

Volunteer Repair Maintenance Technician Job Description (Level 1)

Responsible to: Client Services Coordinator – Resource Specialist and Volunteer, Services, and Programs Director

Responsibilities:

The skilled laborer will be responsible for performing routine maintenance and/or repairs in our business office as needed.

- Arrive 5-10 minutes prior to the start of designated shift
- Painting
- Installing shelves
- Lawn care
- Minor automotive care
- Minor plumbing
- Removing debris
- Moving furniture
- Other repairs

Requirements:

- Successful completion of Level I training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Verifiable relevant experience

James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

By providing mission driven, client centered, trauma-informed, culturally sensitive services through case management plans, we help clients create outcomes that address life satisfaction, hope and optimism, empowerment and knowledge about issues associated with interpersonal violence and the services available to address these issues. Our ultimate goal is to assure client self-sufficiency and sustainable change through coaching and empowering strategies.

Volunteer Technical Support Specialist Job Description (Level 1)

Responsible to: Client Services Coordinator – Resource Specialist and Volunteer, Services, and Programs Director

Responsibilities:

The Technical Support Specialist will be responsible for performing routine maintenance and/or repairs to the computers in our business office as needed.

- Arrive -5-10 minutes prior to the start of designated shift
- Perform monthly updates
- Assist staff to resolve computer-related problems, such as inoperative hardware or software.

Requirements:

- Successful completion of Level I training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Verifiable relevant experience

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Volunteer Administrative Support Specialist Job Description (Level 2)

Responsible to: Client Services Coordinator – Resource Specialist and Volunteer, Services, and Programs Director

Responsibilities:

General office duties include: filing, answering phones, making copies, sending faxes, stuffing envelopes, stamping brochures, processing donations and other duties as assigned.

- Arrive 15 minutes prior to the start of designated shift
- Direct callers to appropriate staff members for crisis intervention, support, and referrals
- Assist staff members with locating shelter for clients
- Contact local churches and other organizations seeking resources for clients
- Input contact and donor information into donor management software system
- Housekeeping
- Receive and manage donations
- Update electronic calendar

Requirements:

- Successful completion of Level II training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Working knowledge of Google Tools and MS Office suite

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Volunteer Community Outreach Specialist Job Description (Level 2)

Responsible to: Client Services Coordinator – Resource Specialist and Volunteer, Services, and Programs Director

Responsibilities:

Attend community events in order to raise awareness about James House and the services we offer. This position requires someone with an outgoing personality who is capable of interacting with all types of people.

- Coordinate pick up materials in advance of the event if necessary
- Arrive at least 15 minutes prior to the start of the event
- Carry and lift up to 25 lbs
- Set up a resource table and display James House materials
- Dress professionally and wear a James House name tag
- Speak intelligibly about services and our mission
- Facilitate activities such as Healthy/Unhealthy Continuum and Question Wheel
- Disassemble resource table and return items to James House
- Provide VAdata numbers to Client Services Coordinator - Resource Specialist following event if necessary

Requirements:

- Successful completion of Level II training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Maintain reliable transportation and a valid Driver's License

The position requires night and weekend hours and potential local travel. James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

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Volunteer Crisis Hotline Specialist Job Description (Level 3)

Responsible to: Client Services Coordinator – Resource Specialist and Volunteer, Services, and Programs Director

Responsibilities:

Crisis intervention by telephone, which may result in and include companion services for people who have experienced sexual or domestic violence (and their families) to hospitals, police stations, and other service providers. Crisis Hotline Specialists offer emotional support and information to survivors (and their families/friends) when in crisis.

