



Volunteer Handbook

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Table of Contents

3	Our Mission, Program Objectives, Board of Directors
4	Welcome to Heartisans!
	About Volunteering
5	Who can volunteer?
5	What does volunteering involve?
	Job-Readiness Program Information
5	Who are our Program Participants?
6	The Application Process
7	FYI – Miscellaneous Things to Know
	Covid-19 Instructions
	Parking
	Check In/Check Out
	Lockers
	Nametags
	T-Shirts
8	Volunteer Opportunities
8	Organizational Support Teams
	Community Relations Team
	Grant Writing Team
	Marketing/Social Media/Photography Team
	Task Force Team
9	Program Support Teams
	Mentor Team
	Coaching Team
	Employment Team
	Meal Team
	Transport Team
10	The Studios Support Teams
	Handwork
	Sewing/Quilting
	Embroidery
	Vinyl
	Manufacturing
	Letterpress
	Retail/Store Display
12	Volunteer Required Forms

Our Mission

Heartisans Marketplace is dedicated to changing lives and supporting self-sufficiency...one woman at a time.

As a volunteer-driven 501(c)(3) non-profit organization, our mission is to provide a customized job-training program to unemployed women living in the local community. Our goal of increasing the employability and self-sufficiency of program participants is achieved through a community partnership with Longview Economic Development Corporation (LEDCO) as an ACT Career Ready 101 site and the utilization of a manufacturing business model in which handcrafted consumer products are produced in-house by volunteers and sold in various venues. Profits generated from the sale of these, and other companies' products, along with community donations, provide training and employment opportunities for the program's participants.

Program Objectives

While at Heartisans, program participants complete ability, aptitude and interest surveys to aid in identifying careers in the local community which naturally fit them. These surveys create a better opportunity for a successful job search and placement. Essential work-related computer courses consisting of essential skills and ACT Work-Keys, extracurricular classes and time spent in the Heartisans' manufacturing studios strengthen the participants' job, computer, customer service and teamwork skills

Board of Directors

We have an active Board of Directors which meets every quarter.

Julee Rachels (CEO/Founder)

Kendrah Tennison, Vice President

Karen Bozeman, Secretary

Deb Zeigler, Treasurer

Stacey Brownlee

Sheri Burlingame

Steffani Chapman

Ebony Allison-Dennis

Dr. Krista Darr

Debi Farrell

Sherry Gibbon

Dan Lancaster

Susan Matthews

Dr. Jeffrey Quiett, LPC-S

Ashley Summers

Sarah Ward, OD



Welcome to Heartisans!

Heartisans can achieve its mission because you are willing to share your time and talents with us! Volunteers are a valuable resource for Heartisans Marketplace. YOU enable us to produce and sell our products, mentor and tutor, provide transportation to and from appointments or work, provide encouragement and a vital community network for our program participants. Volunteering strengthens our program and promotes community involvement.

This handbook will help you have the best possible experience as a volunteer. It answers frequently asked questions and gives information about Heartisans, our program participants, and your role.

Thank you for volunteering! I'm glad you've chosen to be a part of Heartisans Marketplace – you will make a difference in the lives of the women we serve.

Love Serves,

Julee Rachels

CEO/Founder, Heartisans Marketplace

Who can volunteer?

All who share a commitment to our mission are welcome to join us in our work, regardless of their background, ethnic origin, race, age or gender. We are a faith-based (Christian) organization.

What does volunteering involve?

This handbook explains the different volunteer opportunities. No volunteer handbook can answer all the questions you might have about our program. It is through serving in the studios and working with our program participants that you realize your value to us as a volunteer.

You are committing to:

- Attend a volunteer training session or work with a lead volunteer during your first volunteer session,
- Working with the Volunteer Coordinator, sign up on a consistent basis,
- Purchase a Heartisans t-shirt (not required but do if you can); and
- Conduct yourself in a Christ-like manner.

We recognize that every volunteer's time, talents, and efforts are special gifts that are to be appreciated, respected and never taken for granted. The right role can be found for any person with a desire and heart to serve. Heartisans values volunteers by giving them meaningful work to do and the supplies and training to complete their tasks. Your willingness to share your God-given gifts and talents ensures Heartisans can fulfill its' mission and provides you a place to Serve in Love.

