



**CATHOLIC CHARITIES**  
HONORING HUMAN DIGNITY



# **VOLUNTEER HANDBOOK**

**You Make This Work Possible**



**Our Website**  
[www.casfnm.org](http://www.casfnm.org)

**2026**

# Table Of Contents

- 01** Company Welcome Message
- 02** Our Story, Our Impact
- 03** Our Programs, Where You Can Help
- 04** Where You Can Help Continued
- 05** Your Role, Getting Started
- 06** Volunteer Acknowledgement



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# Welcome!

## We are so happy you're here!

Because of you, the work and impact we provide in our community is possible. Your time, energy, and willingness to show up make a meaningful difference in the lives of the individuals and families we serve.

At Catholic Charities of Central New Mexico, we are committed to creating hope, supporting families, and strengthening our community. Every volunteer plays an important role in that work, and we are grateful you've chosen to be part of it.

We look forward to walking alongside you as you serve, always honoring the dignity of every person we encounter.



**Natasha Gacinski**  
CEO

# Our Story

# Our Impact

02

## About Us

For over 80 years, Catholic Charities of Central New Mexico has been working alongside individuals and families to create stability, opportunity, and hope. What began as a small effort to support those in need has grown into a network of programs serving thousands across our community.

We serve individuals and families throughout Bernalillo, Sandoval, Valencia, and Santa Fe counties with a broad range of services focused on reducing poverty and increasing opportunity.

Although our work is grounded in Catholic Social Teaching and inspired by faith, we serve all individuals, regardless of religious affiliation, background, or belief, including those who do not practice any religion or spiritual tradition.

Each year, we support over 5,000 individuals through housing assistance, education, family support, and community engagement programs. With a team of approximately 85 staff members and over 200 volunteers, we walk alongside our community as individuals and families build stability and create new opportunities.

# Our Programs

## How you can help

03

### You choose

Catholic Charities offers a variety of programs designed to support individuals and families across our community. As a volunteer, you may serve in one or more of the following areas:

### Education & Career Pathways

Supporting adults in achieving their educational and career goals through classes, training programs, and skill-building opportunities.

### Children & Families

Working with young children and families in a safe, nurturing environment that supports early childhood development and learning.

### Housing & Stability

Supporting adults in achieving their educational and career goals through classes, training programs, and skill-building opportunities.

# Our Programs

## How you can help

04

### Immigration & Citizenship Services

Supporting immigrant families as they navigate legal processes and build stability in their new communities.

### Refugee Support

Supporting immigrant families as they navigate legal processes and build stability in their new communities.

### Community & Basic Needs

Supporting immigrant families as they navigate legal processes and build stability in their new communities.

### Senior Services

Supporting older adults in maintaining their independence and connection to the community through transportation assistance and meaningful engagement.

No matter how you choose to help, you make a difference. Whether it's volunteering once a year or showing up regularly, your time and presence have a lasting impact on the individuals and families we serve.

# Your Role

# Getting Started

05

We're excited to have you as part of our volunteer community. As you begin your role, here are a few key things to keep in mind:

## **Your Role**

- Treat all individuals with respect and dignity
- Maintain confidentiality
- Communicate clearly and notify your supervisor if you are unable to attend
- Follow staff guidance
- Maintain appropriate boundaries
- Help create a safe, welcoming environment

## **Safety & Awareness**

- Be aware of your surroundings and follow staff direction
- Only perform tasks you are comfortable with and trained for
- Report any concerns, incidents, or injuries immediately
- Follow all program-specific guidelines

\*Additional requirements may apply for certain roles, such as driving or working with specific populations.

## **Confidentiality & Media**

Do not share sensitive information about clients, staff, or programs. Do not take photos or videos or post on social media without prior approval. If approached by media, please refer them to Catholic Charities staff.

We're here to support you. If you have questions or need guidance, please reach out to your supervisor or the Community Engagement Team.

# Volunteer

06

# Acknowledgement

## VOLUNTEER ACKNOWLEDGMENT

By signing below, I acknowledge that I have received and reviewed the Catholic Charities Volunteer Handbook. I understand the expectations and responsibilities of my role and agree to follow the guidelines outlined in this document.

I understand that some volunteer roles may require additional screening or training depending on the nature of the work.

I agree to maintain confidentiality and to represent Catholic Charities with professionalism, respect, and care.

I understand that Catholic Charities reserves the right to discontinue a volunteer placement if expectations are not met or if it is in the best interest of the organization or those we serve.

I understand that I can reach out to my supervisor or the Community Engagement Team if I have questions or need support.

I give permission for Catholic Charities to take photographs or video recordings of me during volunteer activities for use in program materials, communications, and promotional purposes.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

If you have any questions or need support, please reach out to **Aleisha Abeyta, Community Engagement Manager**  
abeytaa@ccasfnm.org | 505-403-5569