

Black Girls Fighting Cancer (BGFC)

Volunteer Engagement & Onboarding Process

Volunteer Recruitment, Training & Certification Guidelines

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Black Girls Fighting Cancer

Stiletto Boss Foundation

BGFC Resource Hub Standard Operating Procedures

Volunteer Engagement & Onboarding Process

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Purpose

This procedure outlines the official process for onboarding volunteers who desire to support the mission and programs of Black Girls Fighting Cancer (BGFC).

The process ensures volunteers are aligned with the organization's values, prepared to engage with the community responsibly, and equipped to represent BGFC with compassion and professionalism.

Owner: BGFC Founder, Co-Chair, or Designee

Frequency: As Needed

STEP 1: VOLUNTEER INTEREST

Individuals may begin the volunteer process through one of the following pathways:

Website Application

Prospective volunteers may apply by completing the official BGFC Volunteer Application:

<https://www.cognitoforms.com/StilettoBossFoundation/BGFCVolunteerForm>

Direct Invitation

Individuals may also be invited to volunteer by BGFC leadership, advisory board members, partners, or community representatives.

In these cases, the individual will be:

- Provided the direct Volunteer Application link
OR
- Directed to access and complete the application through the BGFC website.

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STEP 2: APPLICATION COMPLETION & REVIEW

Once the Volunteer Application has been submitted:

- The application is reviewed by BGFC leadership
 - The applicant receives an acknowledgment email confirming receipt of the application and outlining the next steps.
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STEP 3: ALIGNMENT CALL

A BGFC leader schedules a brief introductory phone conversation with the prospective volunteer.

Purpose:

- Learn more about the volunteer
- Discuss BGFC's mission and programs
- Understand volunteer interests, skills, and availability
- Review volunteer expectations
- Answer questions
- Assess alignment with current volunteer opportunities

Possible Outcomes:

- Move Forward with Onboarding
 - Hold for Future Opportunities
 - Determine Another Opportunity May Be a Better Fit
-

STEP 4: VOLUNTEER TRAINING

Following a successful Alignment Call, the applicant receives a follow-up email from BGFC Co-Chair Denise West.

The email includes:

Volunteer Training and Knowledge Quiz

<https://www.cognitoforms.com/StilettoBossFoundation/VolunteerTrainingQuiz>

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The training video introduces:

- The mission and vision of Black Girls Fighting Cancer
 - Volunteer expectations and conduct
 - Community engagement principles
 - Confidentiality and respectful communication
 - Overview of volunteer opportunities and program involvement
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STEP 5: VOLUNTEER KNOWLEDGE QUIZ

After viewing the training, applicants must complete the Volunteer Knowledge Quiz.

Requirements include:

- A 100% passing score is required
 - Volunteers may retake the quiz as needed
 - Successful completion confirms readiness to serve in a BGFC volunteer capacity
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STEP 6: VOLUNTEER CERTIFICATION

Once training and quiz completion are confirmed:

- The BGFC Founder issues an official Volunteer Certificate of Completion
- Certification verifies the individual as an approved BGFC volunteer
- Certification is valid for one year from the date of issuance

Certified volunteers may participate in BGFC programs, initiatives, outreach activities, and events.

Additional role-specific training may be provided based on volunteer assignment.

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STEP 7: ANNUAL RENEWAL

Volunteer certification remains active for one year.

Volunteers may be asked to complete updated training or refresher materials to maintain active volunteer status and remain informed about organizational updates and expectations.

SUCCESS MEASURE

A volunteer has successfully completed onboarding when:

- Application has been submitted and reviewed
- Alignment Call has been completed
- Volunteer Training Video has been viewed
- Volunteer Knowledge Quiz has been passed with a score of 100%
- Volunteer Certificate has been issued

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APPENDIX A

INITIAL INTEREST & APPLICATION EMAIL

Subject: You're Invited to Volunteer with BGFC — Next Step Inside

Hi [First Name],

Thank you so much for your interest in volunteering with Black Girls Fighting Cancer. We're grateful that you feel called to be a part of this work.

To move forward, please take a few moments to complete our volunteer application:

Apply here:

<https://www.cognitoforms.com/StilettoBossFoundation/BGFCVolunteerForm>

Once your application is submitted, you'll receive the next steps, including a brief phone conversation, training, and quiz to help you feel confident and prepared when representing BGFC.

Our volunteers play an important role in how we show up in the community, and we're excited about the possibility of you joining us.

If you have any questions, feel free to reach out.

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APPENDIX B

VOLUNTEER TRAINING EMAIL

Subject: Thank You for Your Interest in Volunteering with Black Girls Fighting Cancer

Hello [Name],

Thank you for your interest in volunteering with Black Girls Fighting Cancer. We truly appreciate your willingness to support women and families impacted by cancer.

As the next step in the process, please complete our volunteer orientation and knowledge quiz.

Volunteer Training and Knowledge Quiz:

<https://www.cognitoforms.com/StilettoBossFoundation/VolunteerTrainingQuiz>

Please watch the training and complete the quiz. A score of 100% is required in order to move forward as an official BGFC volunteer. You may retake the quiz if needed.

Once completed, your information will be shared with our Founder so that your volunteer certification can be issued.

We are grateful for your desire to serve and look forward to welcoming you into the BGFC community.

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APPENDIX C

VOLUNTEER CERTIFICATION EMAIL

Subject: Welcome to the Black Girls Fighting Cancer Volunteer Community

Hello [Name],

I personally want to thank you for taking the time to complete the volunteer training and quiz for Black Girls Fighting Cancer.

Your willingness to serve women and families navigating cancer is deeply meaningful to our mission and the community we support.

Attached is your BGFC Volunteer Certificate of Completion, confirming your approval to serve as an official volunteer with Black Girls Fighting Cancer. This certification is valid for one year.

We look forward to engaging you in upcoming programs, outreach initiatives, and events as we continue working to expand Access, Advocacy, and Awareness.

Thank you for choosing to be part of this movement.

RELATED DOCUMENTS

- BGFC Volunteer Application
- Volunteer Training Video
- Volunteer Knowledge Quiz
- Volunteer Certificate of Completion
- Event Support SOP
- Warrior Box Request & Fulfillment SOP
- Anchor Support Space SOP