Please don't hesitate to ask questions. Your Studio Lead Volunteer, the Volunteer Coordinator, or the Operations Manager will gladly answer them. We believe you will enjoy your volunteer work, your fellow volunteers and the program participants here at Heartisans. We are their biggest cheerleaders on their journey to self-sufficiency and discovering how to use their God-given abilities. You are making a difference!

Who are our Program Participants?

Program participants are referred to our job-training program in a variety of ways. We receive referrals from other non-profits in our community, such as Hi-way 80 Children and Families, The Women's Shelter, Buckner Children & Family Services, ETCADA, Graciously Broken, SonShine Lighthouse, Grace House, and also from local churches, parents and friends. Our program is open to all women who want to move out of the dependence of poverty into self-sufficiency, have a GED or high school diploma, and can pass a drug test. The participant might be a homeless woman in our community, a woman who has been staying home raising children and now needs to enter the workforce, or a single woman who is unemployed and cannot support herself and/or her children.



The Application Process: Job-Readiness Program

The application process begins with the applicant filling out an application form and submitting it for consideration by the Program Director. Blank application forms are located behind the check-out counter and also on our website at www.heartisansmarketplace.com. The Program Director will contact the applicant, schedule and conduct an interview, and give her a program start date. We only accept applicants who are well-suited for our program. If they are not, we refer the applicant to other programs in the community which are a better fit. (Example: If an applicant does not have a GED or high school diploma, they are referred to the Literacy Council or Kilgore College and encouraged to apply for our program again when they have completed that course.)

The job readiness program requires a commitment contract be signed jointly by the new program participant and Heartisans. This program is self-paced so program length can vary. Participants attend our program Monday through Thursday, 8:00 am to 4:00 pm.

The 8-Week Job-Readiness Program Consists of:

- Interest and Personality Surveys, Career Matching
- ACT WorkKeys curriculum to achieve highest levels of proficiency
- ACT WorkKeys testing (National Career Readiness Certification)
- Professional resume
- Mock interviews provided by local HR managers
- Budgeting Course, along with a one-on-one financial planning meeting
- Legal Aid
- Six ACT WorkKeys Essential Skills
- Nutrition and cooking classes
- Health, Vision and Dental Screening aid for those in need
- Bible study, Bible journaling
- Weekly one-on-one counseling provided by LeTourneau University
- Professional hair, makeup and work attire, and workplace etiquette
- Job Search/Placement Aid
- Further education in the chosen career field

Gregg County is the first county in Texas to be Certified Work Ready. There are 85+ companies in our community who require the WorkKeys testing certification for job application, and many job and education applications include additional testing as well. Our program prepares them to test at the highest levels, opening doors of opportunity. We are very thankful to Longview Economic Development Corporation (LEDSCO) for providing Heartisans with this powerful software so that we can make it available to the women in our program. Heartisans is an ACT WorkKeys test site for our community.



FYI – Miscellaneous Things to Know

COVID-19 INSTRUCTIONS

- Please do not come and volunteer if you do not feel well or are running a fever over 100 degrees.
- Wash your hands upon entering the building, and every hour as needed while in the building.
- There are hand sanitizer stations at the front and back doors for your use, along with disposable face masks.
- Maintain a 6' social distance from customers and other volunteers.
- Wearing a mask is highly encouraged but not mandatory.

PARKING

You are welcome to park in the front lot on Gilmer or on the side lot on Nikki Drive. Please do not park in front of the retail store as we need to reserve those spaces for customers

CHECK IN/CHECK OUT

You can enter through the retail store or the front middle doors on Gilmer Road (main entrance). If you enter through the retail store, please go directly to the volunteer check-in area, check your temperature and you can get a mask in this area if you don't have one. There is also a hand sanitizer station available. Check in and out with your time on the computer. We average 1,400+ volunteer hours each month! This data will help when we do our annual reporting. If you are a member of a social club and need to report your volunteer hours, we can provide those for you in report form.

LOCKERS

Feel free to put your things in one of the red lockers in the volunteer area. Make sure the key number matches with the locker number before you lock it! Please do not leave your things in the lockers overnight. Heartisans is not responsible for lost or stolen items

NAMETAGS

Nametags are located on the fabric strips above the computer. If you don't have one, let our Volunteer Coordinator know and we will have one made for you. Please wear your nametag when you are volunteering.

