHFH's Code of Conduct and all applicable policies, including safety regulations, professionalism, and respect toward others. If a volunteer violates these standards, the following service feedback and conduct review process will be applied.

This service feedback and conduct review is designed to maintain a safe, respectful, and productive environment for all volunteers, staff, and community members. It outlines the steps that will be taken when a volunteer's conduct does not align with BCHFH's mission, values, and expectations. All misconduct will be handled with discretion to protect the privacy and dignity of all involved.

Service Feedback / Conduct Review Process:



### 1. Initial Conversation (First Discussion)

- A supervisor will discuss the issue with the volunteer and provide guidance, support and solutions.
- The volunteer is invited to share their perspective and focus on realignment, not reprimand.
- The conversation will be documented in the *Volunteer Service Feedback and Conduct Review Form* and placed in the volunteer's confidential file.

### 2. Conduct Review Meeting (Second Discussion)

- If the misconduct persists, then a follow-up discussion and plan will be created.
- The Volunteer Services Team may attend this meeting.
- If this misconduct is unresolved, then further steps may be considered.

### 3. Final Review / Disengagement

- If alignment cannot be reestablished, the volunteer may be respectfully released from service.
- This action is documented and placed in the volunteer's confidential file.

## Appeals Process

A volunteer who wishes to appeal the *Volunteer Service Feedback and Conduct Review Form* or dismissal may submit a written appeal to the Volunteer Coordinator within seven (7) days of the action. The appeal will be reviewed by the Executive Director, and a final decision will be communicated in writing.

## Accommodations

Volunteers with special needs or requests (e.g., different shift times, specific tasks) should communicate these in advance to the Volunteer Coordinator, and reasonable accommodations will be made whenever possible.

**Note: Once every calendar year, volunteers are required to sign the BCHFH liability waiver.**

## Minor Liability Waivers

If you are under 18, you will need the liability waiver signed by you and a Parent/Guardian and sent to the Volunteer Coordinator by email or bring it with you to your first volunteer shift. This form is located on our website under the "Get Involved" tab, and next to the Volunteer Application. This process will also be performed once a calendar year per Habitat for Humanity International guidelines.

## Personal Information Updates

It is important that you keep your volunteer information up-to-date with any changes of personal information, such as your mailing address, phone number, email, emergency contacts, etc. If you have any trouble updating your account, please contact the Volunteer Coordinator.

This manual is not an employment or volunteer contract and is not intended to create contractual obligation of any kind. Neither you nor Habitat is bound to continue the volunteer relationship if either you or Habitat chooses, at will, to end the relationship at any time.

***Thank you for your dedication and service to the mission of  
BCHF and to our community!***

**You've signed up! Here are a few more things you need to know before you arrive, per the BCHFH location that you are volunteering.**

### **Dress Code**

Shirts with at least a short sleeve are required. No low-cut or tank tops will be tolerated. Long pants are required. Work boots are the preferred footwear, but sneakers are also acceptable. No open-toed or open-back shoes are allowed. No offensive language or symbols on any clothing. Volunteers not dressed appropriately will be asked to change & return, and, if not possible, will be asked to leave the site.

### **Equipment & Safety**

All volunteers on the construction site must have approval and proper instruction from the Construction Manager before using any type of power tool. We understand that a lot of our volunteers come with trade experience in home-building, repairs, tool usage etc. However, all volunteers must abide by BCHFH's tool use policy as per the safety regulations of BCHFH International (HFHI). Use of the following machinery is prohibited for all volunteers, unless specifically approved by BCHFH Management: Habitat vehicles, any and all machinery on a Habitat construction site.

**Please take a moment to watch HFHI Construction safety video:**

**<https://youtu.be/fPVa5-xfyXM>**

**Directions/Parking** - Directions to construction sites are provided to those who are registered to volunteer. Carpooling is strongly recommended whenever possible. On-site staff will advise you where to park upon your arrival.

**Arriving On-Site** - After you arrive at 8:30 am - please introduce yourself to Site Host Volunteer and/or Construction Manager to get checked in on the site tablet.. If you are under 18, your signed Minor Liability Waiver with Parent/Guardian signature will be required, unless it was sent to the Volunteer Coordinator prior. Once everyone is checked in the Site Leaders will go over safety precautions and build plans for the day. Be sure to listen carefully to all instructions to help ensure you have a safe and wonderful volunteer experience.

