

GTCYS Volunteer Handbook 2023-24

Thank you for your interest in volunteering for the 2023-24 GTCYS season! Volunteers like you are crucial to helping everything run smoothly. We appreciate you playing your part!



This handbook has everything you need to know about volunteering, such as where to sign up to volunteer, what to expect as a volunteer, and more. If you ever have questions about volunteering, please ask Program Associate Katie Heilman at katie@gtcys.org.

GTCYS Mission Statement

In the conviction that music nourishes the body, mind, and spirit of the individual and enriches the community, the Greater Twin Cities Youth Symphonies provides a rigorous and inspiring orchestral experience for young musicians.

Sign Up Genius

All volunteer sign-ups are handled through the website Sign Up Genius. The GTCYS office will send out volunteer sign-ups in advance of any event where we need volunteers via email. You do not need a Sign Up Genius account in order to sign up for a volunteer shift. If you need to delete or edit your sign up, you can do so on the sign-up page by clicking on the link “You can change your sign up,” as shown below:

Created by:  Greater Twin Cities Youth Symphonies 

Already signed up? You can [change your sign up](#).

	Time (CDT)	Available Slot
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Figure 1: Example of where to locate the link to change a shift in Sign Up Genius

General Timeline

- The GTCYS office will send out volunteer needs and any relevant sign-up links in advance of the event.
- Most of the time, volunteering instructions for a shift will come from Program Associate Katie Heilman. She will email detailed instructions to volunteers within 2 days of the event.
- Volunteers confirm that they have received instructions.
- Volunteers attend their shifts!

- Occasionally, the office will ask volunteers for feedback on how the shift went after the event has concluded. We also encourage volunteers to email Katie Heilman at katie@gtcys.org at any time with feedback or suggestions.

Types of Volunteer Positions

GTCYS generally will ask for volunteers for the following types of positions:

- Concert Ushers
- Concert Audience Counters
- Rehearsal Greeters/Concert Greeters
- Office Volunteers (collate mailings, prepare ambassador packets, etc.)
- String Tuners (for Philharmonia and Sinfonia string students)
- Retreat Chaperones
- Festival Concert Chaperones
- Snack Helpers
- Photographers (for Fall Festival and Spring Festival)

Parent Social Crew

In past years, GTCYS has appointed Parent Captains for each orchestra. This year we are implementing a Parent Social Crew, which is 2-3 parent/guardian volunteers who work together to coordinate treat nights, year-end parties, and other orchestra social events. Parent Social Crews will recruit parents/guardians from within the orchestra to help with these events. If you are interested in serving on the Parent Social Crew for your student's orchestra, please contact Katie Heilman at katie@gtcys.org.

Volunteering Your Expertise

Do you have a special talent or expertise that you would like to volunteer with GTCYS? Please reach out to Katie Heilman at katie@gtcys.org, and we would be happy to have your help! This could include anything such as sound/tech expertise, photography, medical experience, or any other insight you may have on a subject.

Volunteer Code of Conduct for 2023-24

All GTCYS volunteers must be able to commit to the following:

- Arrive at volunteer shifts on time.
- Alert the program associate in a timely manner if they are unable to make it to their shift.
- If they are sick, alert the program associate as soon as possible and stay home.
- Maintain a friendly, welcoming, and professional demeanor around students and families.
- Follow any instructions provided by staff in advance of and during the shift.

Background Checks and Child Protection Policy

Certain volunteer shifts involve more time working directly with students who are minors. Volunteers may be asked to complete a criminal background check in advance of their shift, as well as read and agree to upholding the [Child Protection Policy](#). This is first and foremost to protect our students. The office will send any relevant forms in advance of the event with instructions on how to complete and return them.