



Freedom House
P.O. Box 2065
Burlingame, CA 94011
www.freedom-house.us.com

Volunteer Job Description for Shelter Volunteer

POSITION: Shelter Volunteer

SUPERVISOR: Freedom House Staff

RESPONSIBILITIES: INCLUDE, BUT ARE NOT LIMITED TO:

The position requires skills in direct service (conflict resolution and crisis intervention) and in office administration. The volunteer should have knowledge about human trafficking or an interest to learn. Volunteer should be calm, supportive, mature and understand how to work with residents in a shelter home. Volunteer should have deep commitment to the mission of the organization (please go to www.freedom-house.us.com for more information).

DIRECT SERVICES SUPPORT:

Shelter volunteer will, under the supervision of staff, support afternoon, morning or evening operations of the Freedom House shelter (hours will depend on volunteer's schedule). Volunteers should be comfortable accompanying residents to appointments, outings or various trainings. Volunteers may work with residents in researching educational opportunities, career goals, or homework. Volunteers may also be engaged in activities with residents like crafts, yoga, fellowship or art.

In this position, the volunteers must maintain the security and confidentiality required of the home and residents. The volunteer must be able to effectively manage resident crisis and conflicts.

ADMINISTRATIVE SUPPORT:

Administrative support such as record keeping and filing is needed. Since administrative support is needed in many areas of the shelter, a volunteer is not responsible for all of the job responsibilities listed.

Direct Services Support:

Resident activities: Respond to residents' questions and needs. Facilitate the communication of client needs to shelter staff. Attend some resident trainings and projects.

Crisis and Conflict Resolution: assess and respond to resident crises or conflicts. Manage situation and contact appropriate staff. Manage conflicts within the house as they occur,

document conflicts, and monitor resident incidents. Communicate disputes and/or issues that require further assistance or intervention to Director of Shelter.

Safety and Security: attend shelter emergency protocol training and keep up-to-date with shelter emergency protocol. Identify appropriate responses to emergency protocol triggers. Identify when external assistance is needed and contact appropriate party (i.e. supervisor, law enforcement, medical assistance, etc.). Maintain the operations of the alarm system. Contact systems officer and alert Director of Shelter of any failures or problems with the security system. Manage law enforcement response if/when alarm is triggered.

Administrative Support:

Recordkeeping: Assist office by helping maintain records and daily log of shelter activity, resident issues, and questions that arise throughout the shift. Assist in keeping records of house needs like food, clothing, personal hygiene products, dishes or other needs. Supervise activities.

Activity Planning: Assist in planning and facilitating activities for residents. Accompany residents to appointments. Assist in the organization of shelter activities. If a volunteer wants to provide training or a course in needed skills area, training is possible. Research outside activity opportunities.

Office Support: Answer phone calls, business and crisis lines. Assist in shelter correspondence and emails. Keep files and other shelter records updated.

REQUIREMENTS

All volunteers are expected to volunteer 120 hours over the course of the first year after the Freedom House Training.

- 1) Bachelor's degree required.
- 2) Bilingual preferred.
- 3) Valid California Drivers License.
- 4) Domestic violence certification and/or completion of Freedom House Human Trafficking Training.
- 5) Knowledge of and experience in supportive counseling, crisis intervention, and conflict resolution techniques. Ability and willingness to intervene in and resolve resident disputes. Appreciation of sensitive confidentiality issues with demonstrated commitment to resident-centered practice.
- 6) Ability to maintain a positive, cooperative, and professional attitude at the house and in the interactions with other volunteers, staff and residents.
- 7) Excellent communication skills. Experience with public speaking (preferred).
- 8) Ability to work independently.
- 9) Ability to work in a team environment.
- 10) Experience working at shelter homes (preferred).

To apply: Send your resume and a letter of interest to info@freedom-house.us.com. We will schedule you for an in-person interview.

Freedom House Training:

- 1) The next Freedom House training course will occur March 6th, 8th, 10th, 13th, 15th and 17th 2012.**
- 2) Volunteers need to attend all days of training.**
- 3) If you want to attend the training and not volunteer, you can attend and purchase materials for \$300.**
- 4) The Freedom House training is free; however, we expect the graduated volunteers to complete 120 hours of volunteer service with Freedom House.**
- 5) If you sign up for training and do not complete the training or the requested volunteer hours, you commit to paying Freedom House \$300.**