



Habitat for Humanity of New Castle County Volunteer Handbook



Seeking to put God's love into action, Habitat for Humanity of New Castle County brings people together to build homes, communities, and hope.

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Welcome

Welcome to Habitat for Humanity of New Castle County! Habitat for Humanity works to build and improve communities worldwide. With the help of volunteers, financial donors, and community partners, Habitat homeowners achieve the strength, stability, and independence they need to build their future. As a volunteer, you are an essential contributor to Habitat for Humanity of New Castle County's (hereafter "HFHNCC") efforts to provide safe, decent, and affordable housing to the New Castle County community.

It is our hope that you will join us in this spirit of partnership and that your efforts with HFHNCC will prove enjoyable and fulfilling. HFHNCC 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, assisting at events, participating on our committees, or stocking shelves in the ReStore, volunteers have a positive impact on every facet of our organization.

This handbook will provide general policies and practices of HFHNCC. 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 HFHNCC to benefit its volunteers. You should feel free to ask questions or consult with the Volunteer Coordinator or any supervisor concerning these policies at any time. In order to retain the necessary flexibility in the administration of policies and procedures, HFHNCC reserves the right to amend, revise, or supplement any of the policies and/or benefits described in this manual when necessary.

The most updated copy of this handbook will be available on our website and shared with all new volunteers at the onset of their tenure with us.

Habitat for Humanity International (HFHI)

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



United States and in approximately 70 countries. HFHI's vision is of a world where everyone has a decent place to live.

About HFHNCC

Habitat for Humanity of New Castle County is an independently chartered affiliate of Habitat for Humanity International, the largest not-for-profit builder in the world. We operate on Christian principles, seeking to put God's love into action by building homes, communities and hope.

Here in New Castle County, HFHNCC is committed to changing lives and landscapes by revitalizing neighborhoods and empowering the families we serve.

We build affordable housing, providing 0% interest mortgages to the hard-working qualified homeowners in our program.

We perform and coordinate critical home repairs for low-income homeowners, ensuring that they are safe, warm, and dry. We partner with residents and stakeholders to revitalize neighborhoods through neighborhood clean-ups and beautification projects. We empower homeowners, residents and volunteers to make lasting changes in the neighborhoods we serve through education, training and advocacy.

Since 1986, HFHNCC has built more than 310 homes and ranks among the top three Habitat northeast affiliates of 210 affiliates (from Delaware to Maine) in terms of housing production. Throughout our 39-year history, we have served more than 1,500 New Castle County families through our multi-faceted programs.

Our homes are built with volunteer labor, tax-deductible donations, and proceeds through our 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, HFHNCC transforms families, revitalizes neighborhoods, and is working together to build a stronger New Castle County.

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.

DEI Statement

All are welcome.

Walls. Our mission is to raise them so a family can find comfort, security, and an affordable place to call home. Walls. Our ethos is to remove them so that all can feel welcome, visible, respected, supported and valued. Whether on a work site or in the workplace, we are committed to removing the visible and invisible barriers to opportunity and self-expression — barriers that limit a person, a family or an employee from reaching their full potential. Wherever you find us, we stand tireless in our commitment to foster a culture where diversity, equity and inclusion are core to our thinking, strategies and actions.

Our Values

Local Roots – Global Impact

We recognize that affordable housing is a GLOBAL issue and are committed to the vision that EVERYONE deserves a decent place to live. Habitat for Humanity of New Castle County is a dedicated contributor to Habitat for Humanity International's Tithe Program. To date, we have donated over \$1 million to Habitat partners in third-world countries.

Open Doors

Habitat for Humanity was founded on the conviction that every man, woman and child should have a simple, durable place to live in dignity and safety, and that decent shelter in decent communities should be a matter of conscience and action for all.

HFHNCC welcomes volunteers and supporters from all backgrounds and serves people in need of decent housing regardless of race or religion.

As a matter of policy, Habitat for Humanity International and its affiliated organizations do not proselytize. This means that Habitat does not impose any condition that people must adhere to or convert to a particular faith or listen and respond to messaging designed to induce conversion to any particular faith.





General Information

Headquarters

1920 Hutton St Wilmington DE 19802

302-652-0365

Monday-Friday 8AM-5PM

Prices Corner ReStore

3312 Seminole Ave Wilmington DE 19808

302-652-5181

Tuesday-Saturday 10AM-5PM

Middletown ReStore

600 N Broad St Middletown DE 19709

302-449-1414

Wednesday-Saturday 10AM-5PM

Construction Sites

HFHNCC currently has builds across New Castle County. Volunteer opportunities will vary.



Volunteer Policies

Definition of ‘Volunteer’

At Habitat for Humanity of New Castle County, a volunteer is an individual who, beyond the confines of paid employment and normal responsibilities by HFHNCC, contributes time and service to assist the organization in the accomplishment of its mission.

Volunteering with Habitat for Humanity of New Castle County will have no impact on paid employment or eligibility for our programs.

Privilege to Volunteer

Habitat for Humanity of New Castle County’s mission statement reads “Seeking to put God’s love into action, HFHNCC 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 HFHNCC participants must comply with the policies and procedures listed in this handbook in order to provide an atmosphere of welcome, wholeness, and transformation. Any volunteer who violates these policies may be subject to disciplinary action up to and including volunteer termination.

This manual is not an employment or volunteer contract and is not intended to create a 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.

Rights of Volunteers

HFHNCC is committed to providing volunteers with the following rights at all times during their volunteer experience:

- 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

Volunteer Roles

Each role will have clearly defined roles and responsibilities, which will be provided to the volunteer in advance of their first shift. Volunteers should be prepared to perform the tasks assigned to them during their scheduled shift. These job descriptions are included as Addendums 7-15 to this handbook.

Code of Conduct

All volunteers are expected to read, sign, and follow the points outlined in the Volunteer Code of Conduct (Addendum 1). Volunteers must sign the Code of Conduct ahead of their first volunteer shift through VolunteerLocal and must re-sign the Code of Conduct at least once per year.

Safeguarding

All HFHNCC volunteers must model behavior consistent with the Habitat for Humanity International Safeguarding Policy which protects staff, beneficiaries, and community members (especially vulnerable adults and children) from exploitation and abuse (Addendum 17). Inappropriate physical or sexual relationships with other volunteers, staff, or community partners are prohibited. Under no circumstances may volunteers engage in sexual activity with a child (a person under the age of 18, regardless of the legal age of consent and local laws). This includes not procuring commercial sex acts, even where such activities are permitted by local laws. Volunteers have the responsibility to report any safeguarding misconduct to an HFHNCC staff member.

All volunteers must view the video 'Habitat for Humanity's commitment to safeguarding' ahead of their first shift. This video will be emailed out to all registrants no later than 24 hours before the volunteer shift begins.



'Key Volunteers,' defined as volunteers involved once or more per month, must take safeguarding training from Habitat for Humanity International at least once per year.

