

Organization's Logo

VOLUNTEER POSITION DESCRIPTION

For more information please contact:
Volunteer Services' Staff Name, Title
Phone (Direct Line)
[E-mail Address](#)

JOB TITLE Be creative and descriptive.

EXAMPLE: ROAD TO RECOVERY DRIVER

(This is a job title for a position needing a volunteer to drive food to Interfaith's recuperative care center, set up the meal, and serve to residents recovering from a major illness or injury.)

Description: Describe the position in a few sentences. Think "Marketing" and try to inspire service.

EXAMPLE: Bring your love of numbers and people together by volunteering to prepare tax returns for those with limited incomes. Your help will enable taxpayers to receive proper tax credits and refunds, to their delight! Volunteering with the VITA program is unexpectedly rewarding. The people we serve are extremely grateful for the gift of your time and effort.

Staff Supervisor: Who will be the volunteer's primary contact? This is the person who the volunteer will report to, and receive assignments (aka Staff Supervisor).

EXAMPLE: Mary Smith, Social Services Program Manager

Time Commitment:

Be as specific as possible and include:

- Length of commitment (6+ months; Semester Internship, etc.)
- Occurrence (Weekly; Bi-weekly; Monthly)
- Days and Times (available shifts)

Example:

- This is an ongoing (6+ months), weekly commitment
- One shift per week or multiple shifts per week
- Mondays, Thursdays, or Fridays, 8:00 am to 12:00 pm (Escondido office)
- Thursdays and Fridays, 8:00 am to 12:00 pm (Oceanside office)

Key Responsibilities: Provide specific and detailed information about the position/role.

EXAMPLE:

- Provide direct service to clients including assessment, referrals, and crisis intervention.
- Provide guidance and support to help clients identify their own strengths and resources.
- Work with a client advocate to ensure clients' needs are met.
- Identify resources and advocate for clients' needs.
- Link and network clients with resources within Interfaith and utilize other public and private social service agencies as necessary.
- Attend and participate in mandatory training sessions
- Maintain accurate file notes and ensure the highest standards of client confidentiality at all times.
- Utilize our database to input results from daily client registrations, assessments, and services delivered.
- Assume other duties as delegated by staff supervisor.

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Training and Support: What are the required courses, and who will train the volunteer? Be specific with basic and more comprehensive training.

EXAMPLE:

- Basic tax training and certification will be provide as needed. No prior tax preparation experience is necessary, just an enthusiasm to help and learn.
- Volunteer Coordinator provides general orientation on services and programs provided by Interfaith Community Services.
- Ongoing oversight from supervising staff to provide direction, training and feedback on specific program and department activities, procedures, priorities, performance, and agency updates.

Qualifications: List any and all required skills, interests, and qualifications.

EXAMPLE:

- Must clear criminal background check.
- Experience in social services preferred.
- Established experience in customer care / client relations required.
- Excellent verbal and written communication skills including vocabulary, grammar and spelling in English.
- Proven interpersonal skills with the ability to easily work with a diverse population. Demonstrate poise, tact, diplomacy and empathy when working with clients and visitors.
- Ability to establish quick rapport with clients.
- Knowledge of mental illness and substance abuse.
- Absolute solid values: honest, loyal, hardworking, and sincere.
- Accomplish assignments successfully through your professionalism, leadership skills, wisdom, initiative, good judgment, and strong attention to detail.
- Proficient with computer applications and databases (e.g., MS Office – Excel, Word, Outlook, PowerPoint; Web-based applications).

Screening Requirements: To be determined by volunteer services, job responsibilities, and requirements.

Example:

- FBI / DOJ Background check
- DMV Driver History report

Benefits:

Example:

- Engage with and impact your community in a hopeful way, making a difference every day.
- See the positive results of your contribution of time and talents.
- Experience working in a professional business office environment.
- Become familiar with community resources and services.
- Interact with a diverse population of community members.
- Résumé building experience and networking opportunities.
- Anything else?