

VOLUNTEER HANDBOOK

Knox Pop Con, Inc.

Empowering Youth Through Asian Pop Culture

501(c)(3) Nonprofit Organization

EIN: 33-4120670

knoxpopcon.love

Welcome to the Knox Pop Con Family!

Thank you for choosing to volunteer with Knox Pop Con! As a volunteer, you are the heart of our mission to empower individuals through authentic Asian pop culture experiences. Your time, energy, and passion help create spaces where young people can build confidence, develop leadership skills, and find belonging.

This handbook will guide you through everything you need to know about volunteering with us, from our mission and values to specific roles and responsibilities. Please read it carefully and keep it as a reference throughout your volunteer journey.

Our Mission & Vision

Mission

Empowering individuals by fostering a vibrant community fueled by a love for Asian pop culture—building confidence, creativity, leadership, and meaningful connections.

What We Do

Knox Pop Con serves the AAPI community and beyond in East Tennessee through:

- **Cultural Events:** Annual Knox Pop Con festival, monthly POPTivity events, cupsleeve gatherings, and themed celebrations
- **Dance & Movement:** Weekly K-Pop dance classes at Karns Community Club Youth Center, performance teams, and showcase opportunities
- **Youth Development:** Knox Pop Creators Academy leadership training, mentorship programs, and career preparation
- **Cultural Education:** Workshops, language exchange, and school partnerships promoting Asian culture and heritage
- **Community Outreach:** Mental health awareness, anti-bullying initiatives, LGBTQ+ support, and diversity programs

Volunteer Opportunities

Knox Pop Con offers diverse volunteer opportunities to match your interests, skills, and availability. Whether you have a few hours or want to make a deeper commitment, there's a place for you!

Event Volunteers

- ✓ **Booth Ambassadors:** Welcome visitors, share information about Knox Pop Con, sign up newsletter subscribers, and connect people to programs
- ✓ **Registration & Check-In:** Process attendee registrations, distribute wristbands/tickets, and provide event information
- ✓ **Stage Crew:** Assist with stage management, coordinate performer transitions, and support technical needs
- ✓ **Activity Coordinators:** Lead workshops, games, or interactive activities during events
- ✓ **Photography/Media:** Document events, capture memories, and create content for social media
- ✓ **Setup & Breakdown:** Help arrange venues before events and restore spaces afterward

Program Support

- ✓ **Dance Class Assistants:** Support instructors during weekly K-Pop dance classes, help with attendance, and supervise participants
- ✓ **KPCA Mentors:** Guide students through Knox Pop Creators Academy courses and provide career/leadership mentorship
- ✓ **Cultural Workshop Leaders:** Share expertise in language, art, cooking, or other aspects of Asian culture

Administrative & Operations

- ✓ **Social Media Team:** Create content, manage community engagement, and promote events online
- ✓ **Graphic Design:** Design flyers, promotional materials, and event signage
- ✓ **Grant Research:** Identify funding opportunities and assist with grant applications
- ✓ **Partnership Development:** Help build relationships with sponsors, venues, and community partners

Volunteer Responsibilities

General Expectations

All Knox Pop Con volunteers are expected to:

- **Arrive on time** and stay for your entire scheduled shift
- **Dress appropriately** for your role (Knox Pop Con t-shirts may be provided for events)
- **Represent Knox Pop Con positively** and professionally at all times
- **Complete required training** before beginning your volunteer assignment
- **Communicate proactively** if you need to cancel or modify your commitment
- **Follow all organizational policies** including confidentiality, safety, and code of conduct
- **Ask questions** when you're unsure—we're here to support you!

Youth Safety (For Volunteers Working with Minors)

Knox Pop Con serves youth ages 1-24. Volunteers working directly with minors must:

- **Complete a background check** (provided at no cost to volunteers)
- **Attend youth safety training** covering mandatory reporting, appropriate interactions, and emergency procedures
- **Follow the two-adult rule** (never be alone with a minor)
- **Maintain appropriate boundaries** and professional relationships with all participants
- **Report concerns immediately** to program coordinators or leadership

Code of Conduct

As a volunteer, you represent Knox Pop Con's values and mission. We expect all volunteers to:

Be Welcoming & Inclusive

- Treat everyone with respect, kindness, and dignity
- Create safe spaces for people of all backgrounds, identities, and experiences
- Use inclusive language and honor people's preferred names and pronouns
- Welcome newcomers warmly and help them feel like they belong

Communicate Professionally

- Be friendly and approachable, not forceful or pushy
- Avoid slang that may confuse or exclude others
- If you don't know an answer, say: "That's a great question! Let me find out for you"
- Direct complex questions to staff or provide contact information

Maintain Confidentiality

- Protect all confidential information you access during your service
- Do not share participant information, donor data, or internal discussions outside the organization
- Respect privacy—don't photograph or record participants without proper consent
- Return or destroy confidential materials when your service ends