Age Requirements

All volunteers must be 16 or older to volunteer in the ReStore, headquarters or on any construction site. Volunteers between the ages of 16 and 18 will follow Habitat for Humanity International youth guidelines, including no use of power tools or working at a height above 6 feet. Youth above 14 years old may be permitted to volunteer at certain events dependent on the task to be completed. Younger volunteers are permitted to volunteer in a 'Help from Home' capacity (Addendum 13).

Scheduling Policies

Scheduling

Volunteers must pre-register for shifts through the designated scheduling platform, VolunteerLocal. All volunteer shifts are scheduled on a first-come, first-served basis.

We currently list our volunteer calendar links on our website. The calendar will list available shifts and provide details regarding each shift. This helps the Volunteer Coordinator and department managers ensure there is adequate coverage for each shift. Any volunteers who attend a shift without pre-registering may be asked to leave.

Some types of shifts are not publicly posted on VolunteerLocal because they require additional orientation, including construction regular, ReStore regular, team build, and Help from Home. Please contact the Volunteer Coordinator with interest in these positions.

Cancellation or Rescheduling

If a volunteer cannot attend their scheduled shift, they should cancel their shift through VolunteerLocal as soon as possible, but no later than 48 hours before the shift. Volunteers who cancel three times or more within 48 hours of the shift may not be permitted to



continue volunteering. Volunteers may reschedule if needed, depending on available shifts.

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 the Volunteer Coordinator as soon as possible by email or text of absences, late arrivals, and/or early departures.

Team builds: A unique registration link for your group will be sent from the Volunteer Coordinator to the group leader upon scheduling a team build date. All team build volunteers must register by 2PM on Monday, the week of the team event.

Construction regulars: Please register for shifts for the week by 2PM on Monday. If you do not pre-register, you may be asked not to volunteer that week. Please keep staff informed of unplanned absence, late arrival, or early departure via GroupMe. Please let staff know if you will be away for an extended period of time.

ReStore: Please register for shifts at least 48 hours before the shift date. If you need to cancel your shift, please do so at least 48 hours before the shift date. If you cancel more than three shifts within 48 hours of the shift, you may not be permitted to continue to volunteer with the ReStore.

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 our VolunteerLocal site to reschedule.

Team builds: If we must cancel your group for any reason, we will make every effort to schedule your group for another day within the same week, or on another date in the near future. The Volunteer Coordinator will communicate with the group leader via phone or email to discuss any cancellations or reschedules.



Construction regulars: Please refer to GroupMe for any timely updates. Larger updates and daily work updates will be sent via email.

All other volunteers: Please check your email and phone for any timely updates about your shift. If you have any questions, please contact the Volunteer Coordinator.

Holidays

Habitat for Humanity of New Castle County observes the following holidays:

- New Year's Day
- Good Friday
- Juneteenth
- Labor Day
- The Day after Thanksgiving
- The Day after Christmas (or Christmas Eve – designated by the CEO)
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Thanksgiving Day
- Christmas Day

Both the ReStore and headquarters will be closed for these holidays.

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

Team builds: Please arrive at 7:50AM to ensure that we begin the day at 8AM. If you arrive later than 8:30AM, you may be asked to leave.

Construction: Shifts will be from 8AM-3PM with a half-hour lunch break. Volunteers must stay for the duration of the shift unless discussed ahead of time with staff.

ReStore: Shifts must last a minimum of two hours between the 10AM-5PM Tuesday-Saturday store hours.



Check In/Check Out

Volunteer hours will not be counted or verified by HFHNCC unless the volunteer utilizes the proper method to check in and out of their shift. Under no circumstances may a volunteer use mobile check in or out on their phone. Any volunteer who uses mobile check in or out may be subject to volunteer termination.

Team builds: Please give your name to the Volunteer Coordinator upon arrival. The Volunteer Coordinator will ensure that you have completed the proper paperwork and check you in and out at the end of the day.

Construction regulars: Each day, one regular will send an email report to HFHNCC construction staff and regulars of the work completed that day. The email will include the names of all regulars present. This will serve as the check in/check out for construction regulars.

ReStore: Volunteers must check in at the front desk upon arrival and will complete a paper sign-in sheet. Volunteers must check out at the front desk when their shift is complete and complete a paper sign-out sheet.

Court-Ordered Community Service

If you are in need of community service hours, you must call or email the Volunteer Coordinator ahead of registering for any shifts. You will be required to submit a Background Check Consent Form, a Court Ordered Community Service Acknowledgement, and pay \$20 to cover the cost of your background check. This cost is nonrefundable and can be mailed in cash or dropped off to our headquarters in cash or check.

Court-ordered volunteers must be 16 years or older. Community service must be completed in a minimum of 2-hour shifts and cannot be for any convictions of a violent/sexual nature, theft or burglary.



The Volunteer Coordinator will use the Criminal Background Check Rating sheet to determine court-ordered eligibility. (Addendum 6). A copy of this document will be made available to the court and/or the volunteer upon request.

HFHNCC reserves the right to refuse to verify the hours of any court-ordered volunteer who does not follow this process.

General Policies

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 HFHNCC site supervisor know and step away from the work zone. 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 HFHNCC, 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 when in a physical volunteer position. All volunteers must 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.

Drug, Alcohol & Weapons

HFHNCC has a zero-tolerance policy for alcohol, drugs and weapons. The purchase of or possession of drugs, alcohol, or weapons is strictly prohibited on the HFHNCC property and all volunteer sites. If you see an occurrence of any of the above, please notify the Volunteer Coordinator or site 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 the termination of their volunteer activities with HFHNCC.

Smoking Policy

Habitat for Humanity of New Castle County is concerned about the effect that smoking/vaping and secondhand smoke inhalation can have on its staff members and clients. Smoking and vaping in the office, client areas, restrooms, and all Organization property is prohibited.

Volunteers will take breaks throughout the workday; those volunteers who wish to smoke/vape may utilize breaks to do so. Smoking/vaping are to be off-premises-this includes, HFHNCC's buildings (offices/ReStores/warehouses), HFHNCC's vehicles/trucks, construction sites, and event locations.

In accordance with federal law, any volunteer under the age of 18 is prohibited from smoking/vaping at any time on HFHNCC property.

Safety

HFHNCC 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!

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 with specific safety instructions at the beginning of each workday based on the tasks to be completed.

Volunteers who do not comply with Habitat safety procedures (i.e. refusing to wear safety gear, 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 an HFHNCC Incident Report must be completed at the time of incident and submitted to the Director of Construction.

First aid kits are located at all HFHNCC work sites, including the ReStore, Administrative Office and 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 parties involved, HFHNCC volunteers are not permitted, at any time, to work unsupervised on a Habitat worksite, inside a Habitat home, in the construction warehouse, Habitat administrative office, or in the ReStore.

Construction Managers have the ultimate discretion to determine whether a volunteer is fit to serve on a construction site. Construction Managers will prioritize safety at all times.

Meeting the Habitat Homebuyers/Partner Families

HFHNCC homebuyers are required to invest 300 sweat equity hours on the construction site of their home, the homes of others, and through coaching and courses. 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 do not speak to the media without authorization from HFHNCC's Director of Development or CEO.



