



SERVING NORTHERN MICHIGAN SINCE 1977

## **VOLUNTEER JOB DESCRIPTIONS**

Comprehensive training is provided for all Women's Resource Center of Northern Michigan (WRCNM) volunteer positions. Volunteers must be 18 or older, should be open minded to differing personal values and possess sensitivity to the dynamics of domestic abuse, sexual assault, stalking, human trafficking, and violence against women. Workdays and times are flexible for all positions. Volunteer duties and responsibilities include:

### **Advocate – Safe Home**

*Volunteers assist in staffing the Safe Home, which provides security and support for survivors of domestic abuse and their family. Monday through Friday evenings (typically from 5-8 pm). A commitment of at least once a month is required. Volunteers have direct contact with families staying in the Safe Home.*

- Interact regularly with, and facilitate needs for, women and children staying in Safe Home.
- Answer domestic abuse, sexual assault, stalking, human trafficking, and information/referral calls on the crisis phone line in the most safe, efficient and timely manner.
- Take phone messages, place outgoing calls, answer doors.
- Maintain security and safety of Safe Home.
- Facilitate compliance with all guidelines.
- Notify staff verbally and in writing of any health/safety concerns. Contact on-call worker when necessary.
- Document all crisis calls and any incidents occurring at Safe Home. Contact on-call worker when necessary.
- Adhere to all policies and procedures as set forth by the Domestic Abuse/Sexual Assault (DA/SA) Program and the WRCNM.
- Complete volunteer forms at the end of each shift.
- Be able to lift up to 40 pounds and climb stairs.

### **Children's Program Assistant – Safe Home**

*Volunteers assist in staffing the Safe Home, Monday through Friday evenings (typically from 5-8 pm). A commitment of at least once a month is required. Volunteers have direct contact with families staying in the Safe Home.*

- Assist with creative activities for children staying at the Safe Home.
- Assist with activities for in-resident and not-in-resident children during DA Support Group meetings.
- Maintain security and safety of Safe Home.
- Facilitate compliance with all guidelines.
- Notify staff verbally and in writing of any health/safety concerns.
- Adhere to all policies and procedures as set forth by the DA/SA Program and the WRCNM.
- Complete volunteer forms at the end of each shift.
- Be able to lift up to 40 pounds and climb stairs.

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### **Sales Clerk – Gold Mine Resale Shops**

*Volunteers assist in staffing the Gold Mine Resale Shops Monday through Saturday during business hours (9:30am – 5:30pm).*

- Assist with retail sales work and upkeep of the store. Interact with and assist customers.
- Be mindful of safety and security issues at all times.
- Facilitate compliance with all guidelines.
- Notify staff verbally and in writing of any health/safety concerns.
- Adhere to all policies and procedures as set forth by the Gold Mine and the WRCNM.
- Complete volunteer forms at the end of each shift.
- Be able to lift up to 40 pounds.

### **Maintenance/Repair Services – Safe Home and Gold Mine Resale Shops**

- Assist with maintenance/repair projects.
- Be mindful of safety and security issues at all times.
- Notify staff verbally and in writing of any health/safety concerns.
- Adhere to all policies and procedures as set forth by the DA/SA Program, the Gold Mine Resale Shops and the WRCNM.
- Complete volunteer forms at the end of each shift.
- Be able to lift up to 40 pounds and climb stairs.

### **Specialty Positions – Safe Home**

Do you have a special skill or area of expertise that you are willing to share? For example: haircuts, manicures, etc. We are interested in discussing these opportunities for our Safe Home residents.

*In order to provide the best support possible, the WRCNM asks any potential volunteers who have utilized Domestic Abuse/Sexual Assault Program services to wait at least six months before applying to volunteer.*