Zero Tolerance Policies

Knox Pop Con has zero tolerance for:

- **Discrimination or harassment** based on race, color, religion, national origin, sex, gender identity, sexual orientation, age, disability, or any other protected status
- **Inappropriate conduct with minors**, including any behavior that compromises their safety or wellbeing
- **Substance abuse** during volunteer activities (alcohol, illegal drugs, or impairment that affects your duties)
- **Theft, fraud, or misuse** of organizational resources
- **Violent, threatening, or abusive behavior** toward anyone

Training & Onboarding

Required Training for All Volunteers

- **General Orientation:** Overview of Knox Pop Con mission, programs, and volunteer policies
- **Role-Specific Training:** Detailed instruction for your particular volunteer position (e.g., Booth Training Guide for event ambassadors)
- **Safety & Emergency Procedures:** What to do in case of medical emergencies, severe weather, or safety concerns

Additional Training for Youth-Facing Roles

- **Child Safety & Mandatory Reporting:** Recognizing and reporting abuse, appropriate interactions with minors
- **Background Check:** Required for all volunteers working directly with participants under 18
- **COPPA Compliance:** Protecting privacy for children under 13 (if applicable to your role)

Ongoing Support

- Regular check-ins with volunteer coordinators
- Access to resources and reference materials
- Opportunities for skill development and leadership growth
- Open communication channels—never hesitate to ask questions!

Volunteer Benefits & Recognition

While volunteering is its own reward, Knox Pop Con values your contribution and offers:

Tangible Benefits

- **Free admission** to Knox Pop Con festival and other paid events when volunteering
- **Knox Pop Con merchandise** (t-shirts, swag) for active volunteers
- **Volunteer hour documentation** for school requirements, scholarships, or resumes
- **Service letters and references** upon request
- **Priority access** to workshops, training, and special programs

Skill Development

- Event planning and management experience
- Leadership and teamwork skills
- Communication and public speaking opportunities
- Cultural competency and community engagement
- Nonprofit operations and organizational development

Recognition Program

- **Volunteer Spotlights** on social media and website
- **Annual Volunteer Appreciation Event** celebrating your contributions
- **Service Milestones** recognized at 25, 50, 100+ hours
- **Volunteer of the Year Award** for outstanding dedication
- **Leadership Advancement** opportunities to join advisory boards or mentor others

Practical Information

Key Contacts

Role	Contact Information
Volunteer Coordinator	volunteer@knoxpopcon.org
Executive Director	Asami Martin
General Inquiries	info@knoxpopcon.org
Emergency (During Events)	Contact on-site event coordinator

Program Locations

Knox Kpop Dance Classes:

Karns Community Club Youth Center
6616 Beaver Ridge Rd, Knoxville, TN 37931

Knox Pop Con 2026:

Knoxville Convention Center (anticipated)

Important Websites

- Main Website: knoxpopcon.love
- Dance Classes: knoxkpop.com
- Instagram: @knoxpopcon
- Facebook: Knox Pop Con

Key Policies

Non-Discrimination Policy

Knox Pop Con does not discriminate on the basis of race, color, religion, national origin, sex, gender identity, sexual orientation, age, disability, or any other legally protected status in its programs, activities, volunteer opportunities, or provision of services.

Whistleblower Protection

Knox Pop Con maintains a whistleblower protection policy that encourages staff, volunteers, and others to report suspected illegal or unethical practices without fear of retaliation. If you witness or suspect wrongdoing, please contact the Executive Director or any Board member.

Conflict of Interest

Volunteers must disclose any actual or potential conflicts of interest and abstain from decisions where they have a personal stake. This protects both you and the organization.

Media & Photography

Knox Pop Con documents events through photography and video for promotional and historical purposes. By volunteering at our events, you consent to being photographed. However, we respect privacy requests—please let us know if you prefer not to appear in promotional materials.

When photographing or recording participants, always respect privacy and obtain proper consent, especially for minors. Follow all COPPA compliance requirements for children under 13.

Grievance Procedure

If you have concerns about your volunteer experience, safety, or organizational practices:

- First, try to resolve the issue directly with the person involved
- If unresolved, contact the volunteer coordinator or program director
- For serious concerns, you may contact the Executive Director or Board Chair
- All complaints will be investigated promptly and confidentially

Thank You!

Your decision to volunteer with Knox Pop Con makes a real difference in the lives of young people across East Tennessee. You are helping create spaces where individuals can discover their passions, build confidence, and find belonging through the power of Asian pop culture.

We value your unique talents, perspectives, and commitment. Together, we are building a vibrant, inclusive community that celebrates creativity, fosters leadership, and makes meaningful connections.

Welcome to the Knox Pop Con family. Let's create something amazing together!

🎵 Building confidence. Inspiring creativity. Creating community. 🎵

Knox Pop Con, Inc.
501(c)(3) Nonprofit Organization | EIN: 33-4120670

knoxpopcon.love

Effective Date: January 2025