If you are authorized to speak with the media, please observe the following guidelines:

- 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 HFHNCC. Keep your remarks straight forward and limited to your personal experience.

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 staff, volunteers, and the community feel supported and respected in their roles.

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.

Review and Feedback

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.

Volunteers will be prompted to submit anonymous feedback to the Volunteer Coordinator following their volunteer shift. This feedback will be used to inform strengths and areas of improvement to the volunteer program.



Service Feedback / Conduct Review

We value the dedication and hard work of our volunteers. Volunteers are expected to adhere to HFHNCC'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 HFHNCC'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.
- 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 will be documented and placed in the volunteer's confidential file.



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. We may not always be able to make accessibility accommodations on our construction sites.

Minor Liability Waivers

Minors, defined as those under 18 years old, will need the liability waiver signed by a parent or guardian through VolunteerLocal ahead of the first shift. The waiver will be sent to the parent or guardian via email after a VolunteerLocal profile has been created for the minor. This process will be performed once per 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 VolunteerLocal profile, please contact the Volunteer Coordinator.

Team Build Sponsorships

While there is no fee to volunteer with us, hosting a Team Build Day does come with real costs — including staffing, safety equipment, and materials. Many of our corporate and community partners choose to make a tax-deductible contribution to help offset these expenses and support our work to build affordable homes across New Castle County. We invite your organization to consider making a suggested donation of \$2,500 to help sustain these experiences and ensure more families can achieve strength, stability, and self-reliance through homeownership.

Teams that sponsor their build day will be provided with the following benefits:

- Lunch provided on site for all volunteers



- HFHNCC volunteer t-shirt provided to each volunteer
- Social media recognition
- Priority scheduling

Teams may participate in a build day without sponsorship and will not be provided with the above benefits. Please reach out to the Director of Development with any questions regarding sponsorship.

Waiver

You will be prompted to sign our waiver when registering for a shift through VolunteerLocal. Please read the release for full details. You will be prompted to re-sign the waiver once per year. Please read the waiver carefully, as it affects your legal rights.

Addendum 1: Volunteer Code of Conduct

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 accept a volunteer role with Habitat for Humanity, you are committing to act in a way that promotes Habitat's mission, respects the local community, and ensures the safety of all participants. 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 community: Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of humiliating, demeaning, offensive, degrading or otherwise insensitive language that fails to respect the dignity of the person. Volunteers are also expected to refrain from engaging in intimidation, discrimination, physical, sexual, and/or emotional violence toward others. Volunteers will not engage in any abuse of authority, position or influence by withholding/restricting access to support/support services, manipulating selection or targeting processes for those we intend to serve. Promote a welcoming, respectful environment by making efforts to understand and honor the local culture and by following all rules and policies set forth by a Habitat program staff member or supervising volunteer. Use of social media should be governed by the principles of respecting and protecting vulnerable populations while preserving their dignity and privacy. You are discouraged from posting anything on social media that permits beneficiaries being identified and/or traced.

2. Respect the human rights of all people and protect beneficiaries and community members from exploitation and abuse. All Habitat volunteers must model behavior consistent with the Habitat for Humanity International Safeguarding Policy which protects staff, beneficiaries, and community members (especially vulnerable adults and children) from exploitation and abuse. Inappropriate physical or sexual relationships with other volunteers is prohibited. Under no circumstances, may volunteers engage in sexual activity with a child (a person under the age of 18, regardless of the legal age of consent and local laws), any Habitat staff or beneficiaries, or any community members. This includes not procuring commercial sex acts, even where such activities are permitted by local laws.



3. 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 any unsafe working conditions to the site supervisor.

4. Uphold a zero-tolerance policy for alcohol, drugs and weapons: The purchase or possession of 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 or by the laws of the volunteer's home country.

5. Follow the 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. Volunteers may speak with a staff member about appropriate ways to exchange gifts and our staff is happy to suggest gifts that will benefit the entire community.

6. Protect ministry assets: Use reasonable care to protect all Habitat for Humanity resources. Stealing, misappropriation or diversion of Habitat for Humanity funds, property, or other assets for personal benefit is not permitted, nor is otherwise engaging in 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 HFHI, you will not disclose confidential HFHI information or confidential information given to you by others.



8. **Speak up!:** Habitat for Humanity embraces a “see something, say something” culture. If you become aware of potential misconduct, help reinforce our culture of courage and accountability by sharing your concerns with an appropriate Habitat staff or supervising volunteer. You can also anonymously report potential misconduct by reporting a claim to the confidential Habitat Ethics and Accountability Line..

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

I commit to helping safeguard the rights and dignities of all people I encounter during my volunteer service with Habitat.

I understand that I have a responsibility to report any potential misconduct to an appropriate Habitat staff or through the Habitat Ethics and Accountability Line.

I understand that HFHI 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 the code of conduct.

Signed: _____ Date: _____

Name: _____

If a minor volunteer:



Signature of parent or guardian: _____ Date: _____

Name of parent or guardian: _____

Addendum 2: Volunteer Waiver

Volunteer Agreement, Release and Waiver of Liability

PLEASE READ CAREFULLY! THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS!

I, the Volunteer, desire to work as a volunteer for one or more of the Released Parties without compensation and engage in the activities related to being a volunteer. I understand that my activities may include but are not limited to the following: working at Habitat for Humanity offices and worksites; working in or for Habitat for Humanity ReStore operations; loading and unloading materials; traveling to and from work sites, towns, cities or countries; consuming food available or provided; living in housing provided for volunteers; assisting in disaster relief areas; constructing, repairing, and rehabilitating residential buildings; other construction related activities; and other volunteer activities ("Activities").

I, the Volunteer, understand that my Activities may include work that may be hazardous to me, including, but not limited to, exposure to lead, asbestos and mold, which may cause or worsen certain illnesses, especially if I do not wear protective equipment, am exposed for extended periods of time, or have a preexisting immune system deficiency.

I also understand there is some inherent risk in consuming local foods and living in local accommodations in the city(ies) or country(ies) visited. I further understand I may be traveling to and from locations where there is a risk of terrorism, war, insurrection, criminal activities, instability, inclement weather or other circumstances that could threaten my



health or safety. I also understand that it is the policy of the Released Parties not to pay ransom or make any other payments to secure the release of hostages.

I, the Volunteer, hereby freely, voluntarily and without duress execute this Release under the following terms:

Each Habitat for Humanity affiliate is an independently owned and operated non-profit corporation. Habitat for Humanity International, Inc. does not own, operate, or control the activities of Habitat for Humanity affiliated organizations.

Release and Waiver.

I, the Volunteer, acknowledge and understand that participation in the Activities may involve certain risks, including, but not limited to, personal injury(ies), bodily injury, illness, permanent disability, property damage, loss and/or death (“Risks”). These Risks include, but are not limited to, exposure to and/or infection with COVID-19 and/or other viruses and/or bacterial infection even in ideal conditions, and despite any and all reasonable efforts made to mitigate such Risks. I further acknowledge and agree that, due to the nature of the Activities, social distancing of six feet per person will not always be possible and that my participation in the Activities may result in an elevated risk of contracting COVID19 and/or other viruses and/or bacterial infection.

