



## VOLUNTEER DESCRIPTION

### **Make a difference in someone's life: Become a Shelter Volunteer!**

**Title:** Direct Services Shelter Volunteer

**Responsible to:** Program Director and Service Advocates

**Primary Objective:** Serve as an advocate for victims of domestic violence and their children. This may involve crisis intervention, shelter intakes, building relationships with other agencies, gathering information, referral and follow-up. Participation in a structured volunteer training program is required for those who want to work directly with clients.

**Essential Functions:**

- Maintain a safe environment for the women – one that includes no violent behaviors.
- Help clients with job searches, writing resumes, and preparing for interviews.
- Help clients learning how to cook healthy meals.
- Help clients with budgeting and time-management.
- Help with keeping the shelter clean and organized.
- Act as a positive role model, particularly modeling and promoting non-violence and healthy interpersonal behaviors.
- Must be able to understand and follow Solutions Center confidentiality policy and other policies and procedures.
- Document any behavioral or accidental incidents.

**Qualification:**

- Good listening and communication skills.
- Basic knowledge of domestic violence and sexual violence is helpful.
- Ability to maintain a regular schedule, including a commitment of 4 hours per week or as needed.
- Must be at least 18 years of age or older.
- Must pass a criminal background check; any crime against a person may disqualify you from consideration.

If you are interested in becoming a Direct Services Shelter Volunteer, please complete and return a Volunteer Application. A link to the Volunteer Application can be found on the 'Volunteer Opportunities' home page.

A background and reference check will be completed. Before beginning work, volunteers will attend a training session to learn the policies and procedures of the agency, to understand the special issues that the children may face as a result of living with domestic violence in their homes and how to work effectively with children who have been subject to or witnessed abuse.

**Administrative Office Address:** Solutions Center  
Attn: Program Director  
39 N. Sophia Street  
Fond du Lac, WI 54935

**Phone Number:** 920-923-1743

**Fax Number:** 920-923-9982