Volunteer Job Description and Expectations



HAVEN volunteers have a variety of options for volunteer work. We place our volunteers based on their skills and volunteer needs as well as our needs at HAVEN. Below are all of the job descriptions for direct service and indirect service volunteers.

**Direct Service**

The primary function of direct service volunteers is to provide coverage and security for the shelter as well as to provide advocacy and support services to all HAVEN clients at the shelter and office location.

*Volunteer Advocates*

All volunteers interested in working directly with HAVEN clients are required to take the full 80 hours of domestic violence and sexual assault advocacy training. After training is completed and the volunteer has successfully passed the program, the volunteer will receive a certification and may soon be able to begin working with clients.

Direct service volunteers will begin job shadowing with HAVEN advocates after the completion of training so they can become more comfortable working with clients in domestic violence and sexual assault situations.

Essential duties and responsibilities of direct service volunteers:

* Provide options/support counseling & advocacy to victims of sexual assault and/or domestic violence.
* Share hotline responsibilities with other HAVEN staff.
* Complete client related paperwork accurately and in a timely fashion.
* Provide systems advocacy as needed.
* Attend trainings/meetings as required by funding sources.
* Contribute to the positive environment of the organization.
* Other duties as assigned by Volunteer Coordinator/Executive Director

**Indirect Service**

All volunteers who are not interested in working with clients of HAVEN are encouraged, but not required to take the full 80 hours of domestic violence and sexual assault advocacy training.

Indirect service volunteering may include, but is not limited to general office and computer assistance, outreach program assistance, youth mentorship and leadership assistance, shelter improvement assistance, and more.

All volunteers are expected to attend all shifts assigned. If a volunteer is unable to attend their scheduled shift, a sincere effort to have their shift covered should be made. If the volunteer is still unable to attend the shift, the Outreach & Volunteer Coordinator or other HAVEN staff is to be notified.

All volunteers are expected to follow the policies and procedures outlined in the HAVEN Volunteer Policies and Procedures Manual

\_\_\_\_\_\_ I verify I have received and read the HAVEN Volunteer Policies and Procedures Manual.

Volunteers are subject to dismissal if there is misconduct or the volunteer is unable to follow the policy and procedures of HAVEN of Tioga County.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have read and understand the above volunteer job description and expectations of HAVEN of Tioga County.

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Name Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor

**HAVEN of Tioga County**

**VOLUNTEER INQUIRY FORM**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone (Daytime) :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Evening):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Skills and interests

Educational background:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Current occupation\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hobbies, Interests, Skills:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Previous Volunteer experience: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Is there a particular type of volunteer work you are interested in (place X next to all that apply):

* Maintenance/repair projects
* Presentations to Schools/Community groups
* Website development & management
* Marketing
* Press release/PSAs/Public Relations
* Fundraising
* Grant Research and Writing
* Working one-on-one with participants
* Working with groups
* Hotline calls
* General office work
* College Internship (specific field/project?) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Educational materials & outreach
* Other—Please list:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Are you able to successfully obtain and maintain active Child Abuse Clearance, Criminal Background, and FBI clearance? \_\_\_\_\_Yes \_\_\_\_\_No

4. Is there a group that you are particularly interested in working with? (Place X next to all that apply):

€ Adults € Seniors € Teens € Children € Agency staff

€ Males € Females € Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Are there any groups you may not feel comfortable working with? (Please list):

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6. Availability – At what times are you available to volunteer?

€ Flexible € Weekdays-Mornings € Weekdays-Afternoons

€ Weekday-Evenings € Occasional Weekend

These are times that I cannot volunteer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Availability – At what times are you available for training (65-80-hour training over several weeks)?

€ Flexible € Weekday Afternoons €Weekday Evenings

€ Other

There are times that I am not available \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. How did you hear about HAVEN? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. Why are you interested in becoming a HAVEN volunteer?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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10. References (referred by someone at HAVEN, professor, supervisor, personal – list name, relationship and phone): 1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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HAVEN of Tioga County

Please email your form to:

info@havenoftiogacounty.org

Thank you.

info@havenoftiogacounty.org

(Office) 570-724-3549 (Fax) 570-724-1361

48 East Ave. Wellsboro, PA 16901

Volunteer Opportunities:

* Plan and prepare fundraising initiatives
* Assist the Development Committee with fundraising
* Represent HAVEN at community information tabling events
* Building maintenance/repair projects
* Stain/ Re-paint top deck, back porch, steps, ramps
* Clean/organize the carport storage
* Cleaning office on a regular basis
* Pick up groceries for shelter residents
* Make food for shelter clients
* Co-facilitate training and programs with Prevention Educator
* Prepare items for community programs
* Plan, prepare, and attend awareness/tabling events
* Attend outreach events
* Attend events and purposefully engage participants
* Systems advocacy and networking
* Outreach (replenish fliers, etc. on a quarterly basis)
* Website development and management
* Social media management
* Marketing and design
* Grant research and writing
* Fundraising
* Canned food drives
* Snow removal- monthly coverage
* Lawn care-monthly coverage
* Landscaping
* Outdoor clean up
* Board committees
* Organize donations as needed
* Clean shelter when a resident leaves
* General office work, sending gift acknowledgement letters to donors
* Create and update educational materials and forms/brochures
* Press releases/PSA/Public relations

**Direct Service (Completion of the 80 hour advocacy training required)-**

* Provide transportation for clients
* Spend time in shelter with residents after hours ( games, making dinner, movies, etc.)
* Cover 24 hour hotline
* Answer phone and welcome clients
* Childcare (while clients go to court, other appointments, etc.)
* Court accompaniment
* Medical accompaniment
* Intake of new clients
* Working one-on-one with victims