I, the Volunteer, further confirm that prior to engaging in the Activities, I may be required to complete a COVID-19 health screening questionnaire provided by one or more of the Released Parties. I agree that I will answer all questions on the questionnaire truthfully. I agree to not participate in any Activities if, at such time and to the best of my knowledge, I am a carrier of COVID-19 or infected with COVID-19. I further agree to follow all safety precautions outlined by any Released Party while volunteering.

In consideration of and in order to be allowed to participate in the Activities, I do hereby release and forever discharge and hold harmless the Released Parties and their successors and assigns from any and all liability, claims, demands, costs and damages of any kind, whether arising from tort, contract or otherwise, which I or my heirs, assigns, next of kin or legal representatives may have or which may hereinafter accrue, arise from, or are in any way related to my Activities with any of the Released Parties, including but not limited to Risks, whether caused wholly or in part by the simple negligence, fault or other misconduct



of any of the Released Parties or of other volunteers, other than their intentional or grossly negligent conduct. In addition, the Released Parties shall have the benefit of any future liability protection for businesses as relating to the COVID-19 pandemic passed by any governmental entity to which the Released Parties are subject.

I understand and acknowledge that by signing this Release I knowingly assume the Risks associated with the Activities. I also understand that the Released Parties do not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance in the event of injury, illness, death or property damage. Regarding any illness or virus, including COVID-19, I, the Volunteer, understand that even if I follow all guidelines for the prevention and handling of any illness or virus, including COVID-19, there is still a risk that Volunteer could contract such virus or illness.

I understand and acknowledge that children under the age of 16 are not allowed on Habitat for Humanity worksites while construction is in progress. While minors between the ages of 16 and 18 may be allowed to participate in some types of build site activities, solely as outlined by the Released Parties, I understand that using power tools, excavation, demolition, working on rooftops and similar activities are not permitted for anyone under the age of 18. I agree it is my responsibility to communicate these requirements to any of my minor children who will attend and/or participate in the Activities.

Consent to Transportation and Medical Treatment. I consent to the use of first aid treatment and the use of generic and over-the-counter medications and treatments as directed by manufacturer labels, whether administered by the Released Parties or first aid personnel. In an emergency, I understand the Released Parties may try to contact the individual listed below as an emergency contact. If an emergency contact cannot be reached promptly, I hereby authorize the Released Parties to act as an agent for me to consent to any examination, testing, x-rays, medical, dental or surgical treatment for me as advised by a physician, dentist or other health care provider. This includes, but is not limited to, my assessment, evaluation, medical care and treatment, anesthesia, hospitalization, or other health care treatment or procedure as advised by a physician, dentist or other health care provider. I also authorize the Released Parties to arrange for transportation of me as deemed necessary and appropriate in their discretion. I, the Volunteer, do hereby release, forever discharge and hold harmless the Released Parties



from any liability, claim, demand, and action whatsoever brought by me or on my behalf which arises or may hereafter arise on account of any transportation, first aid, assessment, care, treatment, response or service rendered in connection with my Activities with any of the Released Parties.

If the Volunteer is less than 18 years of age, the parent(s) having legal custody and/or the legal guardian(s) of the Volunteer also hereby release, forever discharge and hold harmless the Released Parties from any liability, claim, demand and action whatsoever brought by such volunteer or on his/her behalf which arises or may hereafter arise on account of the decision by any representative or agent of the Released Parties to exercise the power to transport, administer first aid, and consent to assessment, examination, x-rays, medical, dental, surgical or other such health care treatment as set forth in the Parental Authorization for Treatment of, and Travel With, a Minor Child.

Insurance. I understand that, except as otherwise agreed to by the Released Parties in writing, the Released Parties are under no obligation to provide, carry or maintain health, medical, travel, disability or other insurance coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own health, medical, travel, disability or other insurance coverage.

I understand that I am and remain responsible for payment of such hospital, physician, ambulance, dental, medical or other services obtained for me or my child. I agree that the Released Parties do not assume any responsibility for the payment of such fees or expenses which may be incurred. If I have health insurance, I understand my personal health insurance is my primary coverage.

Confidentiality. I agree that in the course of my participation in the Activities, I may have access to personal and/or health care information of other persons. I agree to maintain the confidentiality of such information, to use such information only as necessary to do my job as a volunteer, and to comply with Habitat for applicable policies regarding such information.

Photographic/Recording Release. I hereby grant and convey unto the Released Parties all right, title and interest in any and all photographs and video/audio/electronic recordings of me, including as to my name, image and voice, made by or on behalf of any of the Released



Parties during my Activities with the Released Parties, including, but not limited to, the right to use such materials for any purpose and to any royalties, proceeds or other benefits derived from them. I understand that I will not have any ownership interest in or to such photographs, images and/or recordings, I have not been provided or promised any compensation to me, and I hereby waive any rights, privileges or claims based on any right of publicity, privacy, ownership or any other rights arising, relating to or resulting from the photographs, images and/or recordings. I understand and agree that this paragraph also applies to my minor child(ren) who are volunteering.

Other. I expressly agree that this Release is intended to be as broad and inclusive as permitted by state law. I further agree that in the event any clause or provision of this Release is held invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining clauses or provisions of this Release, which shall continue to be enforceable. Further, a waiver of a right under this Release by a Released Party does not prevent the exercise of any other right.

I have carefully considered my decision, the benefits and risks involved, and hereby give my informed consent to participate in all volunteer Activities. I have read and understand this Release and Waiver of Liability, I acknowledge that any questions of mine have been answered, and I voluntarily agree to the above provisions. It is my intent to bind my heirs, next of kin, assigns and legal representative.

Habitat for Humanity of New Castle County

Sexual Harassment Policy

POLICY: Habitat for Humanity of New Castle County (HFHNCC) is committed to providing a working environment that is free from harassment of a sexual nature. HFHNCC will not tolerate sexual harassment as it violates Title VII of the Civil Rights Act of 1964. Employees, volunteers and any other individuals associated with HFHNCC who, knowingly or not, sexually harass anyone employed by or involved with HFHNCC may be subject to severe disciplinary action up to and including termination and/or denied involvement in future HFHNCC activities.

Sexual Harassment occurs when:



It is stated, implicitly or explicitly, that sexual favors are a condition of employment or involvement in HFHNCC activities.

The granting or rejecting of sexual favors is used as a basis for employment and involvement in HFHNCC activities decisions.

Sexually-orientated conduct by others unreasonably interferes with an individual's work performance.

Sexually-orientated conduct by others creates an intimidating and hostile environment.

Examples of behavior which may constitute sexual harassment are:

physical harassment: unwelcome physical contact, including touching any part of the body, kissing, hugging, standing so close so as to make another person uncomfortable.

non-verbal: the display of graphic materials, derogatory posters, cartoons, or drawings, leering or staring at another's body, or gestures.

verbal harassment: pervasive or severe derogatory comments, slurs or accusations, lewd talk or jokes, unwelcome sexual advances or propositions, suggestive or graphic comments about an individual's body, sexuality or clothing.