**Food/Drinks** - Volunteers are responsible for providing their own lunches, drinks, and any snacks - unless otherwise provided by group organizers. A lunch break is taken each day on-site from roughly 12 - 1pm. Sometimes there are restaurants/stores close to the site where volunteers may wish to pick-up food/drinks. Please check with the Volunteer Coordinator for specific site information prior to your day with us. We will have water on-site. Please bring a refillable water bottle with you.

**Other Things to Bring** - Bring things appropriate for the day's weather. Rain gear, sunscreen, insect repellent, sunglasses, hats or extra layers of clothing may be useful things to have with you.

**Restrooms** - All Construction sites are equipped with clean portable toilets.

**Hours Served** - In order to receive credit for time served with us, you must check in when you arrive and check out when you leave for the day. This is done through the iPad kiosk. If for any reason the kiosk is not working, the Site Host Volunteer will have you check in and out on a paper form, and the Volunteer Coordinator will key in your hours. If you do not check in/out on either of these options, we cannot log your hours for credit.

**Leaving the Site** - Before you go home, after what we hope was a hard, rewarding, fun day helping with the construction of a family's new Habitat home, please be sure to check out on the tablet with Site Host Volunteer or Construction Manager. Make sure that you have not left anything behind, and that site clean-up is complete for the day. In the event you realize later that you forgot something on-site, please contact the Volunteer Coordinator. You will also receive a short, anonymous volunteer evaluation to let us know about your experience. Your feedback is greatly appreciated. We want to do all we can to make sure you have a rewarding experience serving with us.

## Construction Volunteer Job Description

**Purpose:** Construction volunteers help us to build decent and affordable new homes for our partner families. Although some work must be sub-contracted out, our experienced construction staff lead groups of volunteers, who often have little or no construction experience. Volunteers lower our overall construction cost, but most importantly, they provide a way for the community to participate and share in our mission.

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**Benefits:**

- Construction volunteers gain or improve skills in many areas of construction.
- They can make friends, enjoy camaraderie, and give back to the community.
- They have an opportunity to work with our future homeowners and other community volunteers.

**Reports to:** Construction Site Lead

**Typical Shifts:** 4 to 6 hour shifts on weekdays, with occasional weekends.  
(days/hours may be changed due to weather, work plan, special projects, etc.)

### Duties & Expectations:

- Attend a volunteer orientation in our office or online prior to working on a build site.
- Sign up in advance to obtain a work assignment. Signup is currently online.
- Arrive 10 minutes in advance of the shift start time and check in with the Construction Site Lead.
- Participate in the daily onsite safety and work plan briefing.
- Wear safety equipment (PPE) as directed. Closed toed shoes are required onsite.
- Follow the directions of the Site Lead or other staff.

We generally plan for work teams of 5 to 10 volunteers per shift, per build site. We may also arrange for a business, church, or civic group to work on a home build together by contacting our Volunteer Coordinator in advance.

Construction work is done under the sole direction of the Site Lead and may include framing, exterior sheathing, insulation, windows, doors, siding, hanging sheetrock, painting, floors, cabinets, landscaping, trim molding, porches, railings, stairs, roofing, and other tasks required to build a house.

### Skills & Qualifications:

- No previous construction or building experience necessary.
- Minimum age is 16 to volunteer on an active construction site.
- Minimum age is 18 to use power tools/equipment.
- Tools are provided. Volunteers can bring their own tool belt, hammer, pencil, tape measure, and utility knife if they wish, if they are labeled.
- Recommended items include: a hat, sunscreen, work gloves, and appropriate work clothes.
- Requires a sense of humor, patience, flexibility, and commitment to Habitat's Mission and Vision.
- Must maintain appropriate behavior and attitude of service to others.

Note: The number of construction volunteer days and available slots varies greatly from week to week, and are impacted by many factors, including staffing levels, house production and stage of construction.



## ReStore Addendum

**You've signed up! Here are a few more things you need to know before you arrive at the BCHFH location that you are volunteering.**



### Dress Code

Shirts with at least a short sleeve are required. No low-cut or tank tops will be tolerated. Long pants are recommended, but knee-length shorts are acceptable. No open-toed or open-back shoes are allowed. No offensive language or symbols on any clothing. Volunteers who are not dressed appropriately will be asked to change & return, and, if not possible, will be asked to leave the site.

