

VOLUNTEER FAQs

How do I get started?

First, we are so excited and honored that you are considering spending your valuable time to serve with us at BIIN. To start your process of volunteering with BIIN, you should begin by browsing the descriptions listed under "[Volunteer Opportunities](#)" on our website. After learning more about each of our volunteer opportunities, we invite you to fill out an [application form](#) where you will be asked for basic information about yourself. This allows us to match your skill-set with the needs of each of our programs. After filling out the application, make sure you click the "Submit" button so that you can begin scheduling hours.

What opportunities are currently available?

Information and descriptions of current volunteer opportunities are posted [online](#) while volunteer sign-ups can be accessed on our volunteer web page, "[Volgistics](#)". Varying factors such as time of year, staff needs, current projects, and program needs contribute to a wide range of volunteer opportunities and availability. The listing of available opportunities varies by program and most assignments only require a limited number of individual volunteers. Therefore, if you don't see something you are interested in initially, we encourage you to check back regularly to see if new opportunities have been made available.

I've filled out and submitted an application form. Now what?

Now that you've submitted an application form, you can directly sign up to volunteer with BIIN for all *English* speaking volunteer opportunities. To do so, log onto our [website](#) and click the [volunteer portal link](#). Use the email and password you created on your application to sign-in and access the volunteer schedule. From this point on, you will login to the volunteer portal to self-schedule your hours.

If you indicated in your application that you speak *Spanish*, you will be assigned additional roles that will open up additional volunteer opportunities that require Spanish language competency. To take part in Spanish specific volunteer opportunities, our staff must process your application and assign these opportunities to your account. Therefore, please allow a processing time of 2 weeks for Spanish speaking volunteer opportunities. After you have been assigned to additional roles, you may access sign-up opportunities through the same method detailed above.

If you have any issues using the volunteer portal, please watch this helpful short [video](#). If you still have questions, send an email to info@brazosimmigration.com.

What type of commitment is required?

Your level of commitment depends mostly upon your availability and willingness to contribute. If you have the time and wish to contribute more or serve in multiple assignments, you are welcome to do so! The length of commitment and hours per week vary depending on the time of year and the specific assignment. Some assignments, such as Information, Referrals, & Assistance (IRA), require a 9-month commitment and a training session. Others are more open-ended. Additional information regarding commitment levels, time requirements, and skills needed will be supplied to you by the program coordinator or volunteer coordinator after your application has been processed.

Will I be reminded of my volunteer job?

Yes, you will receive an email from info@brazosimmigration.com two days before your volunteer assignment date. If you would prefer to receive text messages instead of emails for volunteer openings or shift reminders, please log in to the [volunteer portal](#), go to account settings, and opt-in to text messaging.

What if I need to cancel my scheduled shift?

Please log in to the volunteer portal and go to “My Schedule.” From the calendar view, click on the shift you are scheduled for and click on “Remove me.”

Who will I be working with?

Each volunteer is assigned to a program coordinator. If you are serving in multiple of our program offerings, you will be working with several program coordinators. The volunteer coordinator maintains contact with program coordinators, manages the volunteer database, and communicates regularly with the volunteers regarding assignments, schedules, profiles, and timekeeping. Additionally, there will be other volunteers serving with the same assignment/program as you. All of these individuals are resources for you, to help make your volunteer experience as fulfilling and enjoyable as possible.

What are the benefits?

We hope that your volunteer experience will be rewarding and fun. The value of working alongside volunteers and interns and helping to enrich the lives of our immigrant community cannot be overstated. We strive to honor and recognize each of our volunteers through our volunteer appreciation program. In addition to these intrinsic rewards and an invitation to our

annual appreciation celebration, active volunteers have the opportunity to earn BIIN gear during their time with us, such as:

- A BIIN bumper sticker after completing 25 hours of volunteer work
- A BIIN tote bag after completing 50 hours of volunteer work
- A BIIN t-shirt after completing 75 hours of volunteer work
- An embroidered BIIN hat after completing 100 hours of volunteer work

What is Volgistics?

Volgistics is an internet-based service providing volunteer management software, and Brazos Interfaith Immigration Network is a subscriber. Our volunteer data is stored securely by the Volgistics service and is available 24 hours a day via any computer with an internet connection. Links to the services provided by Volgistics are placed on our website for easy access by volunteers. Through Volgistics, prospective volunteers can view available opportunities and fill out application forms on-line. Existing volunteers can log in to post their hours, check their schedules, update their profiles, and sign-up for scheduled assignments.