

40 - Hour Training and Background Check Required



VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION: Hotline Volunteer

PURPOSE OF POSITION: Assist callers with information about domestic violence, provide emotional support, facilitate access to agency services and offer referrals

LOCATION OF ACTIVITY: Downers Grove OR Wheaton Community Center

VOLUNTEER BENEFITS:

- Increased understanding of domestic violence and its impact on individuals and families
- Opportunity to serve and support survivors of domestic violence and their children in a meaningful way
- Development of crisis intervention and active listening skills
- Increased knowledge of community resources and service networks
- Professional development and resume-building experience in social services, advocacy, and nonprofit work
- Networking opportunities with staff, community partners, and fellow volunteers
- Ongoing training and mentorship from experienced domestic violence advocates
- Personal growth through contributing to a mission-driven organization and making a direct impact in the community
- Discount at both our resale stores

TIME COMMITMENT: Minimum commitment: 4-hr shift once every month

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Assess the needs of callers
- Provide emotional support
- Provide accurate and appropriate information about domestic violence and other community services
- Facilitate referrals to other programs both inside and outside FSS
- Prepare proper documentation for files and statistical purposes
- Advise staff of any pertinent situations or disclosures
- Represent FSS in a positive and professional manner at all times
- Log hours through Volgistics every shift
- Ensure complete confidentiality at all times
- Other duties as negotiated

QUALIFICATIONS AND CHARACTERISTICS:

- Completion of the 40-hour Domestic Violence Training and Hotline Training Program
- Ability to work collaboratively as part of a team in a culturally diverse environment
- Commitment to maintaining a supportive, empowering, and non-judgmental approach with survivors of domestic violence
- Friendly, patient, and reliable, with strong verbal and written communication skills
- Ability to adapt to a fast-paced and ever-changing work environment
- Capable of working independently with minimal supervision
- Openness to receiving supervision, feedback, and guidance
- Willingness to attend volunteer meetings and participate in ongoing training/continuing education
- Ability to remain calm, composed, and clear-thinking in crisis situations
- Bilingual/Bicultural skills strongly preferred

RELATIONSHIPS: Program Supervisor 24Hr Crisis

40 - Hour Training and Background Check Required



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24/7 Hotline: 630-469-5650
Healing from Domestic Abuse

VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Court Advocate Volunteer

PURPOSE OF POSITION : Volunteers will assist survivors with the application process for an Order of Protection (OOP) including explaining the process, screening for services, providing technical assistance for completing the paperwork and providing emotional support and referrals.

LOCATION OF ACTIVITY : DuPage County Courthouse, 505 N. County Farm Rd Wheaton

VOLUNTEER BENEFITS :

- Increased understanding of domestic violence and its surrounding issues
- Contributing to a community effort to eliminate violence in the home
- Opportunity to serve and support survivors of domestic violence who may be unaware of FSS
- Develop crisis intervention skills which are useful in a variety of settings
- Opportunity to contribute to the improvement of the lives of others and your community
- Opportunity to learn about different cultures and socio-economic backgrounds
- Increased knowledge of community resources
- Active volunteers may obtain reference and or recommendation letters

VOLUNTEER COMMITMENT : Minimum commitment: Volunteers must be able to commit to the program for a twelve-month period and work a minimum of one full day per week (typically 8 hours). Due to the sensitive and complicated nature of the work and amount of training required, less time severely limits a satisfactory volunteer experience.

PRINCIPLE RESPONSIBILITIES AND DUTIES :

- Log in and out of Volgistics volunteer system every shift
- Welcome individuals who enter the FSS office space
- Provide survivors accurate and appropriate information about the process for obtaining an OOP
- Assist survivors in completing relevant screening documents for service eligibility
- Provide directions to help individuals navigate through the courthouse
- Provide emotional support, modeling trauma informed care
- Assist survivors with completing OP petitions (depending on length of time volunteering)
- Provide linkages with other resources and referrals both inside and outside of FSS
- Prepare proper documentation for client files
- Represent FSS in a positive and professional manner at all times
- 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 40-hour DV training
- Ability to work as a team-member in a culturally diverse environment
- Maintain a supportive, empowering and non-judgmental attitude with survivors
- Must be friendly, patient and possess excellent verbal and written communication skills
- Dependable, prompt and mature
- Ability to work with minimal supervision
- Willingness to accept supervision and guidance
- Willingness to attend volunteer meetings and take advantage of training opportunities
- Ability to remain calm and think clearly in crisis situations

Benefit: Discount at Resale stores

40 - Hour Training and Background Check Required



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Healing from Domestic Abuse

VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Community Outreach Volunteer

PURPOSE OF POSITION : To provide Domestic Violence community outreach, increase client access and knowledge of services, increase community awareness of domestic violence and participation in events.

