

FLOURISH Volunteer Handbook



**11971A Grandview Rd
Grandview, MO 64030
816-946-8600**

www.FlourishFurnitureBank.org



OUR STORY



Flourish, Kansas City's furniture bank, partners with social service agencies providing wrap-around services to empower families overcoming housing insecurity.

By collecting, repairing, and providing donated furniture and home essentials for the entire home, Flourish impacts lives.



Flourish began in 2009 as My Father's House, an outreach of Church of the Resurrection. The founder, a former employee of the U.S. Department of Housing and Urban Development, recognized that families transitioning out of homelessness were moving into and living in unfurnished spaces.

By connecting individuals who have overcome housing insecurity with donated home goods, he created a bridge between abundance and need.

For the next ten years, we developed a network of community partnerships and a dedicated volunteer base, allowing us to serve more and more individuals each year. To expand our impact beyond the support of the church, we became an independent 501(c)(3) charity in late 2019, becoming the organization you know today as Flourish, a furniture bank.



Many of our volunteers have served at Flourish since the very beginning, giving thousands of hours in volunteer service on behalf of our Kansas City neighbors in need, ensuring nobody sleeps on the floor and everyone has a table at which to eat.

FLOURISH



GUEST TESTIMONIAL

"Not long ago, I found myself in a situation I never thought I'd experience - Homelessness. Life had thrown me a series of curveballs, and before I knew it, I was without a place to call home. The days were long, the nights even longer, and the struggle to keep hope alive was one of the hardest battles I've had to face. But I refused to give up. I knew that if I kept pushing forward and asked for help, I could turn things around. Slowly but surely, I began to get back on my feet, and eventually, I was able to secure a place of my own for the first time in five years for me and my five year old son, Roman.

As much of a victory as that was, the reality hit me when I walked through the door; it was empty. No furniture, no comfort, nothing to make it feel like a real home. After everything I'd overcome, this felt like another mountain to climb. That's when Flourish stepped in and changed everything. They helped me furnish my apartment, provided me with the essentials I needed. From a couch to sleep on to a table to eat my meals, they turned an empty space into a home. It's hard to put into words just how much that meant to me. For the first time in a long time, I could sit down in my own space and feel a sense of comfort, peace, and dignity."

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Kansas City's
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VOLUNTEERING at a glance

All Volunteers Must Register in Advance

Registration and online sign up can be found at Flourish.FurnitureBank.net



Community Service

Hours served volunteering at Flourish may be counted towards any Community Service requirements. Confirmation of Volunteer Hours provided upon request.



Youth and Adults Welcome

We welcome individuals ages 12+ and groups of up to 10 to join us for a fun day of service! Volunteers aged 12-14 must be accompanied by an adult, within a ratio of 5 youth to 1 adult.



Dress Code

Close Toed Shoes Required. Our warehouse is not climate controlled, so please dress comfortably according to the weather. Work gloves available at the warehouse. Flourish T-shirt given to volunteers on their 3rd visit!



Volunteer Meeting

Volunteers meet at 8:40am in the Showroom prior to each serve day. A tour will be offered to all new volunteers. After your tour, you may be paired up with a volunteer mentor or department liaison to help you get started on a project. Not sure what you want to do? Try out "Where Needed" on our list of opportunities and get paired with a department where we have the most demand for the day!

Warehouse Hours

SUNDAY

Closed

MONDAY

Closed

TUESDAY

8:30am-12:30pm

12pm-4pm

5pm-8pm

WEDNESDAY

8:30am-12:30pm

12pm-4pm

THURSDAY

8:30am-12:30pm

12pm-4pm

FRIDAY

9am-12pm

12pm-4pm

SATURDAY

8:30am-12:30pm

11am-2pm

To Register a Group for a Serve Day

Please email us at Volunteer@FlourishFurnitureBank.org to schedule your date.

All individuals coming to volunteer must visit the sign up at Flourish.FurnitureBank.net and register individually.

REGISTRATION

Flourish.FurnitureBank.net



TO REGISTER AS A VOLUNTEER

1. Visit Flourish.FurnitureBank.net
2. Click on "Volunteer Registration"
3. Fill out all information and click "Register"



TO ACCESS YOUR VOLUNTEER ACCOUNT

1. Visit Flourish.FurnitureBank.net
2. Click on "Volunteer Login"
3. To create a password, use the "Forgotten Password" link
4. Once your password is set, visit the Volunteer Login page and log in



TO SIGN UP FOR AN OPPORTUNITY

1. Log in to your Volunteer Account
2. Select "Search Volunteer Opportunities"
3. You can Search for Opportunities refined by Day of the Week, Specific Date, or Position
4. Once you have refined your search, scroll to find the opportunity you would like to sign up for, and click "Sign Up"



TO CANCEL AN OPPORTUNITY

1. Log in to your Volunteer Account or click "Dashboard" if logged in already
2. Your current Sign Ups will be listed under "Upcoming Sign Ups"
3. Click on the sign up you would like to cancel, and select "Cancel Sign Up"



TO ADD REMOTE HOURS

1. Visit Flourish.FurnitureBank.net
2. Click on "Volunteer Login"
3. Click on the 3 horizontal lines that make up the menu bar in the top right corner
4. Click on "Add Hours"
5. Fill out all information and click "Add"



FLOURISH A FURNITURE BANK VOLUNTEER OPPORTUNITIES

Flourish offers a unique volunteer experience for individuals and groups of all backgrounds, skills, and interest levels. Whether a group of students looking for service hours, a family spending time together or a retiree wanting to spend their time doing something meaningful, Flourish has opportunities for everyone.



