

## **Shelter Hospitality Volunteer**

### **Volunteer Position Description**

#### **Purpose:**

Shelter Hospitality Volunteers provide valuable and essential support to our 24/7 Shelter Program by assisting with needs throughout the DAIS shelter that help to ensure that victims of intimate partner violence and their children have a safe, dignified, and empowered experience as they work to address the impact of intimate partner violence in their lives. Shelter Hospitality Volunteers assist shelter clients and their families with daily living needs, including responding to supply requests, helping to maintain cleanliness and order in the shared residential environment, and preparing rooms for new residents. Volunteering in our Shelter allows our advocates to be more available to provide valuable counsel and support to residents throughout their stay in our shelter. Hospitality Shelter Volunteers must adhere to strict confidentiality requirements, the DAIS Confidentiality Policy, Volunteer Protocols & Procedures, Shelter Protocols & Procedures, and the agency's Code of Ethics. Bilingual applicants are encouraged to apply.

#### **Location:**

Shelter Hospitality Volunteers perform volunteer service within our secure DAIS residential shelter at 2102 Fordem Avenue, Madison, WI

#### **Time Commitment:**

DAIS dedicates a considerable amount of time and resources toward the training and onboarding of all volunteers and therefore is seeking individuals willing to commit to volunteering for at least one 4-hour shift per week for a minimum of 12 months. Shelter Hospitality Volunteer shifts are available from 5:00 PM to 9:00 PM.

#### **Training:**

Volunteers in this role must complete a 26-hour long New Advocate Training that takes place over the course of two weeks to learn about our organization and our work to support victims. This is followed by a four (4) hour long Shelter-specific training to ensure a thorough understanding of the unique needs of shelter residents and their children, and valuable information about program procedures and processes before client interaction occurs. New volunteers will observe four (4) shifts before officially beginning in their role. Ongoing training and support through quarterly in-services and monthly volunteer meetings are also mandatory.

#### **Reports to:**

The Shelter Administrative Coordinator

#### **Key Responsibilities:**

- Assist with performing routine chores and cleaning tasks as assigned to ensure the safety and cleanliness of the shelter facility and courtyard area.
- Model and actively promote positive, nurturing interactions between adults and children in shelter.
- Assist with the daily living needs of shelter residents. Such needs include providing food, medications, and personal care items.
- Be dependable and consistently report on time for assigned shifts; Notify the Shelter Administrative Coordinator or the Manager of 24/7 Programs of any absence and attempt to find a coverage replacement (if applicable)
- Maintain appropriate and professional boundaries with DAIS clients and their children.
- Remain sensitive to your own emotional needs and do what is necessary to take care of yourself.
- Arrive for your shift mentally and physically prepared; being under the influence of or in possession of alcohol and/or illegal drugs is not permitted while at DAIS.
- Possess the ability to work independently and as part of a team.
- Adhere to agency policies and work rules including confidentiality, child abuse reporting and code of ethics; if questions arise, seeking support and clarification from DAIS Advocates

- Maintain current knowledge of changes in policies and procedures, new community resources and other information by reading bulletin boards, updates to resource manuals, newsletters, and consulting with DAIS staff.
- Communicate with the Shelter Administrative Coordinator on a regular basis either by notes, email, or in person. Advise on how shifts are going, and if any problems arise. Share suggestions for improvements on service delivery or on the care and retention of volunteers and staff.
- Participate in monthly individual check-ins with the Shelter Administrative Coordinator.
- Perform other duties as assigned.

### **Qualifications**

- Must be at least 18 years of age.
- Must demonstrate informed sensitivity to the issues and experiences of victims of domestic abuse and intimate partner violence and their children.
- Can respond appropriately and effectively to individuals in crisis.
- Can work effectively with diverse populations.
- Ability to maintain strict confidentiality.
- Excellent written and verbal communication skills.
- Ability to work effectively in a fast-paced and high-pressure work environment.
- Must successfully undergo a comprehensive criminal history background check that includes fingerprint requirements.
- Bilingual individuals are encouraged to apply for this volunteer opportunity.

### **DAIS Support of Volunteers:**

DAIS provides comprehensive training on the impacts of domestic violence on adults and children and in addition to the Shelter Administrative Coordinator, the Volunteer Coordinator is also available on an ongoing basis to answer questions and provide other assistance as needed.