



DOMESTIC ABUSE INTERVENTION SERVICES

Donation Room Volunteer *Position Description*

Do you enjoy bringing order to a busy space? DAIS Donation Room volunteers play a vital behind-the-scenes role in supporting clients by sorting and organizing donations so they are ready when they are needed most. Volunteers ensure advocates can quickly and easily access essential items for clients, and keep our donations room in order. In addition, Donation Room Volunteers help maintain an up-to-date list of current in-kind donation needs so that DAIS can continue seeking the most helpful and meaningful donations from our community to support clients.

GENERAL RESPONSIBILITIES:

DAIS Donation Room volunteers engage with donors making in-kind contributions and provide assistance during donation drop-offs, ensuring a positive, welcoming experience. Volunteers are responsible for maintaining a donations inventory and for sorting, and organizing all incoming donations so advocates can easily locate and access items for clients. Volunteers also help to maintain a clean, safe, and orderly donation room and work with the Volunteer Manager to keep an up-to-date list of current in-kind donation needs.

SPECIFIC RESPONSIBILITIES:

- Ensure that the donations room remains organized and ready to receive donations.
- Assist donors with their donation drop off and collect or retrieve donations from reception areas.
- Track donations as they come in and issue receipts to donors.
- Sort donations and separate what DAIS can use from items that need to be disposed of or donated to other organizations.
- Safely shelve donations into their designated areas.
- Seek clarification and support as needed from the Volunteer Manager.
- Upholding DAIS confidentiality requirements in every interaction.
- Attend Essentials Program Training.

DAIS' RESPONSIBILITIES TO DONATIONS ROOM VOLUNTEERS

- Train volunteers in the skills necessary to effectively cover the responsibilities of a DAIS Donations Room Volunteer.
- Provide ongoing training and information.
- Be available for consultation and support.
- Provide reference letters and/or documentation of volunteer hours for employment and education purposes. Letters will be written based on the Volunteer Manager's knowledge of the volunteers' service and any documentation maintained in their volunteer file.

QUALIFICATIONS:

- Must be at least 18 years of age.
- Must be able to communicate clearly and effectively in person.
- Possess strong organizational skills.
- Requires the ability to stand, bend, reach, walk, and move around for duration of volunteer shift.
- Requires the ability to ascend or descend ladders, as well as the agility to move about and position oneself efficiently to perform physical tasks.
- Requires the ability to lift and carry supplies weighing up to 20 pounds unassisted.
- Possess a commitment to DAIS mission, vision, and values.
- Bilingual applicants are encouraged to apply.

TIME COMMITMENT:

- Donation Room Volunteers are expected to work one 2–4-hour shift per week. Additional hours may be offered during high volume times of the year.

TRAINING:

- Essential Training.
- Program Specific Training.