### Equipment

Use of the following machinery is prohibited for all volunteers, unless specifically approved by BCHFH Management: forklift in the ReStore and all Habitat vehicles.

**Please take a moment to watch HFHI ReStore safety video:**

**[Safety Hazards in the ReStore \(and how to be safe\).mp4](#)**

**Arriving On-Site** - After you arrive at the ReStore, please introduce yourself to the Manager on duty who will assist you in getting checked in on the computer or kiosk. If you are under 18, your signed Minor Liability Waiver with Parent/Guardian signature will be required, unless it was sent to the Volunteer Coordinator prior. Once checked in, the manager on duty will go over safety precautions and work plans for the day. Be sure to listen carefully to all instructions to ensure you have a safe and wonderful volunteer experience.

### Parking:

Ocean Isle Beach ReStore:

6560 Beach Dr. SW, Ocean Isle, NC 28469

Please park behind the ReStore either in the small lot behind the outdoor furniture and loading dock or along the right side of the parking lot towards the rear.

Southport ReStore:

4170 Long Beach Rd. SE, Southport, NC 28461

Please park on the left side of the store and parking lot along the fence. Please be mindful of the loading dock at the rear of the store.

Leland ReStore:

92 Dresser Lane, Leland, NC 28451

Please park on the left side in the small rear parking lot in the small parking lot away from the loading dock.

**Volunteer Cubbies** – Your Supervisor will show you where your personal belongings can be stored. There are cubbies available to store any personal items during your shift at the ReStore, and labels at the Welcome center to mark your cubby. Please leave valuables at home.

**Food/Drinks** - Volunteers are responsible for providing their own lunches, drinks, and any snacks.

**Purchase Policy** - All merchandise must be priced and put out on the sales floor before any staff or volunteer is eligible to purchase. Staff and volunteers may shop during your break. Items are not to be priced by staff or volunteer(s) expressing interest or intention to purchase. Eligible staff and volunteers receive 30% off of all donated ReStore merchandise. Discounts cannot be combined with any other sales or discounts. No store items are permitted to be taken off of the property until paid-in-full.

**Hours Served** - In order to receive credit for time served with us, you must check in when you arrive, and check out when you leave for the day. This is done through the computer or kiosk at the Volunteer Welcome Center. If for any reason the software/kiosk is not working, make sure you check in and out with the Manager or Assistant Manager and the Volunteer Coordinator will key in your hours manually. If you do not check in/out on either of these options, we cannot log your hours for credit.

**Leaving the Site** - Before you go home, after what we hope was a hard, rewarding, fun day helping serve the community in the ReStore, please be sure to check out on the computer or kiosk. Make sure that you have not left anything behind and that work area clean-up is complete for the day. In the event you realize later that you forgot something on-site, please contact the Volunteer Coordinator. Before you leave, you will also receive a short, anonymous volunteer evaluation to let us know about your experience. Your feedback is greatly appreciated. We want to do all we can to make sure you have a rewarding experience serving with us.

## ReStore Volunteer Job Description

**Purpose:** ReStore volunteers support the organization's mission of providing affordable housing by helping to manage and operate the store, which sells donated building materials, furniture, and home goods. By volunteering, individuals play a crucial role in promoting sustainability through the reuse of materials and help BCHFH in creating a positive, lasting impact in the community.

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**Benefits:**

- ReStore volunteers gain or improve skills in many areas of retail.
- They have an opportunity to work with our future homeowners, customers and other community volunteers.
- They can make friends, enjoy camaraderie, and give back to the community.

**Reports to:** ReStore Store Manager

**Typical Shifts:** 4 to 6 hour shifts on weekdays and weekends.  
*(days/hours may be changed due to work plan, special projects, etc.)*

### **Duties & Expectations:**

We rely on volunteers to perform a variety of tasks to support the Habitat ReStore employees in creating and maintaining an extraordinary donor, volunteer, and shopper experience in the ReStore. Volunteers assist with tasks such as sorting donations, organizing inventory, pricing items, and assisting customers, all while contributing to the ReStore's goal of raising funds to build and repair homes for families in need.