HEARTISANS' T-SHIRTS

We have a lot of different t-shirts for sale in the store. We encourage you to purchase one and wear it when you come to volunteer. This helps our customers, other volunteers and the women in our program know who the volunteers are for the day!



Volunteer Opportunities

For ALL volunteer opportunities, contact:

Julie Lynn Ashley
Volunteer Coordinator
720-261-3800
julielynn@heartisans.org

Organizational Support Teams

COMMUNITY RELATIONS TEAM

Ambassadors to our community, reaching out to companies, churches, and social clubs, educating them about Heartisans' mission. This team encourages partnerships through job opportunities, custom product purchases, volunteerism, and more.

Contact:	Julee Rachels julee@heartisans.org 903-932-0641	Julie Lynn Ashley julielynn@heartisans.org 720-261-3800
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GRANT WRITING TEAM

Knowledge of how to procure funds from foundations and community organizations.

Contact:	Casie Buck casie.buck@yahoo.com 903-720-9234	Julee Rachels julee@heartisans.org 903-932-0641
	Anita Pinkerton apinkerton@mwhitefinancial.com 832-746-8790	

MARKETING/SOCIAL MEDIA/PHOTOGRAPHY TEAM

Be a part of the team that tells the community the Heartisans' story through Facebook, Instagram, E-News, print media, stories and events. Includes taking pictures of products and people for all marketing platforms.

Contact:	Suzanne Flahie suzanne@heartisans.org 903-235-3878
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Program Support Teams

Contact: Julie Lynn Ashley
julielynn@heartisans.org
720-261-3800

MENTOR TEAM

This team works with and shadows the program participants, encouraging and praying for them as a group or individually. They also support the Program Director with any other needs, such as leading devotionals, transportation, and catching up with previous graduates.

COACHING TEAM

- Tutoring in math, reading, computer skills
- Resume writing
- Mock interviews
- Proper work attire
- Aid in filling out job applications
- Aid in filling out college admission and financial aid forms

EMPLOYMENT TEAM

- Contact and meet with local employment agencies and local company HR managers to educate them about Heartisans' job readiness program and how it benefits local employers.
- Work with Program Director on career opportunities for program participants to determine their place in the local workforce.
- Reach out to local companies on behalf of specific program participants for job shadowing, apprenticeships or job opportunities.
- Inform Program Director of specific job opportunities and application process.
- Inform Coaching Team of proper work attire for specific job opportunities

MEAL TEAM

This team volunteers on Saturdays from 10:00am – 2:00pm and cooks breakfast and lunch meals for the following week. Instruction and groceries are provided.

TRANSPORT TEAM

Provide transportation needs for program participants to and from appointments and to and from work when City transit is not available. Volunteering would require being available during the day or evening once a week.

The Studios Support Teams

HANDWORK STUDIO

We have beautiful yarn in our Handwork Studio for crochet and knit projects. To volunteer in this studio you need to have experience in either crocheting or knitting.

Some of the items we make are from the easiest: dishrags, hot pads, trivets, face scrubbies, crochet edges on pillowcases, to the more advanced: scarves, caps, clutch purses, slippers, baby blankets, and Christmas ornaments. We are always looking for new, current ideas for this studio.

Handwork volunteers meet on Mondays at 1:00pm. You can also work on projects from home.

Lead Volunteer: Vicki Green

SEWING/QUILTING STUDIO

This Studio is always busy! For sewing, we use mainly Pfaff sewing machines provided by Sharman's Sewing Center. You will need a background in sewing for this studio. While most of the items we make are straight seam sewing, there are several items that take more skill. Our sewing machines and sergers were provided by Sharman's Sewing Center. For quilting, we have two long-arm quilting machines set for all size quilts. If you have experience with long-arm quilting, we would love to have you volunteer in this area. We will be quilting lap quilts, baby quilts, and quilting material for products made in the Sewing Studio.

Some of the items we make are: garment and shoe bags, casserole carriers, microwave bowl holders, microwave potato bakers, tote bags, pillows, and work with the embroidery studio to begin or complete items that are being monogrammed or embroidered. We also sew custom orders, such as Texas Bank & Trust Kool Kids and Silver Paws products, memory aprons and t-shirt quilts.

Volunteering times in this studio are Monday through Thursday, 10:00am – 5:00pm.