PROCEDURE COMPLAINT: Whenever anyone employed by or involved with HFHNCC believes he/she has been the subject of sexual harassment, he/she should immediately report the incident or conduct in question to one of the following:

His/Her Manager/Supervisor. An employee need not first report the incident to his/her Manager/Supervisor, especially if he/she is the alleged "harasser".

His/Her Manager's Manager

The Site Supervisor

The Chief Executive Officer of HFHNCC

The President of the Board of Directors of HFHNCC

INVESTIGATION PROCESS: Upon the receipt of a complaint from an employee or person involved with HFHNCC, that individual should notify his/her Manager/Supervisor, the Chief Executive Officer or the President of the Board of Directors immediately. The Chief Executive Officer or President of the Board will promptly investigate the complaint. This investigation will include, as appropriate:



interviewing the employee or person involved with HFHNCC bringing the complaint;
interviewing the employee or person involved with HFHNCC against whom the complaint is being brought;
interviewing any witnesses to the alleged harassment or other persons who can add pertinent information to the investigation;
gathering of any other evidence which might aid in the resolution of the complaint.

CONCLUSION OF INVESTIGATION: Once the investigation is concluded, the employee or person involved with HFHNCC who brought the complaint will be notified of the outcome.

Corrective action will be taken against any employee or person involved with HFHNCC who has violated this policy if the complaint was substantiated. Such action may include:

an oral reprimand;
a written reprimand, which may include placement on probation or final warning;
transfer, suspension, or termination, or any other action which may be appropriate under the circumstances;
Denied future involvement in future HFHNCC activities.

CONFIDENTIALITY: Confidentiality, for all parties involved, will be respected to the utmost extent possible. It is expected that all those involved in the investigation will keep in strict confidence all information learned or provided during the investigation. Violators of this section of this policy are also subject to corrective action up to and including discharge or denial in future HFHNCC activities.

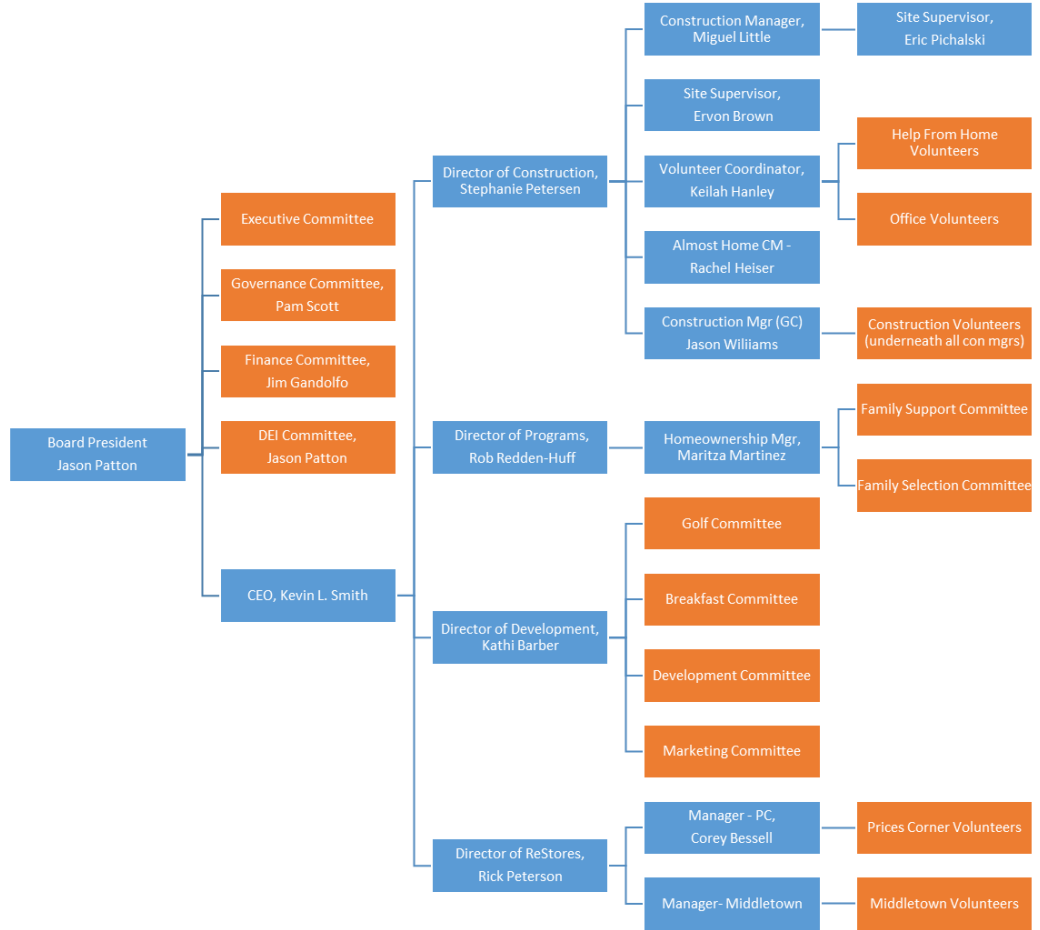
RETALIATION: Retaliation against those who have filed a complaint or against those who have provided information during an investigation will not be tolerated. Violators of this section of this sexual harassment policy are also subject to corrective action up to and including discharge or denial in future HFHNCC activities.



ACKNOWLEDGEMENT: As volunteer with Habitat for Humanity of New Castle County, Delaware, I hereby acknowledge that I have read and understand this policy and all the provisions contained herein. A printed copy of this policy is available upon request.



Addendum 3: Volunteer Organizational Chart





Addendum 4: Background Checks Consent Form

Background Checks Consent Form

Habitat for Humanity of New Castle County (HFHNCC) requires that criminal background and sex offender registry checks be conducted for all potential partner families, board members, employees and key volunteers (any individual who works eight or more hours each month and/or has contact with vulnerable populations such as children, the elderly or persons with disabilities), and in particular those who may have unsupervised contact with a child, the elderly or persons with disabilities. HFHNCC reserves the right to recheck criminal backgrounds at any time during the homebuilding process, course of employment and/or service.

Any person who does not consent to criminal background and sex offender registry checks will not be permitted to become a partner family, work and/or volunteer with HFHNCC.

Disqualification Criteria

A previous criminal conviction or sex offense may disqualify an individual from homeownership, employment, board membership and/or volunteering with HFHNCC. In determining eligibility, HFHNCC, in its sole discretion, may consider several factors, including without limitation, the:

- Nature, duties and responsibilities of the position;
- nature of the conviction or offense and whether children were involved;
- time elapsed since the offense;
- extent to which the offense may affect the person's fitness or ability to perform the duties or responsibilities of the position;
- age of the candidate when the illegal activity occurred;
- number of convictions (if more than one);
- any information produced by the person, or produced on the person's behalf demonstrating rehabilitation and good conduct;
- whether hiring, transferring, promoting or partnering with the applicant and/or candidate would pose a risk to the organization;



- whether the State of Delaware’s public policy encourages employment of persons who have been convicted of crimes or offenses;
- whether the State of Delaware’s public policy encourages homeownership of persons who have been convicted of crimes or offenses;
- the nature of the build, i.e., proximity of houses, mixed use communities, etc.; and/or
- any other factor that HFHNCC deems relevant to the decision.

