

NJ Rise – Frequently Asked Questions for Volunteers

Hello, NJ Rise Volunteer –

Whether you are just starting as a volunteer or if you have been part of our family for a while, we are very grateful for your willingness to participate and being an important part of everything we do for the community.

This list of Frequently Asked Questions—or FAQs—will provide answers to some of the questions you may have. It is organized by:

- General Questions
- Food Pantry
- Thrift Store
- Home Office
- Questions Related to Donations

If you have a question that is not listed here, please contact us at volunteer@njrise.org or call us at 609-443-4464

And, again, thank you for being a volunteer.

General Questions

What is expected of me as a volunteer?

Individuals may volunteer at our Food Pantry, Thrift Store, Home Office and other locations. Regardless of where you are volunteering, you are asked to respect the privacy of our clients at all times. We also encourage volunteers to have a customer-friendly manner. Our services and activities may change from day to day, so we hope that you can be flexible and willing to adapt as needed.

How much of my time do you need?

A volunteer shift is typically between 2-4 hours. Some volunteers commit to a regular schedule such as once a week/month, while others help us out periodically as their schedules allow.

I signed up to volunteer. How will I know where to go? Will I have to report to a supervisor?

You will receive a confirmation email when you sign up on our website. The email will provide the location address where you will be volunteering and let you know the name of the supervisor.

What happens when I arrive for my volunteer service?

When you arrive, please report to the supervisor listed in your confirmation email. They will ask you to sign-in and sign-out so that we have documentation of your service. The supervisor will assign you a task based on the needs of the day. If you plan to become a regular volunteer, we will provide you with a volunteer ID card. You will be required to wear your ID card while you are volunteering.

What happens if my plans change and I can't make it?

We understand that plans can change. If you cannot come in, we ask that you let us know so that we can arrange for additional volunteer support. You can cancel your commitment on the NJRise website. However, if your plans change within hours of your scheduled time, please call the phone number that is listed in your confirmation email.

What if there is inclement weather? Or if Rise needs to cancel my volunteer time?

A Rise representative will contact you via email or the contact phone number you provided. You can also check the Rise Facebook volunteer page.

Is there a minimum age for volunteers?

Most of our shifts require a volunteer to be at least 14 years old. However, individuals under age 14 are able to volunteer as long as they are accompanied by a parent or guardian.

Do I need to sign up if I am attending as a chaperone?

Yes. We ask that each individual sign up on our website before volunteering. For example, if a parent is volunteering with two children, the parent and each child must sign up. This helps us to know how many individuals will be at each location.

Sometimes, I find that I have some free time and want to help. Can I just show up without first registering on the NJRise website?

We ask that you always register on the [NJRise](https://www.njrise.org) website so that we know how many people will be volunteering.. We plan for a specific number of volunteers so that we can be ready for you when you arrive.

Can I complete court-ordered community service at Rise?

Yes. Please contact Volunteer@njrise.org Before you sign up.

I'm part of a group (church, community, etc.). Can my group volunteer together?

Yes. We are happy to welcome groups, and we have many opportunities for group projects. We would like to get to know you to find the best fit for your group. Please email us at volunteer@njrise.org to set up a meeting to discuss your group's interests and details.

How do you protect the privacy of clients and volunteers?

Volunteers are asked to respect the privacy of our clients. And we want to protect your privacy as well. However, on occasion, events may be documented, and posted on our social media.

What happens if I get hurt while volunteering? Report any incidents to the supervisor onsite as soon as possible.

How do you protect the privacy of clients and volunteers?

Volunteers are asked to respect the privacy of our clients. And we want to protect your privacy as well. However, on occasion, events may be documented, and posted on our social media.

I speak another language besides English. Do you need volunteers who speak other languages?

Yes! Rise caters to a diverse community, and being able to communicate with people who may speak other languages is a priority. If you speak any additional languages, please email our Volunteer Coordinator at volunteer@njrise.org to learn more about how we can use your skills.

What volunteer protocols do you have in place during the pandemic?