Studio Lead: Marti Stricklin, marti@heartisans.org

MANUFACTURING STUDIO

Our Manufacturing Studio was started with funding from the Jr. League of Longview. Everything in this studio is produced from a recipe or formula. We have a manufacturing license from the State of Texas and follow all requirements of the State and the Health Department of Longview.

Cleanliness is important in the Manufacturing Studio. It is important in this studio to keep hair pulled back. Gloves and an apron are worn when making products. The sink in the kitchen is for hand washing only. All items needing to be washed are put in the dishwasher. Areas should be cleaned before beginning a product and cleaned again after finishing. In this studio, you will be trained by a volunteer who has already served in this studio. Volunteers are shown where all supplies are kept and the division of product areas from recipe (edible) products to formula (non-edible) products.



Products needed are listed on the chalkboard door in the kitchen. Supplies needed are written on the supply list board located on the door of the refrigerator.

Recipe products include: soup mixes, cookie mixes, dip mixes, beverage mixes, birdseed feeders, samples of products we purchase for sale, and products we wholesale to other companies.

Formula products include: natural cleaning products, health and beauty products, candles, bar soap, bath salts, bath fizzes, and products we wholesale to other companies.

Volunteering times in this studio are Monday through Friday, 10:00am – 5:00pm.

Lead Volunteer: Denise Morris

LETTERPRESS STUDIO

Our Printing Studio consists of an 1885 Chandler & Price Letterpress Printer. It is fun to run! In this studio you will learn all the working parts and the art of printing. Safety is of utmost importance in this studio.

We use oil-based inks in printing; so, you will be wearing an apron to protect your clothing. Gloves are also available for use when cleaning the printer.

Volunteer hours in this studio vary with orders to be filled or printing for the retail store.

Some of the items we print are: coasters, recipe cards, and notecards, and custom orders such as wedding invitations.

Lead Volunteers: Sue Berger and Julee Rachels

RETAIL/STORE DISPLAY

Includes all aspects of a retail store, from displaying merchandise, dusting and organizing shelves and displays, to waiting on customers and filling on-line orders. There are a lot of volunteer opportunities. If you have a background in retail, love talking to people and are a worker bee, this is a great place to serve! The sale of our retail products is our main source of funding for our job readiness program. We need you!

Retail is also responsible for completing orders for the Awesome This[®] products.

Volunteer shifts are 2-, 3- and 4-hour shifts.

Our retail store is open Monday through Saturday, 10:00 am to 5:00 pm

Lead Volunteers: Marsha Whitfield and Deb Ziegler

Volunteer Handbook

Required Forms

How to submit these forms:

BY EMAIL:

Follow the directions below to submit this document as an email attachment.

- 1) Complete the PDF form in the browser and save the finished document to your device with your changes.
- 2) Email the completed document as an attachment to julielynn@heartisans.org

IN-PERSON:

Follow the directions below to submit this document in person.

- 1) Do one of the following:
 - a) Complete the PDF form in the browser and save the finished document to your device with your changes. Print the finished document.
 - b) Download the unfinished PDF to your device and print to complete by hand.
 - c) Visit Heartisans Marketplace (3501 Gilmer Road, Longview, TX 75604) to receive a printed form and complete by hand.
- 2) Visit Heartisans Marketplace (3501 Gilmer Road, Longview, TX 75604) and turn in this form in person to Julie Lynn Ashley.

Please do NOT submit forms through the mail.

Begin forms on page 13



Volunteer Code of Conduct

Heartisans is a non-profit job readiness training and mentoring ministry that supports women who need a second chance at life when life circumstances or choices have left them in a place with little hope.

All the volunteer activity within Heartisans exists to support this mission. As a volunteer of Heartisans, I will strive to support and encourage both the volunteers I work with in my area as well as the women in the job readiness training and mentoring ministry.

I am “for” my teammates here both publicly and privately. I will seek to support an encouraging and uplifting environment for all in my words and actions. If I need to confront, I will do so respectfully and privately with the perspective that I may need to get additional information before reaching a conclusion. I commit to thinking the best of and seeing the potential in all the personnel at Heartisans.

I will communicate with either my teammates or the Volunteer Coordinator if I will not be able to complete my scheduled shift for any reason. I understand that if health issues arise for me that physically prohibit me from working in my current area at Heartisans, that I may be asked to alter my role at Heartisans or step down

VOLUNTEER SIGNATURE

DATE

