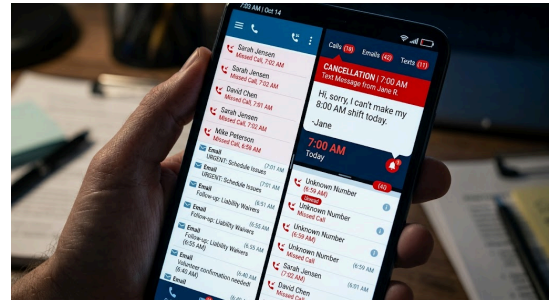


Grace Envoy

Volunteer Onboarding & Event Relief Admin Guide

Coordinating volunteers often feels like an endless cycle of administrative chaos: chasing missing sign-up forms, following up on background checks, playing phone tag during last-minute shift cancellations, and putting out fires on event day. This manual workload can consume 10 to 20 hours every week per coordinator, leading to acute staff burnout and taking valuable energy away from building personal community relationships.



Grace Envoy serves as an always-on digital assistant designed to take over these repetitive front-line logistics, supported behind the scenes by the **SoulShine Platform** and **Levi** to keep operations secure, smooth, and effortless.

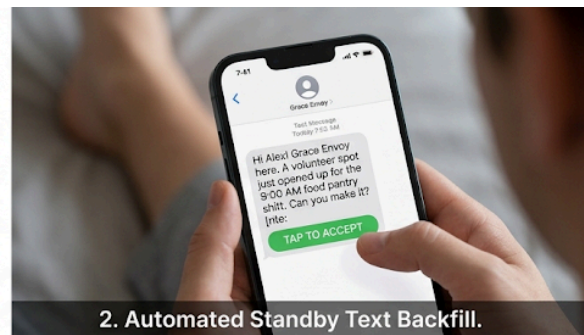


Grace Envoy: Your 24/7 Digital Volunteer Concierge

Grace Envoy acts as a welcoming, automated assistant that guides volunteers through every step of participation—from their initial interest to post-event thank-yous—without requiring constant staff supervision.



1. Frictionless 3-Tap Mobile Onboarding



2. Automated Standby Text Backfill.



3. Live Event Day Rerouting & Floater Control

Frictionless Mobile Onboarding

- **3-Click Sign-Ups:** Prospective volunteers join by scanning a QR code or tapping a web/text link. They complete eligibility questions, select preferences, and sign liability forms on their phones in under 3 minutes—with no password setup or app downloads required.
- **Higher Conversion Rates:** Replacing long paper or multi-page web forms with simple mobile conversations reduces volunteer drop-off from over 50% to under 5%.

Automated Background Checks & Paperwork

- **Zero Manual Data Typing:** Grace handles background check consents digitally and syncs completion statuses directly into your database (such as Salesforce, Virtuous, or Blackbaud).
- **Instant Digital Waivers:** Liability forms are signed electronically and safely stored without administrators ever having to file paper sheets.

Hands-Free Shift Backfilling

- **Instant Cancellation Triage:** If a volunteer texts at 7:00 AM saying they cannot make a morning shift, Grace immediately logs the cancellation.
- **Standby Text Dispatch:** Grace automatically reaches out to qualified standby volunteers via text message, filling vacant spots in an average of 14 minutes without staff having to run through a phone tree.

Effortless Corporate & Group Mobilization

- **Single Team Links:** When a company or civic group wants to serve together, Grace generates a single shareable link for the group leader.
- **Self-Service Registration:** Group members use the link to register and sign their own waivers individually on their phones, eliminating chaotic email threads for the coordinator.

Real-Time Event Day Support

- **Late Arrival Handling:** On event day, volunteers can text Grace if they are running behind, which automatically updates the live coordinator dashboard.
- **Floater Rerouting:** Grace dispatches available "floater" helpers to stations experiencing sudden bottlenecks or heavy visitor traffic.

Post-Event Follow-Up & Retention

- **Automatic Feedback Surveys:** Grace sends quick post-shift text check-ins to ask volunteers how their experience went, flagging any frustrations so staff can step in to help.
- **Re-Engagement Loops:** Satisfied volunteers are automatically invited to sign up for upcoming shifts while their enthusiasm is fresh.

Supporting Behind the Scenes: The SoulShine Platform & Levi

While Grace Envoy manages front-line interactions with volunteers, the **SoulShine Platform** and **Levi** work in the background to ensure everything stays grounded, clear, and secure.

- **The SoulShine Platform (Your Secure Foundation):** Ensures all volunteer details and private records remain completely protected with bank-grade security. It anchors all of Grace's automated answers strictly to your official handbook and guidelines. Additionally, if a volunteer texts a message indicating a severe personal crisis, the platform immediately pauses automated replies so human staff can step in with direct care.
- **Levi (Your Back-Office Operations Assistant):** Takes raw event notes or leader guidelines and automatically converts them into ready-to-use volunteer briefing sheets, small-group guides, and checklists. Levi also reviews volunteer profiles to match specific talents (such as teaching, tech, or legal skills) to appropriate roles, ensuring volunteers serve where they feel most effective.



Administrative Relief Matrix

Everyday Volunteer Headache	How Grace Envoy & System Help	Relief Outcome for Staff
Chasing paper forms & manually typing data	3-click mobile sign-up with automatic database syncing	Sign-ups take <3 minutes; zero manual typing required.
Tracking background checks & liability waivers	Fully digital consent & waiver collection sent straight to your CRM	100% legal compliance without paper files or folders.
Last-minute morning cancellations	Automatic text outreach sent to standby backup lists	Open shifts fill in ~14 minutes with zero phone tag.
Organizing corporate or group volunteers	Single shareable link for group self-registration	No back-and-forth emails; individual waivers signed online.
Live event bottlenecks & late arrivals	Text-based check-ins and automatic floater helper dispatch	Smooth event operations without coordinator stress.
Volunteer drop-out & poor placement	Levi's skill-matching and Grace's post-event check-ins	Volunteers are placed where they excel and feel supported.
Writing event briefing guides & checklists	Levi turns raw notes into polished training sheets	Complete preparation guides generated in seconds.

By delegating front-line sign-ups and event-day logistics to Grace Envoy, using Levi for briefing guides and talent matching, and relying on the SoulShine Platform for data safety, volunteer administrators gain back 10 to 20 hours every week—freeing up essential time to encourage, mentor, and lead their teams.

Ready for relief? Start your free 14 day trial today!