

VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION: SHELTER SUPPORTER

PURPOSE OF POSITION: Augment shelter services by assisting the staff, women and children in the day-to-day activities necessary to the successful functioning of the shelter program.

LOCATION OF ACTIVITY: Downers Grove Shelter

VOLUNTEER BENEFITS:

- Contributing to a community effort to eliminate violence in the home
- Increased understanding of domestic violence and its surrounding issues
- Make a contribution to the improvement of the lives of others and your community
- Hands-on experience with the working model of a shelter
- Opportunity to interact with both women and children
- Opportunity to learn about different cultures and socio-economic backgrounds
- Active volunteers may obtain reference and/or recommendation letters

TIME COMMITMENT: Varies, but usually 3 – 4 hours per week

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Assist women in accessing food, clothing, personal care items, medicine and laundry supplies
- Provide backup to staff in answering the door and office telephone (Hotline training required)
- Work with staff to help maintain consistent policies and procedures
- Assist staff with welcoming and departure process for women and children
- Supply child care for short periods of time
- Provide appropriate social interaction with adults and children living in shelter
- Assist with incoming donations
- Help staff with general office support (copies, etc.)
- Submission of Volunteer Timesheet after each shift
- Ensure confidentiality at all times
- Contact staff as far in advance as possible if unable to make a shift
- Other duties as negotiated

QUALIFICATIONS AND CHARACTERISTICS:

- Successful completion of 48-hour training class and other specialized training as needed
- Ability to work as a team-member in a culturally diverse communal living setting
- Maintain a supportive, empowering and non-judgmental attitude with victims of domestic violence
- Must be friendly, patient and possess good verbal and written communication skills
- Dependable, prompt and mature
- Willingness to accept supervision and guidance
- Willingness to attend volunteer meetings and continuing education programs
- Bilingual/Bicultural preferred

RELATIONSHIPS: Supervisor: Women and Children's Advocates

VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION: CHILDREN'S PROGRAM VOLUNTEER

PURPOSE OF POSITION: Help create a fun, safe environment for children to build healthy relationships and explore ideas and feelings about themselves and other through play.

LOCATION OF ACTIVITY: Downers Grove Shelter OR 605 E Roosevelt (Wheaton)

VOLUNTEER BENEFITS:

- Contributing to a community effort to eliminate violence in the home
- Opportunity to focus on helping children understand and cope with the effects of domestic violence
- Increased understanding of domestic violence and its surrounding issues
- Opportunity to contribute to the improvement of the lives of others and your community
- Opportunity to learn about different cultures and socio-economic backgrounds
- Hands-on experience with the working model of a shelter
- Active volunteers may obtain reference and/or recommendation letters

TIME COMMITMENT: 3 hours per week at Downers Grove or Wheaton

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Conduct free-play activities with children up to the age of three during group time and assist in the leadership of the educational group, including the participation in educational board games and art activities for children over the age of three
- Serve as an example of nonviolent/alternative discipline, caring interaction and respect as you provide quality supervision of children
- Advise staff of any pertinent disclosures or problem behaviors
- Assist with snack preparation and cleanup
- Submission of Volunteer Timesheet after each shift
- Ensure confidentiality at all times
- Contact staff at least 24 hours in advance if unable to make a group
- Other duties as negotiated

QUALIFICATIONS AND CHARACTERISTICS:

- Successful completion of 48-hour training class and 3 hour Working with Child Clients training
- Ability to work as a team-member in a culturally diverse communal living setting
- Strong interest in preschool and school age children
- Willingness to work with children who may have developmental or behavioral challenges
- Maintain a supportive, empowering and non-judgmental attitude with victims of domestic violence
- Ability to work with minimal supervision
- Willingness to accept supervision and guidance
- Must be friendly, patient and possess good verbal and written communication skills
- Ability to initiate and supervise age-appropriate activities with children of various ages
- Willingness to attend volunteer meetings and continuing education programs
- Dependable, prompt and mature
- Bilingual/Bicultural preferred

RELATIONSHIPS: Supervisor: Children's Program Coordinator