

Volunteer Positions

REFERENCE MANUAL FOR VOLUNTEERS

SERVICE COORDINATOR



Organization Goals

1. *Provide a safe, supportive environment for our residents.*
2. *Empower our residents to secure permanent housing of their own.*

Shelter Support

Supporting Goals

1. *To assist our staff with daily shelter operations, allowing more time for us to support individual client's in their case plans and to maintain the health of the shelter as a whole.*
2. *To assist Opportunity Place clients with small, but important steps on their journey to self-sufficiency and becoming permanently housed.*

Duties include:

- Helping staff maintain a safe, healthy, and supportive environment at the shelter:
 - Assist clients with accessing medications, cleaning supplies, keyboards, and other items kept in the Shelter Coordinator office
 - Clean & reorganize kitchen & other areas in main building as needed
- Client Support
 - Build rapport with clients so that you may begin to assist them with their case plan
 - Assist clients with housing searches, applications, resumes, etc.
 - Keep bulletin boards updated and customized to the needs of our current clients
 - Communicate client needs/updates/complaints with staff via Teams app on each shift
- Shelter Operations
 - Accept donations & store/organize in the pantry
 - Restock kitchen with food & supplies
 - Clean rooms upon client exit & set up rooms before client intake
 - Pull and distribute pantry supplies
- Administrative
 - Check mail
 - Prepare client welcome binders
 - Assist with creative projects
 - Shredding
 - Proofread documents
 - Newsletters: Printing/folding/stuffing/ mailing



Night Shift Support

Additional to Shelter Support duties

- Assist donors with dinner items.
- Restock cleaning/ kitchen supplies.
- Put away leftovers at end of dinner (7pm)
- Assist with completing chores
- Review and provide assistance with chores.
- Assist with locking up & securing all buildings at 9pm end of shift.



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Pantry Organization

Supporting Goals

1. *To ensure all donated items are suitable to meet the shelter and client needs.*
2. *Assist with receiving, sorting, and stocking of donated items. Keeping a clean, organized, and well stocked inventory ensures that client needs are met and done so in a timely manner.*

Duties include:

- Sorting through donations
 - Sort through the items to ensure they are not broken or damaged.
 - Hang in-season clothing on racks and store out-of-season clothing in bins.
 - Make decisions on what items can be used by the shelter, taken to goodwill, or discarded.
- Organizing donations
- Pantry Maintenance
 - Help maintain the pantry's physical appearance by cleaning up spills, broken items, and maintaining proper organization.
- Receiving donations from donors
- Keeping an inventory of donations in the pantry
 - Communicate with staff about inventory and space available for donations.
- Stock Food Donations:
 - Stock dry food items on designated shelf in kitchen.
 - Ensure food donations are kept off the floor, are not expired, and properly sealed.

Important notes:

- This work may require heavy lifting when receiving boxed and/or bagged donations. However, you may still participate in this volunteer opportunity if you are not able to do the heavy lifting.
- Volunteers will need the ability to work independently and as a team, as well as being detail oriented.



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Children's Enrichment Activities

Supporting Goals

1. *Provide support directly to sheltered children by participating in and assisting with fun and fulfilling enrichment activities.*
2. *Be a part of creating a safe and open environment for sheltered children to express themselves in.*

Duties include:

- Provide a safe and supportive environment for the children.
- Provide positive reinforcement and promote healthy, non-violent behaviors.
- Assist with crafts, games, or free-play.
- Act as a positive role model.
- Interact with children and families in a trauma-informed manner.
- Follow agencies policies and procedures.
- Help in other areas when needed.

Important Notes:

- This position has a pretty regular schedule of meeting on Tuesday and Thursday nights from 5:30-7:00pm.
- This position might also have opportunities to volunteer during special children's programs on weekends.
- It is important to note that there may be times when no children show up to activities and then there will be other days when many children show up. Flexibility and adapting to the environment is a helpful skill to have when working with our kiddos.



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Food Distribution Program Assistance

Supporting Goals

1. *To assist staff in preparing for, managing, and cleaning up after the food distribution program in a way that is safe and supportive for both clients residing in shelter and community members utilizing the program.*

Duties include:

- Preparing for Food Distribution
 - Rearrange dining area
 - Post signs/applications/pens in assigned places
 - Help unload the food from the food truck (arrival random- anywhere from 10am-1pm)
 - Keep track of poundage reported by driver
- Food Distribution (3-4pm)
 - Stand behind counter and hand out boxes
 - Help people out to their vehicles (carry out or w/ use of grocery cart)
 - Ensure carts are only used by staff/interns/volunteers- never food program recipients (We've had too many taken & not returned)
- After Program
 - Reset dining area back to original state
 - Return items to pantry
 - Put up food program items (signs, applications pens)
 - Make sure we have adequate copies of applications for next week
 - Getting rid of excess food (distributing or calling people for pick up)
- Data Entry (This can be done next day before food program starts or same day after food program is over, depending on your schedule). Use excel file to track:
 - Pounds received by shelter
 - Who received a box from the shelter
 - Any corrected information for recipients
 - Demographic information for new recipients



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Maintenance

Supporting Goals

1. *Assist with improvement and repair projects around the shelter in order to keep a functional and safe environment for clients and staff.*

Duties include:

- Being on call to assist with damages and emergent maintenance needs at the shelter
 - Assessing damages and coming up with creative, cost effective, and safe solutions to repairing.
 - Communicating with staff about possible solutions, ways to execute those solutions, cost, supplies needed, etc.
 - Executing repairs within your capabilities in a safe and timely manner.
 - Making honest assessments & recommendations about when to bring in professional assistance.
- General Installations & Maintenance (To include, but not limited to)
 - Installing fixtures
 - Patching holes
 - Painting
 - Pressure washing
 - Simple plumbing and electrical
 - Outdoor/yard work
 - Moving furniture

Important notes:

- This work may require heavy lifting, usage of your own tools if you have them, and flexibility to come to shelter within reasonable amount of time to assist with repairs.
- Any handywork is so appreciated! If you have ANY maintenance skills and would like to volunteer your time, please don't hesitate to apply! There is no need to know how to do everything. Our hope is to build a team of people that can be called on for different tasks.