Urban League of Metropolitan Seattle

Empowering Communities. Changing Lives.

Volunteer Overview

MOST RECENT REVISION: April 2026

Welcome

Thank you for your interest in volunteering with Urban League of Metropolitan Seattle (ULMS). Our volunteers are key to our mission to empower communities and improve lives. Together, we reach more people and create real impact.

Who Can Volunteer

- Volunteers must generally be 18 years or older.
- Some high school students may volunteer with parent/guardian consent and prior approval.
- Individuals completing court-mandated or program-based service hours are welcome.
- Background considerations are reviewed on a case-by-case basis.

ULMS is dedicated to a welcoming, inclusive, nondiscriminatory environment for all volunteers.

Getting Started

1. Submit an application at: **www.urbanleague.org/volunteer/**
2. Complete the required onboarding steps.
3. Attend a mandatory volunteer orientation.
4. Receive placement and scheduling information.

A member of the ULMS team will typically follow up within 48–72 hours after application submission.

Volunteer Expectations

All volunteers are expected to:

- Represent ULMS in a professional and respectful manner.
- Follow staff direction and assigned responsibilities.
- Arrive on time and communicate schedule changes promptly.
- Protect the confidentiality and dignity of all participants.
- Contribute positively to a safe and inclusive environment.

Volunteers are not employees and do not receive pay or benefits.

Conduct & Workplace Standards

ULMS maintains a **zero-tolerance policy** for:

- Harassment, discrimination, or retaliation
- Threatening, abusive, or disruptive behavior
- Illegal activity or possession of prohibited items

Additional expectations include:

- No alcohol or drug use while volunteering
- Keep boundaries with clients. Do not exchange gifts or form personal relationships.
- Follow all organizational policies and procedures.

Failure to meet these expectations may result in removal from the volunteer program.

Dress Code

Volunteers must dress professionally, neatly, and appropriately.

- Standard attire: business casual
- Avoid overly casual, revealing, or inappropriate clothing.
- Wear appropriate footwear for assigned tasks.
- Follow any event-specific dress requirements when provided

Privacy & Social Media

To protect the communities we serve:

- Do not post, stream, or take photos during volunteer activities without prior approval.
- No client photos at any time
- Do not speak publicly on behalf of ULMS.
- Use judgment and keep confidentiality when discussing volunteer experiences.

Safety & Responsibility

- Prioritize safety at all times.
- Report unsafe conditions or incidents to a staff member immediately.
- In emergencies, **call 911 first**, then notify a ULMS lead.
- Follow all event-specific safety instructions provided

Commitment & Participation

- Volunteers must check in and out for each shift.
- Reliability is key; repeated absences or late cancellations may result in termination of participation.
- Notify ULMS as soon as possible if you are unable to attend a scheduled shift.

Ending Volunteer Service

Volunteer participation is **at-will**:

- Volunteers may discontinue at any time.
- ULMS may end or adjust volunteer assignments at its discretion

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Recognition & Support

ULMS values volunteer contributions and may provide:

- Verification of service hours
- Letters of recommendation or reference
- Recognition opportunities and events

Questions or Support

For questions or assistance, please contact your Volunteer Coordinator or the ULMS team.

Final Note

This overview provides a general summary of the ULMS Volunteer Program. Additional policies, procedures, and training will be provided during onboarding or specific assignments.

We appreciate your commitment to service and look forward to working with you.