



POSITION: Family Support Volunteer

SUPERVISOR: Volunteer Coordinator

PURPOSE OF POSITION:

Welcome families and professionals to Safe Passage and assist the Staff to provide a child-friendly, private, comfortable and supportive environment for child victims of abuse.

COMMITMENT:

(Flexible) One 4-5 hour shift per week. Commitment term of at least **6 months** requested. Shifts are typically **8:00-12:30, 11:00-3:30 (volunteers only), or 12:30-5:00** on weekdays (M-F) and remain consistent week to week.

DUTIES:

1. Greeting and answering questions for families as they arrive at Safe Passage; becoming the obvious, visible presence in the waiting area for children, teens, and their families.
2. Provide age appropriate and companionable playroom supervision, providing snacks, drinks, and playroom cleanup.
3. Sitting and conversing with teens in the waiting area.
4. Daily duties **will include** stocking snacks/supplies, sanitizing toys and high traffic areas, organizing and straightening guest and stock areas, and other tasks relating to our basic functioning.
5. Other tasks may include but are not limited to: copying, shredding, addressing/stamping mailings, assembling pamphlets/handbooks, or assisting with general clerical duties.
6. Taking initiative to find special/extra projects when there is downtime.
7. **Ability and willingness to accept the most effective role at any given time.**

BASIC REQUIREMENTS:

1. Complete an application and provide three references as stipulated.
2. Be eighteen (18) years of age or older.
3. Possess no felony convictions, nor be listed on the Central Registry for Child Protection.
4. Must understand confidentiality and the personal commitment to maintain confidentiality at all times. Must sign a confidentiality statement.
5. Participate in a pre-service interview with the Volunteer Coordinator.
6. Have access to reliable transportation and to telephone.

SKILL/ABILITY REQUIREMENTS:

1. **Individuals with skills and/or professional experience in working with children and teens preferred.**
2. Consistently keep all meetings and volunteer shift commitments as agreed upon.
3. Ability to establish rapport and create comfort level with children and accompanying caregivers.
4. Conduct oneself in a professional manner at all times when representing Safe Passage.
5. Maintain a positive and accepting demeanor when relating to others of varying backgrounds and life circumstances.
6. Maintain confidentiality in all information pertaining to clients and cases.
7. Ability to communicate effectively and professionally both verbally and in writing.
8. Willingness to volunteer within the guidelines, policies and standards of Safe Passage.