

Resilience- Advocates for Ending Violence

POSITION TITLE: Shelter Support Volunteer

PREPARATION: Complete New Entry Training (Provided by Agency)

SUPERVISOR: Lead Shelter Advocate

SUMMARY: Support shelter operations and supplement the work of shelter staff by providing flexible, ongoing assistance as needs arise. Provide important support services to shelter residents in the form of transportation and childcare by appointment.

Agency Mission Statement: Resilience's mission is to respond to, reduce, and prevent domestic and sexual violence. This mission will be achieved through education, collaboration, and advocacy, with crisis and supportive services to victims and survivors.

SPECIFIC ACTIVITIES:

1. Ongoing transportation for shelter residents to and from outside locations, by appointment. Volunteers will use an agency vehicle when transporting shelter residents. Transportation needs are determined by shelter staff
2. Ongoing children's support services in the form of direct childcare, parental respite, or assistance with planned children's activities and events. Needs are determined by shelter staff.
3. Facility and operations support in the form of stocking, sorting, organizing, and cleaning. Needs may vary and are determined by shelter staff.
4. Grounds support in the form of seasonal yard work and seasonal preparation. May include weeding, cleaning, hauling etc.
5. Meal preparation and baking prepared on- or off-site (off-site meal preparations should be individually packed and ready to be frozen).
6. Other tasks may be assigned as needs are identified.
7. Tasks suggested by volunteers may be assigned where appropriate.

JOB REQUIREMENTS:

1. Willingness to work unsupervised and occasionally with little instruction.
2. Flexibility to provide shelter support based on current client and facility needs, versus on a set schedule.
3. Interest in working with survivors and/or their children in an informal, non-therapeutic setting.
4. Understanding of the functions of shelter and the dynamic needs of the facility and residents.
5. Ability to work well with people.

GENERAL STAFF EXPECTATIONS:

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.
- Participates in maintaining policies, procedures, and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
- Protects client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, both verbally and in writing, with other staff and with other organizations.
- Participates in staff meetings, team meetings, staff retreats and other planning opportunities.
- Develops personal goals to continue to upgrade knowledge and credentials and implements a plan to achieve those goals.
- Participates in training, continuing education, and other skill development opportunities to further enhance job-related skills and abilities.
- Participates in community presentations and public relations opportunities to further expand the visibility of the agency, its vision, and priorities.
- Represents Resilience on community committees and participates in community groups and activities which promote and enhance the services available to clients in the community.
- Supports agency activities such as public events and fundraising activities.
- Supports systems change activities to improve systems with which agency clients interface.
- *Participates with other agency staff in being aware of emerging needs within the community and the client population, developing of an agency vision, and working toward continuous quality improvement.*

PHYSICAL REQUIREMENTS:

-

The above statements are intended to describe the general nature and level of work performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications of employees assigned to this job. Employees are required to perform other duties as requested, directed or assigned.