- Answer James House hotline during your designated shift
- Respond to all calls within 5 minutes
- Offer crisis intervention, support, and referrals as appropriate
- Assist clients with locating shelter
- Ask caller's permission to follow up in x days (next business day)
- Be available to provide accompaniment to the emergency room or police station while on duty
- Report all calls to Client Services Coordinator – Hotline Specialist within 24 hours
- Provide details of call to Client Services Coordinator – Hotline Specialist and update the Hotline and Shelter Log
- Update/verify the on-call contact information online at the beginning and end of each shift

Requirements:

- Successful completion of Level III training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Commit to a minimum of 5 shifts a month on-call (one of which will be Friday, Saturday, or Sunday)

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Volunteer Client Services Specialist Job Description (Level 3)

Responsible to: Client Services Coordinator – Resource Specialist and Volunteer, Services, and Programs Director

Responsibilities:

Co-facilitate domestic violence, sexual violence, and childhood sexual abuse support groups for adults, teens, and/or children in order to help participants process their experience, learn and put into practice healthy coping strategies, deal with short and long term effects of the violence, identify a support system, and identify and access community resources. Guide participants in group discussions and hands-on activities.

- Meet with facilitator at least once prior to start of group
- Arrive at least 15 minutes prior to the start of each session or group
- Dress professionally
- If requested by facilitator, prepare and bring materials to a session or group
- Assist facilitator with set up
- Provide crisis intervention for group members if/when they are triggered and leave the room
- Facilitate group if/when the other facilitator leaves the room
- Assist facilitator with follow-up planning if necessary
- Inform facilitator immediately if you are triggered or are uncomfortable for any reason
- Inform facilitator at least 24-hours in advance if you will be absent (if possible)
- Assist facilitator with clean up
- Stay with facilitator until all clients have left the building

Requirements:

- Successful completion of Level III training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Maintain reliable transportation and a valid Driver's License

This position requires evening hours and potential local travel. James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

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Volunteer Accompaniment Specialist Job Description (Level 3)

Responsible to: Client Services Coordinator – Resource Specialist and Volunteer, Services, and Programs Director

Responsibilities: Provide court accompaniment for clients seeking protective orders or civil remedies related to domestic and/or sexual violence.

- Arrive 10 minutes prior to the scheduled court session or agreed upon meeting time
- Do not wear a James House name tag
- Advocate on behalf of clients as needed
- Offer emotional support to clients and secondary clients as needed
- Assist with preparation of individualized safety plan
- Educate clients about court processes and procedures
- Provide referrals to appropriate community resources and services
- Validate and support clients on their decisions
- Ensure clients understand any paperwork/follow up required
- Ensure clients understand process for following up with James House staff members
- Ask permission to follow up in x days (next business day)

Requirements:

- Successful completion of Level III training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Maintain reliable transportation and a valid Driver's License

This position requires daytime hours and local travel. James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

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Child and Youth Services Volunteer Job Description

(Level 3)

Responsible to: Volunteers, Programs and Services Director

Provide quality, comprehensive services for adults and child victims of domestic violence, child abuse/neglect, sexual assault and adult victims of childhood sexual abuse/incest.

- Meet with Child and Youth Services Specialist at least once prior to start of each session or group. Arrive at least 15 minutes prior to the start of each session or group
- Dress professionally
- If requested by Child and Youth Services Specialist, prepare and bring materials to a session or group
- Assist Child and Youth Services Specialist with set up
- Provide crisis intervention for participants in the program
- Facilitate group or session with guidance from the Child and Youth Services Specialist
- Assist Child and Youth Services Specialist with follow-up planning if necessary
- Inform Child and Youth Services Specialist immediately if you are triggered or are uncomfortable for any reason
- Inform Child and Youth Services Specialist at least 24 hours in advance if you will be absent (if possible)
- Assist Child and Youth Services Specialist with clean up
- Stay with Child and Youth Services Specialist until all clients have left the building

Requirements:

- Successful completion of Level III (40 Hours) training and Volunteer Service Modules
- Minimum of 12 month volunteering with our organization is required
- Attend at least two basic advocacy training sessions offered by VSDVAA (Child and Youth Advocacy and Cultural Competency)
- Successfully complete Coping Cat and C.A.T. Project training
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Maintain reliable transportation

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with interpersonal violence and the services available to address these issues. Our ultimate goal is to assure client self-sufficiency and sustainable change through coaching and empowering strategies.