



Shelter Support Volunteer *Position Description*

If you have excellent listening and communication skills, are comfortable interacting with individuals who may be in need of emotional support and resources, and are passionate about DAIS mission, our Shelter Support Volunteer role may be for you. Shelter Support Volunteers play a vital role in advancing DAIS' mission through compassionate, survivor-centered services. By offering trauma-informed, empowerment-based emotional support and advocacy, Shelter Support Volunteers help to ensure that survivors of intimate partner violence and their children experience safety, dignity, and respect within the shelter community as they work to address the impact of intimate partner violence in their lives. Grounded in DAIS values of mutual respect, openness, collaboration, and shared responsibility, volunteers provide a consistent and supportive presence that helps cultivate a welcoming, inclusive, and healing environment where residents can feel secure, respected, and empowered as they move toward safety and stability.

GENERAL RESPONSIBILITIES:

Shelter Support Volunteers provide valuable and essential support to our 24/7 Shelter Program by providing a calming presence and offering trauma informed, empowerment based emotional support and advocacy to shelter residents. Shelter Support Volunteers support the residents through active listening, emotional support, and assistance with navigating daily shelter routines. Volunteers also provide support around navigating communal living dynamics in the shelter environment and accessing basic resources and information that support daily needs. Volunteers in this role provide a consistent, supportive presence within the shelter and help to foster a respectful, welcoming, and healing environment for residents throughout their stay. Shelter Support Volunteers must adhere to strict confidentiality requirements, the DAIS Confidentiality Policy, Volunteer Protocols & Procedure, Shelter Protocols & Procedures, and the agency's Code of Ethics.

SPECIFIC RESPONSIBILITIES:

- Model and promote respectful communication, healthy boundaries and positive interactions between adults and children in shelter.
- Provide trauma informed, empowerment-based support to shelter residents through active listening, and supportive engagement.
- Support residents in navigating daily shelter routines, communal living expectations, and day-to-day needs.
- Assist residents with accessing basic resources and information that supports daily living needs.
- Assist with performing routine chores and cleaning tasks as assigned to ensure the safety and cleanliness of the shelter facility and courtyard area.
- Offer a calm, consistent, and supportive presence in common shelter areas during daytime hours to help promote residents' sense of safety and wellbeing.
- Be dependable and consistently report on time to assigned shifts; Notify the Shelter Coordinator or the Manager of Shelter and Family Services of any need to be absent and attempt to find a coverage replacement (if applicable).

- Maintain appropriate and professional boundaries with DAIS clients and their children.
- Possess the ability to work independently and as a part of a team.
- Arrive to 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.
- 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.
- Adhere to agency policies and work rules including confidentiality, child abuse reporting, code of ethics; if questions arise, seek support and clarification from DAIS Advocates.
- Communicate with the Shelter Coordinator on a regular basis by notes, by email, or in person. Report 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 Coordinator.
- Perform other duties as assigned.

DAIS' RESPONSIBILITIES TO SHELTER SUPPORT VOLUNTEERS:

- Train advocates in the skills necessary to effectively cover the responsibilities of the Shelter Support Volunteer.
- Provide ongoing training and information.
- Be available for consultation and support.
- Provide documentation of volunteer hours for employment and education purposes.
- Provide reference letters as requested after six months of volunteer service (if applicable). Letters will be based on the Shelter Coordinators knowledge and experience of the volunteer's work and documentation maintained in the volunteer's file.

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.
- Possess an ability to provide a supportive, nonjudgmental presence and respond appropriately and effectively to individuals in crisis.
- An ability to maintain strict confidentiality.
- An ability to work effectively with individuals from diverse backgrounds and lived experiences.
- Possess strong listening skills and excellent interpersonal, written, and verbal communication skills.
- Must successfully undergo a comprehensive criminal history background check that includes fingerprint requirements.
- Bilingual individuals are encouraged to apply.

TIME COMMITMENT:

Must be willing to commit to volunteering at least one 4-hour shift per week for a minimum of 12 months. Shelter Support Volunteers shifts are available daily from 9:00 AM – 9:00 PM.

TRAINING:

- 26-hour New Advocate Training
- 7-hour Shelter Support Volunteer specific training
- 4 Shelter Support Volunteer observation shifts