Examples of Warranted Disqualification

If a person withholds information or falsifies information pertaining to previous convictions and/or sex offenses, the person may be disqualified from further consideration. The following list provides some examples in which HFHNCC may, within its sole discretion, determine an individual to be ineligible for homeownership, employment and/or service:

- embezzlement or fraud conviction;
- stalking conviction; and/or
- murder and/or assault conviction;
- burglary conviction;
- Child molestation conviction;
- statutory rape conviction;
- conviction for an offense related to child pornography; and/or
- sexual assault conviction.

This list is not exhaustive and is for illustrative purposes only. HFHNCC reserves the right to weigh disqualification criteria on a case-by-case basis, and to make selection decisions in its sole discretion. Disqualification may extend to any partner family member, employee, board member, key volunteer or to any position with HFHNCC.

Subject to your consent, HFHNCC will obtain an investigative report which will include information regarding any criminal background and sex offender registry checks. The following Consumer Reporting Agency will prepare the report:

Backgrounds Online

1915 21ST Street, Sacramento, CA 95811



Phone: 800-838-4804.

<http://www.backgroundsonline.com>.

You have the right to contact Backgrounds Online during normal business hours to obtain your file for your review. You may obtain such information as follows:

1. In person at Backgrounds Online's office at the address listed above. You will need to furnish proper identification prior to receiving your file. You may have someone accompany you and should inform such person that they will also have to present reasonable identification. If you want Backgrounds Online to disclose to or discuss your information with this third party, you may be required to provide a written statement granting Backgrounds Online permission to do so.
2. By certified mail, if you make a written request (and provide proper identification) to have your file sent to a specified addressee.
3. By telephone, if you have previously made a written request and provided proper identification.

Backgrounds Online has trained personnel to explain any information that is furnished to you and to explain any information that is coded.

Consent

I hereby consent to Habitat for Humanity of New Castle County obtaining information from Backgrounds Online concerning any criminal background and sex offender registry checks.

Name _____

Date of Birth _____

Social Security # _____

Address _____

Phone # _____

Email _____

Signature _____



Date _____

Position/Potential Position (Please Check all that apply)

___ Employee

___ Partner Family

___ Key Volunteer

___ Board of Directors

Background Check Application Fee Policy

There is a background check application fee of \$19.99 to process court mandated community service hours with Habitat for Humanity of New Castle County. This fee is nonrefundable and must be paid before the background check is processed.

Signature: _____

Date: _____

At the moment we are only accepting payments made in cash.

The application process can take up to a week for results, so we ask that you send in payment as soon as possible. The payment can be dropped off at the office during office hours:

**1920 Hutton Street
Wilmington, DE 19802
Monday-Friday**



8:30am-4:00pm

Addendum 5: Community Service Acknowledgement

Community Service Acknowledgment

For our records, please complete the following below regarding your offense and the hours wish to be served. This is for our records only and will be kept confidential Number of Community Service Hours to be completed:_____

Nature of offenses (felony, misdemeanor (gross, petty). Be specific:

Court Name and Location:_____

Court Contact Name:_____

Court Contact Phone Number (_____)_____

Age when crime was committed:_____ Time since conviction: _____

On Probation: (YES / NO) More than one Conviction: (YES / NO)

I, _____, have been required by law to complete Community Service, and do hereby acknowledge that I have received a copy of, read, and understand HFHNCC's Volunteer Policy and will abide by this policy. I do hereby understand that HFHNCC will also conduct a criminal and sexual offender background check, and if there are offenses that are serious enough, this may preclude me from volunteering. Everything I have written here is true to the best of my knowledge.

Print

Signature

Date



Addendum 6: Criminal Background Check Rating

Habitat for Humanity of New Castle County, Inc.

APPLICANT _____

Co-applicants scores should be considered separately, not cumulatively.

CRIMINAL BACKGROUND CHECK RATING (Ability to Partner)

15 10 5 0 A. Age of applicant at the time of committing the crime:

- <17 years old (0 pts)
- 18-24 years old (5 pts)
- 25-29 years old (10 pts)
- 30+ years old (15 pts)

15 10 5 0 B. Time since last conviction:

- Less than 2 years (15 points)
- 2-5 years (10 points)
- 6-10 years (5 points)
- More than 10 years (0 points)

10 0 C. Off Probation Supervision? No = 10 points Yes = 0 points

15 10 5 0 D. Nature of offense¹:

- Felony, Violent (Auto decline)
- Felony, Non-Violent (15 points)
- Felony, Drug Conviction (10 points)
- Class A & B Misdemeanor (5 points)
- Unclassified Misdemeanor/Violation (0 points)

10 0 E. Does the nature of the conviction relate to the nature, duties, and responsibilities of the position? No = 0 points Yes = 10 points



10 0 F. Does the nature of the conviction relate to the nature of the build, i.e., proximity of houses, mixed use communities, etc.? No = 0 points Yes = 10 points

0 -5 G. Is there evidence of rehabilitation, i.e., Certificate of Rehabilitation or Good Conduct²?
No = 0 points Yes = -5 points (can receive multiple)

-15 -10 -5 0 H. *Length of Employment with same employer:
Less than 2 years (0 points)
2-5 years (-5 points)
5-10 years (-10 points)
More than 10 years (-15 points)

Total:----- _____ (Minimum of 50 for Denial of Employment or Homeownership Application)

* Homeownership Applicants, 30+ hrs/week of consistent community volunteer time may also count as employment.



Addendum 7: Annual Fundraising Breakfast Committee Position Description

ANNUAL FUNDRAISING BREAKFAST MEETINGS START MID MARCH

This is a powerful morning of inspiration, storytelling, and community impact. This signature event brings together business leaders, community partners, and supporters to hear firsthand how Habitat's work transforms lives and neighborhoods. Guests enjoy a complimentary breakfast while listening to moving testimonies from Habitat homeowners, volunteers, and leaders. The breakfast follows the **Benevon Model**, designed to engage new and long-term supporters in the mission of building affordable housing. While there is no cost to attend, guests are encouraged to contribute to further Habitat's mission of building homes, communities, and hope.

RESPONSIBILITIES

Event Planning & Strategy

- Help set fundraising, attendance, and engagement goals.
- Provide input on program flow, including speakers, honorees, and testimonials.
- Assist in selecting and securing a venue, caterer, and audiovisual needs.

Sponsorship & Fundraising

- Identify and connect with potential corporate and individual sponsors.
- Assist in crafting sponsorship proposals and making outreach efforts.
- Encourage table sponsorships and individual donations.

Table Captains & Guest Recruitment

- Recruit table captains to invite guests and fill tables.
- Promote the event to community members, businesses, and key stakeholders.
- Follow up with invitees to confirm attendance.

Logistics & Event Execution

- Assist with event setup, including registration tables, signage, and seating arrangements.



