

Volunteer FAQs



Habitat
for Humanity®
of Springfield, Missouri

Interested in becoming a Habitat for Humanity volunteer? Below are some common questions our volunteers have. If you do not find answers to your questions below, please email volunteer@habitatspringfieldmo.org or call us at 417-829-4001.

GENERAL QUESTIONS

Are there age requirements for volunteers?

Volunteers must be 18 years or older.

Do I have to register online?

We prefer if everyone registers to volunteer through our online registration system. It makes it easier for everyone and helps us track and keep record. We have tried to make the system as simple as possible to use. If you need help registering or cannot figure out how to sign up online, please email volunteer@habitatspringfieldmo.org.

Does Habitat for Humanity conduct background checks?

Yes. For the safety of our customers, volunteers, and staff, it is our policy to complete a background check on all volunteers serving 8 or more hours a month. Background checks are performed at the expense of Habitat for Humanity and new volunteers will sign the release on their first day serving prior to orientation. Volunteers will be allowed to volunteer their first day while the background check is being processed and will remain pending until the results are received. Habitat for Humanity reserves the right to weigh disqualification criteria on a case-by-case basis and to make selection decisions in its sole discretion.

Can I get a letter confirming I volunteered at Habitat?

Yes. We will gladly provide you with a letter confirming the hours you volunteered at Habitat for Humanity Springfield for any mandated hours. We can even verify via email or fax if necessary. All we ask is that you give us 48 hours advance notice of when you will need the letter or confirmation. We also ask that you provide us with the date you started volunteering and how many hours you think you had and/or needed. To request a confirmation of volunteer hours, please fill out our Confirmation Letter Request Form.

What if I can't attend after registering?

Please cancel your volunteer registration as soon as you learn that you will be unable to fulfill your commitment. The more advance notice we're given, the more likely it is that we'll be able to recruit additional volunteers. If you can't figure out how to cancel a volunteer shift, please email volunteer@habitatspringfieldmo.org to notify us.

What should I wear?

All volunteers must wear closed toe shoes at all volunteer locations. You should also dress appropriately for the weather. Our construction site jobs are primarily outside and sometimes take place rain or shine. Our ReStore warehouse can get a bit cold in the winter and hot in the summer. Please dress accordingly.

What should I bring?

You may want to bring a water bottle and a sack lunch/snack if you are volunteering all day. You will have the option to take a lunch break at all of our volunteer locations if you would like. Our ReStore has a break room with a refrigerator and microwave for your use. Our construction crew will have water available.

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Do I need any experience?

No. You do not need any prior construction experience or knowledge for any of our volunteer opportunities. Our experienced construction crew will teach you everything you need to know to complete the construction site tasks at hand. All of our jobs at the ReStore are performed alongside our ReStore staff and training will be provided for everything you need to know.

What if we have inclement weather?

If we have inclement weather that closes the ReStore or cancels a construction job site for the day, we will let volunteers know via email as soon as possible. Please watch your email if there is a threat of inclement weather so that you can be notified of our closing/cancellation.

Can I bring someone with me?

Yes. But all volunteers must register in advance prior to volunteering. Anyone planning to volunteer should register at: habitatspringfieldmo.org/getinvolved/volunteer/. If you are planning to bring a group, please email volunteer@habitatspringfieldmo.org to set up a group volunteer opportunity.

Are there other ways to help Habitat?

Yes. You can also help by making a monetary contribution or donating items to our ReStore. We rely heavily on individuals making donations. If every volunteer donated \$10, we could build one additional home every year. Visit our website for more information about donating: habitatspringfieldmo.org.

CONSTRUCTION QUESTIONS

What happens at the Habitat job site?

Habitat staff will greet you, confirm your registration and have you sign the volunteer waiver. Once everyone has arrived, we will begin the volunteer orientation. You will never be asked to do anything you are not comfortable doing. We want you to have a great volunteer experience.

When are construction shifts available?

Construction shifts are available Wednesday-Saturday from 8:30 am-11:30 am, 12:30 pm-3:30 pm, or 8:30 am-3:30 pm. Please arrive 10 minutes prior to your scheduled shift to ensure the build day starts on time and you'll be able to participate in the volunteer orientation.

What are the age requirements for construction sites?

Volunteers on our construction sites must be 18 years or older.

What tools do I need to bring with me?

While you are welcome to bring your own tools if you would like, it is not necessary. Our construction crew will provide you with all of the tools needed for the project on your volunteer day, including safety equipment.

Can I complete court-ordered community service on a construction site?

Unfortunately, court-ordered community service hours must be completed in our ReStore. However, community service that is required through school, employers, etc. can be completed at one of our construction sites. If you have any further questions you can reach our Volunteer Coordinator at volunteer@habitatspringfieldmo.org or by calling 417-829-4001.

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What projects will I be working on?

We typically do not know this until the day of the project or at the earliest a couple days in advance. There are many factors that go into what phase a construction site is in. These include weather, permitting, inspections, sub-contracting, material delivery, and much more. Therefore we never promise what tasks will be completed on a construction site for any given day. If you really need to know we will try our best to give you some possibilities or let you know as soon as we know. It is best to come into a volunteer shift with an open mind, ready to accomplish any task that may be needed that day.

RESTORE QUESTIONS

When is the ReStore open?

The ReStore is open Tuesday through Saturday, 9:00am-5:30pm. You can volunteer anytime during these hours, but we ask that you arrive 10 minutes prior to your scheduled shift to ensure you'll be able to participate in the volunteer orientation.

When can I volunteer at the ReStore?

You will notice our online sign up has morning, afternoon, and full-day shifts listed. You are welcome to choose one of those shifts or create your own. Before you create your own shift you must attend an orientation. Orientations are offered Tuesday - Saturday at 9:00AM and 1:00PM. The first time you visit, you must begin at one of the times that orientations are offered. After that, you are free to have a custom schedule that works best for you. If you need to work a custom schedule that is not offered online, please email volunteer@habitatspringfieldmo.org.

What happens at the Habitat ReStore?

When you arrive for your first shift, a Habitat staff member will give you an orientation and show you what you will be doing that day. Different tasks that you could be performing could include unloading donations, general cleaning, working at the ticket counter, and general customer service.

Can I complete court-ordered community service at the ReStore?

Yes, you can complete your hours at the ReStore. You can use our online system to sign up for these hours and there is no special process needed. Please just notify the volunteer coordinator or a ReStore staff member that you are completing court ordered service and will need verification. Any questions can be directed to volunteer@habitatspringfieldmo.org.