All volunteers are required to wear a mask for the duration of the shift. Masks must cover your nose and mouth. Upon arrival for a shift, you must perform a forehead temperature scan and write the temperature on our daily log. Volunteers are asked to maintain a 6-foot physical distance from staff and other volunteers as much as possible.

PANTRY

The Rise Pantry is located at 133 Broad Street in Hightstown.

Where do I park when I arrive?

Off-street parking is available. You can park at the Seventh-Day Adventist Church on Broad Street or at St. Anthony's Church on Franklin Street. We prefer to leave parking on Broad Street for our customers.

Do I need to report to a specific person when I arrive?

Yes. The Pantry supervisors are Juan and Julia. You will be asked to sign in when you arrive and sign out when you leave. If you become a regular volunteer, you will receive a volunteer ID card and will use it to scan in and out. Please wear your card every time you volunteer.

How much of my time do you need?

A volunteer shift is typically between 2-4 hours. Some volunteers commit to a regular schedule such as once a week/month, while others help us out periodically as their schedules allow.

What do pantry volunteers do?

There are a variety of tasks for volunteers. Activities take place indoor and outdoors, even in inclement weather, and may include:

- Sorting and organizing incoming donated items.
- Pre-packaging grocery bags with specific items.
- Interacting directly with clients to distribute food items.
- Special assignments as needed

We ask that you be flexible depending on what is needed on the day you volunteer.

Do I have to do any lifting at the pantry?

Volunteers need to be able to repeatedly lift items up to 20 pounds on and/or off our 3-shelf racks and pallets of varying heights. And you will be on your feet for the duration of the shift. If you are unable to lift, please note this in the comments field.

What should I wear to work in the pantry?

We suggest comfortable clothing and require closed toe shoes for safety reasons. You may be working indoors and/or outdoors depending on the day. Please dress accordingly.

Thrift Store

The Thrift Store is located at 114 Rogers Avenue in Hightstown.

Where should I park when I arrive?

There is a parking lot next to the building.

Do I need to report to a specific person when I arrive?

Yes. Please report to Hernan or Eva, the Thrift Store manager. You will be asked to sign in when you arrive and sign out when you leave. You will also be asked to wear a Thrift Store apron so that customers know you are working there. If you become a regular volunteer at the Thrift Store, you will receive a volunteer ID card and will use it to scan in and out. Please wear your card every time you volunteer.

What do Thrift Store volunteers do?

There are several tasks for volunteers at the Thrift Store. Activities may include:

- Working in the retail section, including at the cash register, and interacting with customers.
- Sorting through donations, including clothing and household items.
- Hanging and organizing items for sale.
- Cleaning the store and donation drop off area.

Be prepared to be on your feet for most of the time. We ask that you be flexible since tasks may change based on the needs of the day. Depending on the weather, you may be indoors or outdoors.

Home Office

The office is located at 219 Franklin Street in Hightstown.

Where do I park when I arrive?

Please park behind the building.

Do I need to report to a specific person when I arrive?

Yes. The supervisor is Monica. Please sign in when you arrive and sign out when you leave. If you become a regular volunteer, you will receive a volunteer ID card and will use it to scan in and out. Please wear your card every time you volunteer.

What do Home Office volunteers do?

Volunteers may be asked to perform various administrative tasks such as data entry or organizing materials. In addition you may be asked to help with large mailings (stuffing envelopes).

Supporters/Donors

My company has a Matching Gift program. How do I coordinate my time at Rise and my company's matching donation?

If your company has a matching gift program, they will match your financial donation. They may also provide a monetary value to the time you spend volunteering. Please contact our volunteer coordinator at volunteer@njrise.org for more information.

Where does Rise's support come from? NJ Rise is supported through local and corporate gifts, as well as grants from the state.

How do I donate to Rise? There are a few ways to donate to Rise. You can donate monetarily through our website NJRise.org. Click on the [donate button](#) on the first page. You can also donate goods like food or clothing or household items.