- Volunteer as greeters, check-in assistants, or table hosts.
- Support audiovisual and program flow coordination.

Marketing & Communications

- Help spread the word through personal and professional networks.
- Share event details on social media and via email outreach.
- Assist in distributing printed or digital invitations.

Follow-Up & Stewardship

- Help with post-event thank-you calls and emails to sponsors, attendees, and donors.
- Gather feedback to improve future breakfasts.
- Assist in donor cultivation for continued engagement with Habitat.



Addendum 8: Annual Golf Outing Committee Member Position Description

ANNUAL GOLF OUTING SEPTEMBER 11, 2025 MEETINGS START IN APRIL

This is one of our premier fundraising events, offering a day of fun, friendly competition, and philanthropy. Held at the prestigious **Hartefeld National**, this event attracts corporate teams, community leaders, and golf enthusiasts who come together to support affordable housing initiatives. The day includes a round of golf, exciting contests (such as longest drive and hole-in-one challenges), a silent auction, and networking opportunities. Funds raised from the outing help Habitat continue building and repairing homes for families in need, making a tangible difference in the local community.

RESPONSIBILITIES

Sponsorship & Fundraising

- Identify potential sponsors for holes, contests, and overall event sponsorships.
- Leverage personal and professional connections for sponsorship outreach.
- Assist in securing in-kind donations for player gift bags and prizes.

Foursome & Player Recruitment

- Promote foursome and individual player sign-ups.
- Encourage corporate teams and community participation.
- Help follow up with past participants to secure their return.
- Assist on the day of the event, greeting golfers and participating in games and activities throughout the day.

Auction & Raffle Coordination

- Secure donations for silent/live auctions and raffles.
- Assist in organizing auction logistics and bid tracking.
- Help set up auction/raffle tables and manage on-site bidding.

Marketing & Communications



- Spread the word through personal outreach and social media.
- Share event details with business networks, golf enthusiasts, and community groups.
- Assist in distributing promotional materials.



Addendum 9: Construction Regular Position Description

CONSTRUCTION REGULAR VOLUNTEER POSITION DESCRIPTION

POSITION SUMMARY: Our mission- Seeking to put God’s love into action, Habitat for Humanity brings people together to build homes, communities and hope. We aim to build affordable housing through a combination of volunteer labor, ‘sweat equity’ and no-interest mortgages. We act in partnership with the community as a diverse group including individuals, partner families, faith groups, civic organizations, local schools and businesses. We reach out from Christian roots across denominational, faith, economic, and racial lines to bring together people who **seek to improve their communities** ~~are concerned for their neighbors~~. We strive to develop and empower individuals and communities through the construction of decent, safe homes.

Our construction regulars are a crucial part in building homes for our homeownership program. Habitat provides a 0% interest mortgage to qualifying applicants and supports them on their journey of becoming homeowners. We are looking for volunteers who have knowledge and skills in construction to assist our team on a regular basis as we work on new builds and rehabilitations on existing homes.

Hours:

Tuesday to Saturday, 8am-3pm

Examples of Potential Duties

- All phases of residential construction
- Insulating
- Drywall installation
- Framing
- Cutting and moving material
- Use of power tools and other construction materials

Helpful Skills and Experience

- Construction knowledge or experience
- Leadership skills in teaching construction tasks to less skilled volunteers
- Mobility, ability to lift preferred
- Flexible with the ability to work independently or as part of a team
- Project a professional image in interactions with others



- MEP knowledge or experience helpful but not required
- Our Values: Perseverance, Honesty, Commitment, Win-Win, Community, Impact, Christ's Love In Action



Addendum 10: Development Committee Position Description

DEVELOPMENT COMMITTEE - MEETS BI-MONTHLY

The Development Committee leads the board's participation in resource development and fund raising. The committee works with the staff to develop the organization's fund development plan. The committee proposes policies and develops plans, procedures, and schedules for board involvement in fund raising. It helps educate board members about the resources needed to realize the organization's plans and fulfill its mission. It familiarizes board members with fund raising skills and techniques so that they are comfortable raising money. This committee meets bi-monthly.

RESPONSIBILITIES

Fundraising Strategy & Planning

- Develop long-term and annual fundraising plans to ensure financial sustainability.
- Set fundraising goals and identify strategies to achieve them.

Board Engagement in Fundraising

- Create a plan to involve Board members in non-grant fundraising activities.
- Provide Board members with fundraising training, tools, and engagement opportunities.

Exploration of New Fundraising Opportunities

- Research and assess new fundraising projects, campaigns, and revenue streams.
- Recommend innovative fundraising activities for future implementation.

Annual Committee Evaluation

- Evaluate the effectiveness of the committee's work and fundraising strategies.
- Report findings and recommendations to the Board for continuous improvement.

Board Communication & Accountability

- Report to the Board of Directors at scheduled meetings.



- Ensure transparency and alignment between fundraising efforts and organizational goals.



Addendum 11: Family Selection Committee Position Description

family selection volunteer committee member (Virtual)

the purpose: The Family Selection Committee assist the Homeownership Program manager in selecting qualified prospective homebuyers based on their willingness to become partners in the program and their ability to repay an affordable mortgage.

responsibilities

- be knowledgeable on HFHNCC first-time homebuyer program requirements
- conduct home visits (via zoom)
- provide fair and equitable treatment to all partner families
- recommend acceptance, deferral or denial on candidate applicant to Homeownership Program Manager
- submit final vote in a timely manner
- assist in the development of policies and procedures pertaining to family selection processes.

qualifications

- possess strong communication skills, including active listening
- have a basic understanding of public relations and principles
- demonstrate cultural sensitivity
- computer proficiency

commitment

- one year commitment with opportunity to renew position
- 2 hours per month depending on the number of applications received
- must assist with at least 2 home visits a year
- must vote on all home visits





Addendum 12: Family Support Committee Position Description

family support volunteer committee member (Hybrid)

the purpose: the backbone of the relationship between a family and a habitat affiliate is the family support committee. A strong committee helps diminish the cycle of poverty by serving as a resource to families in the process of becoming homeowners. The family support committee has a unique responsibility that requires patience, knowledge, and wisdom.

responsibilities

- be knowledgeable on HFHNCC first-time homebuyer program requirements such as: sweat equity, credit and homeowner education
- actively engage with partnered families to ensure a solid understanding of their requirements
- commit to attend committee meetings and trainings
- meet with prospective homeowner monthly to review homeownership goals and to review progress
- serve as a liaison between partner families and HFHNCC to help acknowledge or identify areas of improvement
- assist family with access to community resources
- provide encouragement and support throughout family's homeownership journey
- encourage community engagement pre and post settlement
- attend monthly family support meetings (preferably in person for a more impactful relationship)
- act as a HFHNCC Ambassador; help promote our mission by attending community events
- attend homeownership events such as: groundbreaking, dedication, final walk-thru and/or settlement (if schedule allows)

qualifications

- possess strong communication skills, including active listening
- have a basic understanding of public relations and principles
- computer proficiency
- demonstrate cultural sensitivity
- be knowledgeable about Adult Learning Principles



commitment

- two-year commitment, 3 to 6 hours per month
- meet once a month for Family Support Meetings in person (hybrid if needed)



Addendum 13: Help from Home Position Description

Help From Home/Student Volunteer Opportunities

Homeowner Welcome Gift

Handing our homeowners the key to their new homes is arguably the most exciting and rewarding part of the work that we do. Play a part in this special moment for our partner families by creating or donating a welcome gift!