### **Tasks may include:**

- Sorting, Cleaning, and pricing donations
- Stocking shelves with new merchandise
- Merchandising
- Unload donations from donor vehicles
- Load sold merchandise into customers vehicles
- Place donations on to the sales floor
- Assist customers, volunteers, and staff as needed
- Flexible position

### **Requirements:**

- Volunteer Orientation & Current Volunteer Application completed
- Ability to stand for long periods of time
- Ability to follow the pricing guide
- Ability to work in a team environment

## Mentor Volunteer Job Description

**Purpose:** A homeowner mentor is a Habitat volunteer who on behalf of the affiliate takes on primary functions of support and communication with a future homeowner during the education and building process. The Mentor becomes the bridge between the family and the organization as the primary point of contact throughout the process to assist in giving rise to a partner family's successful start in homeownership and a feeling of reward and accomplishment for all involved.

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**Benefits:** Partner Family Mentor volunteers are advocates for affordable & workforce housing. Work with a team, families, and volunteers enjoying camaraderie while serving the community.

**Reports to:** Family Services Coordinator- QLO

**Typical Shifts:** 3 to 5 hours a month (monthly meeting with partner family and monthly committee meeting).

### **Duties & Expectations:**

As a Partner Family Advocate (Mentor), your role is to support BCHFH and its mission by serving as a compassionate and reliable guide to Partner Families throughout their homeownership journey. You are entrusted with always maintaining strict confidentiality and acting as a liaison who fosters trust, inclusion, and a sense of belonging within the Habitat community. Your guidance is essential in helping families fulfill their responsibilities to BCHFH, including managing sweat equity hours and down payment (escrow) contributions. Advocates are expected to attend the required training sessions alongside the family and support them in developing and maintaining a written monthly budget. You will help Partner Families navigate the program, voice their concerns, and feel empowered in their transition to homeownership. By demonstrating empathy, patience, and integrity, and embracing the value of diversity, your actions can be profoundly inspiring and instrumental in shaping a family's long-term success.

### **Skills & Qualifications:**

- Homeowner experience and previous Mentoring experience are preferred but not required.
- Be aware of Habitat's history and purpose.
- Must maintain appropriate behavior and attitude of service to others and BCHFH.
- **Background check required.**



# Volunteer Scheduling Procedure

## Signing Up for a Volunteer Shift

Use the BCHFH website to sign up for a shift. Click on Volunteer and then scroll below the Application and you will see two (2) calendar boxes to select – ReStore or Construction. Each ReStore has it's own calendar with two (2) shifts available; 9-1pm and 1-5pm. Calendar links for either the ReStore schedule or the Construction schedule listed on our website under the “Get Involved” tab, under Volunteer.

The links on the website will look like these:

 [Construction Volunteer Calendar](#)

 [ReStore Volunteer Calendar](#)

**SELECT AND CLICK** the day/shift you would like:

< > today		May 2025					month week day list			
Sun	Mon	Tue	Wed	Thu	Fri	Sat				
27	28	29	30	1	2	3				
		9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore				
4	5	6	7	8	9	10				
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11	12	13	14	15	16	17				
		9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore				
18	19	20	21	22	23	24				
		9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore				
25	26	27	28	29	30	31				
		9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore	9a Leland ReStore 9a Ocean Isle Beach ReStor 9a Southport ReStore				

**COMPLETE** the sign up form for your selected shift:


### Your Contact Information

☒ Display my name on signup page


First Name *	Last Name *	Email *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 1	Address Line 2	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>
City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Comments

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VERIFIED & SECURED  
VERIFIY SECURITY

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Once this is **completed**, you will see this page confirming that your selection was processed:



## Volunteer Registration

Congratulations! You have successfully registered for a volunteer opportunity with Brunswick County Habitat for Humanity. You will soon receive an email with your registration details. Please do not sign up for any volunteer activities until you have completed our safety course!

If you should have any questions, please feel free to contact us at [volunteer@bchabitat.org](mailto:volunteer@bchabitat.org).

Kind Regards,

Brunswick County Habitat for Humanity Volunteer Team

**NEXT**, you will receive an email confirmation that will also include your sign in/sign out link.



Dear Angelique,

Thank for your volunteer registration! We look forward to seeing you on site. =)

Please see below for the registered volunteer activity details.

Volunteer Activity	Date/Time
Office Renovation	5/13/2025 8:30 AM - 3:30 PM

If you wish to cancel the registered activity, please click on the link [here](#).

Please use this link to check in/check out when you arrive for your shift.