LOCATION OF ACTIVITY : 605 E Roosevelt Rd, Wheaton, IL 60187

VOLUNTEER BENEFITS :

- Increased understanding of domestic violence and its surrounding issues.
- Spreading awareness about domestic violence to local communities.
- Finding creative ways to share information about our available services and resources.
- Creating connections with other local agencies and community members in DuPage County.

LOCATION OF POSITION : Minimum commitment: 3 hours per week for a twelve-month period

PRINCIPLE RESPONSIBILITIES AND DUTIES :

- Log in and out of Volgistics volunteer system every shift
- Work closely with full-time Community Advocates to stay updated on projects and community events.
- Distribute educational and awareness materials in communities throughout DuPage County, including event flyers, program materials and hotline cards. (May be asked to drop-off materials to nearby locations)
- Participate in outreach projects, Bathroom Poster Project, Instagram Project
- Develop creative ways to bring Domestic Violence education and awareness to community members and potential clients.
- Participate in tabling or other community events as needed.
- Gather information for possible community contacts or partnerships.

QUALIFICATIONS AND CHARACTERISTICS :

- Successful completion of 40-hour training class.
- Ability to work as a team-member in a culturally diverse environment.
- Must be friendly, patient and possess excellent verbal and written communication skills.
- Must have high-level of technology competency.
- Dependable, prompt, and mature
- Ability to work with minimal supervision.

RELATIONSHIPS : Supervisor: Full-time, Domestic Violence Community Advocates

Benefit: Discount at Resale stores

40 - Hour Training and Background Check Required



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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Make Meals for Sheltered Clients

PURPOSE OF POSITION : Cook a large meal and serve our sheltered clients. (41 individuals).

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment; Once a month, ideally on a weeknight/weekend evening. 1 - 3 hours

LOCATION: Downers Grove

VOLUNTEER POSITION : Childcare

PURPOSE OF POSITION : Assistance for sheltered children while parents are in meetings/groups:

Monday - Friday options.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Flexible scheduling. Commitment per week; 2 hours.

LOCATION: Downers Grove

Benefit: Discount at Resale stores

8 - Hour DV 101 Training & Background Check Required



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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Shelter Grocery Shopper

PURPOSE OF POSITION : Pick up, drop off and put away groceries in shelter kitchen and pantry.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment per week; 2 hours, any day of the week.

LOCATION: Downers Grove

VOLUNTEER POSITION : Donation Management

PURPOSE OF POSITION: Keep items organized in storage room and rotate any items that need to be shifted to our shelter storage closet, put donation items away in storage room.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment can be weekly or monthly (If weekly, 1 hour. If monthly 3-4 hours).

LOCATION: Downers Grove

Benefit: Discount at Resale stores

Background Check Required



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VOLUNTEER POSITION DESCRIPTION

Metropolitan Family Services DuPage

VOLUNTEER POSITION : General Office Support

PURPOSE OF POSITION : General office support for:

- Behavioral health program
- Intake Program
- Domestic Violence (serving in office support with DV documents. Does require the 40hr class)

*Log in and out of Volgistics volunteer system every shift

LOCATION :

222 E. Willow Wheaton, IL 60187

605 E Roosevelt Wheaton, IL 60187

TIME COMMITMENT : Office support: No minimum requirement, weekdays.

Benefit: Discount at Resale stores

Background Check Not Required



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VOLUNTEER POSITION DESCRIPTION

Metropolitan Family Services DuPage/FSS

VOLUNTEER POSITION : Group/Corporate Volunteer Events

PURPOSE OF POSITION : Landscaping/yard clean-up, spring summer and or fall. Safety check of play equipment, adding or building tool shed to grounds, inventory and clean-up of in kind room, and others.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment; One-time event.

VOLUNTEER POSITION : Fundraising

PURPOSE OF POSITION : Apply your personal skills to assist us in funding a currently needed project or program.

*Log in and out of Volgistics volunteer system every shift

VOLUNTEER POSITION : Host a Donation Drive

PURPOSE OF POSITION : With a current shelter needs list, conduct a drive to ensure basic needs for those we support are met.

*Log in and out of Volgistics volunteer system every shift

VOLUNTEER POSITION : Upkeep of Yard

PURPOSE OF POSITION : Help clean up the backyard and put things away, water plants, organize items and general landscaping. Opportunity on any day of the week and quarterly.

*Log in and out of Volgistics volunteer system every shift

VOLUNTEER POSITION : Commitment per month; 3-4 hours.