Project details: Your housewarming gift is up to you! Some ideas for welcome gifts include:

Basket of cleaning/household supplies

Small woodworking/painted project such as a birdhouse or toolbox

Homemade home décor such as wall art or a candle

A letter of well wishes in their new home

Grocery store gift card

Provide food/snacks for a home dedication event

Level of commitment: We typically have multiple homeowners settling on their home at once; typically, between 3-5 in a cohort. If you plan to donate a gift to new homeowners, you must provide enough for the entire cohort. Please reach out to our Volunteer Coordinator Keilah Hanley at volunteer@habitatncc.org to confirm these details. A commitment to create homeowner gifts on an ongoing basis is preferred but not required.

Treats for the Regulars

Our repeat volunteers, or 'The Regulars' as we call them, volunteer with us every week. They share their construction talents and time to keep our projects moving along and we could not do the work we do without them! Help us show our appreciation to them by sharing a treat and thanks for their time, dedication, and passion.



Project details: The treat you choose to provide is up to you! Our regulars love a sweet treat or coffee in the morning, and also eat lunch out on site every day and Some ideas include:

Donuts, muffins, or coffee

Make or provide lunch

Write notes/cards of gratitude

Level of commitment: Our regulars join us on site every single week on Tuesday, Wednesday, and Thursday. Our build day lasts from 8AM-3PM. Depending on the volunteer's age, we can have you bring the treats to our volunteers on-site, or have you drop them off before the day gets started. To go on an active construction site, you must be at least 16 years old. You must provide enough for all volunteers who will be joining us; typically between 5-15. Please reach out to our Volunteer Coordinator at volunteer@habitatncc.org for more details.

Campus Chapter

Are you a student at high school or college level interested in bringing Habitat for Humanity to your community? Start a campus chapter with us! Develop your leadership with support from faculty and Habitat staff. Help spread our mission to your peers.

Campus chapters serve four main functions:

- Fundraise: host an event on your campus with proceeds supporting Habitat for Humanity of New Castle County
- Volunteer: students over 16 years old can join us at our ReStore or on a construction site for an exciting day of volunteering!
- Advocacy: facilitate conversations with lawmakers to discuss affordable housing policy
- Education: gather your peers to educate them on the issue of affordable housing and what they can do to help



We currently have campus chapters with the University of Delaware, Padua Academy, and The Charter School of Wilmington.

How to begin a new chapter:

- Reach out to our Volunteer Coordinator to let us know your intention to begin a campus chapter at volunteer@habitatncc.org or 302-582-0863.
- Find a faculty advisor within your school and other students to serve on your board as president, vice president, secretary, and treasurer.
- Gain approval from your school to host meetings and events.

How to join an existing chapter:

- Reach out to our Volunteer Coordinator at volunteer@habitatncc.org or 302-582-0863. We will connect you with the chapter's student leader at your school.



Addendum 14: Marketing Committee Position Description

Marketing Committee – Responsibilities

Brand Awareness & Messaging

- Ensure consistent branding and messaging across all marketing materials.
- Help communicate Habitat's mission, impact, and events to the community.

Marketing & Communications Strategy

- Develop and refine marketing strategies to support fundraising, volunteer recruitment, and donor engagement.
- Identify target audiences and recommend best channels for outreach.

Social Media & Digital Engagement

- Assist in managing and growing Habitat's social media presence.
- Create and share engaging content, including success stories, event promotions, and impact highlights.
- Monitor social media engagement and suggest strategies for improvement.

Content Development & Storytelling

- Collect and share homeowner stories, volunteer testimonials, and donor impact stories.
- Help create compelling content for newsletters, press releases, and website updates.

Event Promotion & Outreach

- Develop marketing campaigns for Habitat's annual events, such as the Fundraising Breakfast and Golf Outing.
- Assist in designing promotional materials, including flyers, invitations, and social media graphics.
- Leverage personal and professional networks to spread awareness and increase event attendance.

Media & Public Relations

- Identify opportunities for media coverage and press engagement.
- Assist in drafting press releases and coordinating interviews.
- Build relationships with local media, influencers, and community partners.

Community Engagement & Partnerships

- Identify and foster partnerships with businesses, influencers, and organizations that align with Habitat's mission.
- Promote Habitat's initiatives through community events, sponsorships, and collaborations.



Marketing Analytics & Performance Tracking

- Track and analyze the effectiveness of marketing campaigns.
- Provide insights and recommendations for improving engagement and outreach efforts.

Volunteer & Donor Engagement

- Develop strategies to recruit volunteers and retain donor support through targeted messaging.
- Assist in creating stewardship materials, including thank-you letters and impact reports.

Board & Staff Support

- Provide marketing insights and recommendations to the Board and staff.
- Ensure the Board and key stakeholders have promotional materials to support outreach efforts.



Addendum 15: ReStore Regular Position Description

RESTORE REGULAR VOLUNTEER POSITION DESCRIPTION

POSITION SUMMARY: The ReStore is a nonprofit thrift and home improvement store that sells new and gently used donated furniture, home goods, tools & hardware, appliances and more to support our affordable housing mission in New Castle County. Volunteers are a vital part of the ReStore operations and have a significant impact on the ReStore's ability to provide much needed funding for the mission.

Store Hours:

Prices Corner: Tue – Sat, 10a – 5p

Middletown: Wed – Sat, 10a – 5p

Examples of Potential Duties

- Sort and price donations
 - o Housewares, Home Décor, & Collectibles
 - o Hand Tools & Hardware
 - o Plumbing, electrical, and HVAC supplies
 - o Artwork
 - o Books and Media
- Test and price donations
 - o Electronics
 - o Power Tools
 - o Lamps and Lighting
 - o Appliances
- Flag donated items for potential sale on eBay
- Answer phone – answer questions about donations; direct callers to Habitat programs
- Answer customer questions in store
- Light cleaning, housekeeping, and organization
- Screen incoming donation drop-offs to meet quality standards.

Helpful Skills and Experience

- Knowledge/experience in retail sales



- Knowledge of collectible, vintage and antique items
- Flexible with the ability to work independently or as part of a team
- Excellent people and communication skills
- Project a professional image in interactions with others.
- Our Values: Perseverance, Honesty, Commitment, Win-Win, Community, Impact, Christ's Love In Action



Addendum 16: Safety Basics for Habitat for Humanity Construction sites

<https://www.youtube.com/watch?v=fPVa5-xfyXM>



Addendum 17: Habitat for Humanity's Commitment to Safeguarding

<https://www.youtube.com/watch?v=lltn6fVa9bE>



Safeguarding Volunteer Orientation