

F.A.Q.

VOLUNTEER

- 1. I'm ready to volunteer with you, where do I start?**
 - a. Create an account on [SoCal Volunteer Portal](#) or [SD Volunteer Portal](#) and fill out Volunteer Application as Short Term/Long Term OR GNT volunteer.**
 - b. Get to know the Volunteer Portal and fill out Additional Information under My Details, and the Reference and Emergency forms under step 3 of Security Check**

- 2. I'm trying to enroll and complete the [Volunteering with World Relief E-Course](#), do I need to create a new log-in?**
 - a. Yes, you must create a new account on our e-learning platform, Thinkific. We advise using the same email and password that you used for the Volunteer Application/Portal.**

- 3. What is the Local Live Orientation requirement under step 2? What's the difference between that and Volunteering with World Relief?**
 - a. Volunteering with World Relief gives you a general overview of World Relief and what it means to volunteer with us.**
 - b. The Local Live Orientation gives prospective volunteers a chance to get to know our local field office via in-person/virtual/video Volunteer Orientation.**
 - c. Both the Volunteering with World Relief E-Course and Local Live Orientations are required parts of beginning your journey as you get to know our work and staff.**

- 4. I'm a minor and am interested in volunteering, do I need my parents to be with me?**
 - a. All minor volunteers must submit a signed Minor release and a Waiver of Liability Form to the World Relief event or volunteer staff, in addition to their volunteer onboarding process.**
 - b. Volunteers under 16 must be accompanied by an approved adult volunteer. The adult must also register as a volunteer and undergo a background check.**

- 5. I'm ready for my background check, where do I go to get that done and what can I expect?**

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- a. Background checks are required for all volunteers that are 17 and up.
- b. Once you have completed at least one of your orientation requirements, you can click on Background check from the Volunteer Portal main page that displays your onboarding status. From there, it will take you to a site called Sterling Volunteers to fill out the background check.
- c. Please create an account using the same email address as the one you've used for the Volunteer Portal/Application.
- d. It costs \$25, and we invite you to help us offset our operational costs by paying for your own annual background check.

6. Why does it show my reference check as incomplete after I filled out the Reference Check form along with Emergency Contact on the Volunteer Portal?

- a. Your references will be contacted via email once you complete and meet your background check.
- b. It's complete once we receive the character reference check form submitted by your references.

7. Interview?

- a. It'll be a virtual or in-person meeting to get to know a World Relief staff member while we get to know you. Come as you are with your stories, passion, and questions as we discuss if we are good match for each other, you as a volunteer and us as your bridge to volunteering.

8. I've completed all the onboarding process including an interview with World Relief local office staff, what's next?

- a. Your placement/matching & role specific training conversation will happen after your background check and reference checks have been cleared for us to love you and our clients well.

9. What should I do while I wait to start my placement?

- a. Check out our additional e-learning page [here](#), and use the promo code by World Relief staff to access the courses you may be interested in!

10. What should I do once I start volunteering?

- a. Log your hours on the Volunteer Portal!