VOLUNTEER POSITION : Volunteer at One of Our Two Resale Stores

PURPOSE OF POSITION : Accept incoming donations, issue Gift IN Kind QR code for Tax purposes, price and tag items, stock, and hang items. Friendly customer service and light housekeeping .

100% of the profits from Family Shelter Resale benefit Domestic Violence programming in DuPage.

100% of the profits from Treasure House benefit DuPage programming.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment: Shifts are typically 3 hours, schedule is based on personal availability.

The stores is closed on Sunday and Monday .

Family Shelter Service Resale Store

1512 Naper Blvd.
Naperville, IL 60563
630-955-9599
Hours:Tues - Sat 10-4

Treasure House Resale Store

497 Pennsylvania Ave Glen
Ellyn, IL 60137 630-469-6907
Hours: Tuesday-Saturday 10-4

Benefit: Discount at Resale stores

Background Check Required



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VOLUNTEER POSITION DESCRIPTION

Metropolitan Family Services DuPage Early Childhood Education

VOLUNTEER POSITION : Head Start/ECE Early Childhood Education

PURPOSE OF POSITION : To provide support for center based early learning for children ages 0-5 years through reading, and other volunteer assistance working directly with children.

*Log in and out of Volgistics volunteer system every shift

LOCATIONS :

Addison Children's School
121 E. Fullerton Ave. Addison, IL 60101
Ages 0-3; operates all year

Bensenville Early Learning Center
212 Memorial Rd. Bensenville, IL 60106
Ages 0-5; Pre-K operates Aug-May +
0-3 operates all year

Army Trail
346 Army Trail Blvd. Addison, IL 60101
Ages 3-5; operates Aug-May

Westfield
2S125 Mayfield Ln Glen Ellyn, IL 60137
Ages 3-5; operates Aug-May

Johnson
2S700 Continental Dr. Warrenville, IL 60555
Ages 3-5; operates Aug-May

Longfellow
311 W. Seminary Ave Wheaton, IL 60187
Ages 3-5; operates Aug-May

Outreach/OR
345 S. President St. Carol Stream, IL 60188
Ages 3-5; operates Aug-May

St. Andrew's
250 N. Gary Ave Carol Stream, IL 60188
Ages 3-5; operates Aug-May

Lowell
312 S. President St. Wheaton, IL 60187
Ages 3-5; operates Aug-May

Whittier
218 W Park Ave Wheaton, IL 60189
Ages 3-5; operates Aug-May

TIME COMMITMENT : No minimum requirement, weekdays.

PROGRAM CLEARANCE : Standard background, 2 fingerprints, DCFS clearance and physical required.

Benefit: Discount at Resale stores



Scan for application:

Senior and Caregiver Volunteer Opportunity

Position: Senior Training and Education Volunteer

Department: Behavioral Health

Location of classes:

- Elmhurst Park District
- Downers Grove Township
- Marian Park, Wheaton
- Martin Avenue Apartments, Naperville
- Greencastle, Elmhurst
- Other potential DuPage County locations

General Description: We are seeking a caring and energetic volunteer to lead senior exercise classes at various locations in DuPage County. Volunteer will work with the Staff in the senior and caregiver program to aid in the exercise training and educational program, “Bingocize” to support the elderly population.

Volunteers are asked to commit to **at least two days a week** to facilitate exercise “Bingocize” classes. Training is provided, and no advance training or knowledge is needed aside from a genuine interest in working with senior populations. Candidates must enjoy listening to music, and be able to independently move up and down, side to side. Must also pass a criminal background check and complete the training course. (MFS will pay the cost of both)

Time Commitment: Program runs year-round, and **we ask for at least one-year commitment**. Must be able to keep a consistent schedule for 10 weeks at a time but also have flexibility to meet the needs of the seniors.

Hours of operation: Class is 1hr, time scheduled varies by location, weekdays M-F: 9:30am-2:30pm

DUTIES/RESPONSIBILITIES:

- Lead an exercise “Bingocize” group at least 2 times a week with the senior population
- Provide a safe, secure, and engaging environment for seniors.
- Ensure that attendance is taken at every session
- Assist clients, when appropriate with getting snacks and prizes during and post Bingocize
- Assist in maintaining supply inventory.
- Provide feedback to Program Manager on participant's progress
- Work collaboratively with other clinical staff
- Track volunteer service hours through volgistics

QUALIFICATIONS:

Complete “Bingocize” training and background check (we will pay for this)

Must be at least 18 years of age

Able to work as part of a volunteer team, and have a Positive attitude

Flexibility and ability to adapt to a fast-paced environment

Able to keep to a consistent schedule

[CLICK for MFS General Volunteer Application](#)