



Hopeworks Volunteer Handbook

Welcome to Hopeworks!

Thank you for choosing to volunteer with Hopeworks! As a volunteer, you are an essential part of our mission to support young professionals as they build strong futures through education, employment, and a safe, supportive community. This handbook is designed to provide you with the information you need to have a successful and meaningful volunteer experience.

About Hopeworks

With a focus on skill development, real-world job experience, and trauma-informed care, Hopeworks propels young adults into long-term living wage careers that put them on the path for healing and financial stability.

On average, over 99% of young adults (aged 17-26) entering Hopeworks are unemployed. Young adults completing the Hopeworks program make, on average, over \$44,000 annually, with a 12-month retention rate of over 90% in their jobs. In the last 12 months, Hopeworks paid over \$1.56M in stipends and wages directly to our young adults. That is the Hopeworks difference.

Our unique trauma-informed approach, combined with high-demand, high-wage technical training and paid work experience in Web Design, Revenue Cycle Management, and GIS helps young adults not only get the job, but keep it, transforming their lives and the lives of their families.

Visit <https://hopeworks.org/> to learn more.



Volunteer Values and Expectations

As a volunteer, we ask that you:

- Uphold the mission and values of Hopeworks in all interactions.
- Treat all young professionals, staff, and fellow volunteers with respect and professionalism.
- Arrive on time for scheduled volunteer shifts or notify your point of contact in advance if unable to attend.
- Maintain confidentiality and respect the privacy of our young professionals.
- Model professional behavior and positive communication.
- Provide constructive and supportive feedback.

Our Trauma-Informed Approach

At Hopeworks, we understand that many of the young professionals we work with have experienced trauma. We use a trauma-informed approach in all of our interactions and programming. As a volunteer, we ask that you adopt a trauma-informed mindset by being patient, non-judgmental, and aware of how your words and actions may impact others.

Volunteer Logistics

- Dress Code – Business casual is recommended. For virtual sessions, please ensure you are in a quiet, well-lit space.



- Attendance – If you need to cancel or reschedule, please notify your Hopeworks contact as soon as possible.

Volunteer Code of Conduct

- Be respectful and inclusive in all interactions.
- Do not offer money, gifts, or transportation to young professionals.
- It is fine to connect with young professionals on LinkedIn or other professional networking platforms. Do not text, DM, or meet one-on-one outside scheduled Hopeworks activities unless you have approval from Hopeworks staff. If a young professional reaches out to you personally, please copy or notify Hopeworks staff before responding.
- Follow staff instructions and defer to them on all matters involving Hopeworks participants.
- Do not engage in political, religious, or other sensitive discussions unless part of an approved workshop.

Boundaries and Relationship Building

Volunteers should maintain healthy boundaries with young professionals. While genuine connection is encouraged, all interactions should remain within the scope of your volunteer role. If you are unsure how to respond to a personal question or request, please refer the young professional to a Hopeworks staff member.

Non-Disclosure and Media Use

Some of our young adults may not feel comfortable having their photo taken or shared. Volunteers should always ask for permission before taking photos, or they can share the



official group photo taken by Hopeworks. Hopeworks will share the group photo after the engagement.

Inclusion and Anti-Discrimination Policy

Hopeworks is committed to creating an inclusive environment for all volunteers and young professionals, regardless of race, gender identity, sexual orientation, religion, or background. Discriminatory behavior of any kind will not be tolerated.

Volunteer Recognition

We are deeply grateful for the time and commitment of our volunteers. Hopeworks celebrates volunteer contributions through thank-you events, spotlights in our newsletter, and written acknowledgments. Your impact matters, and we love to celebrate it!

Frequently Asked Questions

- Q: What should I do if a young professional asks me for personal help?

A: Always refer them to a Hopeworks staff member. We have professionals equipped to provide support and guidance.

- Q: Can I bring a friend to volunteer with me?

A: All volunteers must complete an application and orientation. Please have your friend reach out to us directly.

- Q: What happens if I need to cancel last minute?



A: We understand that things happen. Please notify your Hopeworks contact as soon as possible so we can adjust plans.

Contact Information

If you have any questions or need support, please reach out to:

Gianna Cetti - Events & Corporate Engagement Manager

Email: volunteer@hopeworks.org

Thank You!

Your time, energy, and belief in our young professionals help make a real difference. We're so grateful to have you as part of the Hopeworks community.