<https://brunswickcountyhabitat.charityproud.org/VolunteerRegistration/CheckinAll>

Any questions that you may have, please let me know! You can either call our office line at 910.450.0007, or email us at [volunteer@bchabitat.org](mailto:volunteer@bchabitat.org).

Kind Regards,

Brunswick County Habitat for Humanity Volunteer Team

When you arrive for your shift, either on a construction site or at a ReStore, **CLICK ON** and **OPEN** the link in the confirmation email you received. You will be directed to a page to input your name.



## Volunteers Check In/Out

Please enter the volunteer's name above to start.

All shifts that you have sign up for will be displayed on the sign in page. **SELECT** and **CLICK** the location/date/time of the shift you are checking into.



## Volunteers Check In/Out

Angelique Ward

Check In

Ocean Isle ReStore AM Tue, May 13, 2025 9:00 AM - 1:00 PM

Angelique Ward

Check In

Leland ReStore Tue, May 13, 2025 9:00 AM - 5:00 PM

You will see a **BLUE** confirmation check in box and then you are all set!!

Ocean Isle Beach ReStore Tue, May 13, 2025 9:00 AM - 5:00 PM

Angelique Ward

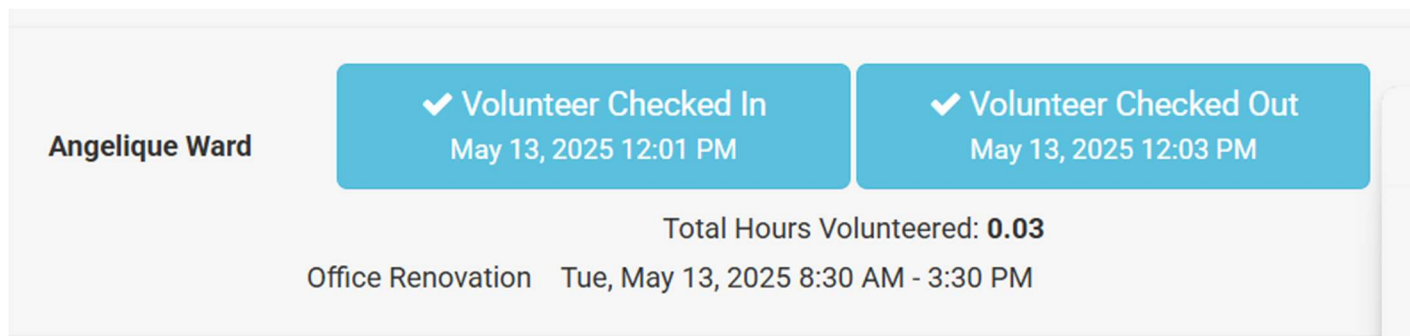
✓ Volunteer Checked In  
May 13, 2025 12:01 PM

Check Out

Office Renovation Tue, May 13, 2025 8:30 AM - 3:30 PM



At the end of your shift, **SELECT** the same link again from your confirmation email to start the check out process. Follow the same prompts as before, then select the **GREEN** check out button next to the **BLUE** one from earlier.



The screenshot displays a volunteer tracking interface. On the left, the name "Angelique Ward" is listed. To the right, there are two blue buttons: "✓ Volunteer Checked In" with the timestamp "May 13, 2025 12:01 PM" and "✓ Volunteer Checked Out" with the timestamp "May 13, 2025 12:03 PM". Below these buttons, the text "Total Hours Volunteered: 0.03" is shown. At the bottom, the activity "Office Renovation" and the date/time "Tue, May 13, 2025 8:30 AM - 3:30 PM" are displayed.

Volunteer Name	Checked In	Checked Out	Total Hours	Activity	Date/Time
Angelique Ward	May 13, 2025 12:01 PM	May 13, 2025 12:03 PM	0.03	Office Renovation	Tue, May 13, 2025 8:30 AM - 3:30 PM

This procedure helps us better track our volunteer hours which are essential for recognizing commitment and time served so that we may better celebrate our volunteer’s milestones. Tracking volunteer hours more accurately will also assist us in pursuing grant funding for our mission and help us grow the programs we offer to the community.

We deeply value the time, energy, and commitment our volunteers bring to BCHFH’s mission. Adhering to this scheduling procedure ensures that our build sites and programs run smoothly, safely, and effectively for everyone involved. By communicating schedule changes promptly and honoring your commitments, you help us build not just homes, but trust, community, and a shared purpose. Thank you for being an essential part of our work.