OUR ACTIVITIES

- ✓ Group and Individual
- ✓ Morning and Evening
- ✓ In the Warehouse, Remote, or Around the City
- ✓ Ages 12 and Older Welome



**VOLUNTEER
REGISTRATION**

FLOURISH.FURNITUREBANK.NET



FLOURISH

VOLUNTEER OPPORTUNITIES

Register at Flourish.FurnitureBank.net

ADMINISTRATIVE

Flourish has many administrative duties that are done at the warehouse or by remote volunteers. Calling guests, data entry, writing thank you notes, sending out daily worksheets, and more. Interested in volunteering from home? We may have a job for you!

ART PACKERS

Have an eye for design or color? Flourish is looking for creative volunteers who can pack sets of art for our guests! Browse our selection of donated inventory and curate a set of artwork and decor to be packed into Art Packs.

BEDS

Volunteers in our Beds department put together beds, arrange mattress donations, and make sure that each guest receives a clean bed and frame for the best night's sleep

DISH PACKING

Our dish packers take mismatched donated dishes and create artfully curated and coordinated sets out of available inventory.

DOCK WORKERS

Our Dock Workers are in charge of ensuring each box and piece of furniture is carefully loaded in to the guest's vehicle. They also accept incoming donations and work with the pickers, packers, and bed team, to ensure all items are loaded and ready to go.

DRIVERS AND ASSISTANTS

Perfect for folks with flexible weekday schedules! Help us get donations picked up, deliver furnishings to homes, and make other important runs. Most shifts are only 1-4 hours and offer flexibility.

ESTATE SALES

Our estate sale team is a group of volunteers that clean out sales when they are completed. Volunteers can pack boxes of small items, load furniture, or take inventory.

ELECTRICAL TESTING

Our electrical testers inspect and when needed and possible, repair incoming donations so they are in like new working condition for our families coming in to shop.

EVENTS

Staff a table or booth at a local event! This is a great way to meet new people and introduce them to Flourish. Hand out flyers, share information about Flourish, and invite attendees to join our Newsletter list.

FLOOR CAPTAIN

The Floor Captain is a volunteer role that involves answering phones and emails, greeting and checking in guests, and doing light paper and computer work.

FURNITURE CLEANING

By vacuuming, cleaning, and shampooing the donations that Flourish receives, we are able to give furniture new life and give our guests the choice of great, clean furniture to choose from for their new homes.

FURNITURE PICKERS

As guests shop, they place stickers on larger items that will not fit in their carts. Furniture Pickers work in the showroom and gather the larger items and load them on to a cart to be taken to the dock.

HOSPITALITY

Greet Flourish visitors in the parking lot and main entrance areas, take notes of moving vehicle size for each family, welcome them to Flourish and walk them to the Front Desk, collect donor information, and assist guests as needed.

LAUNDRY

Volunteer from home and work at your own pace! Take home laundry to be brought back to Flourish once clean and laundered. Bags of laundry are sorted by small items, such as towels and sheets, and large items, such as duvets and comforters.

PACKERS

Packing our guests' items with care is an essential step of the entire shopping experience. Our packers make sure each item is handled and wrapped with care so they arrive at their new home safely.

SEWING

Work in our Sewing Department and repair, repurpose and recycle different linens and fabrics into beautiful and useful items. Projects for all skill sets available - No sewing experience required!

SHOWROOM HOST

Serving as a support, our showroom hosts guide our guests through their shopping experience. All Showroom Hosts participate in a training for trauma informed care.

SORTING

One of the biggest jobs at Flourish, our sorters inspect incoming donations and direct them to the proper departments for repair, designate items for thrift store donation, or ready them to be stocked in the showroom.

UPHOLSTERY REPAIR

In Upholstery Repair, Flourish volunteers take damaged donations and make them new again. Adding a slipcover, sewing up tears, or replacing cushions - these are great projects for creative problem solvers.

WAREHOUSE ASSISTANT

Assist in the warehouse with various activities, including moving inventory from one part of the warehouse to another, assisting our furniture cleaning team with inventory rotation, accept incoming donations, and more.

WHERE NEEDED

Volunteers can sign up to help out "Where Needed" and pick a department that has the most needs for the day. This is a great option for new volunteers to try out different opportunities!

WOODWORKING

Flourish has a woodworking department where craftsmen and hobbyists repair, refinish and repurpose donated items as needed, keeping usable furnishings out of the landfill and making them look new again.