

Downtown Emergency Service Center

515 Third Ave Seattle, WA 98104

Volunteer and Donations Coordinator

volunteer@desc.org 206-464-1570, ext. 3030



Job Title: Community Volunteer

Hours/Commitment: 6-month commitment, one 2-hour shift per week

Role Description

The Community Volunteer serves in a variety of positions throughout the agency. Typically providing direct support to clients and residents at DESC.

Responsibilities

- Maintain appropriate boundaries in interactions with clients. Do not disclose personal information (phone, address, email, etc.). Refrain from advice giving/counseling. Do not give gifts. Respectfully decline gifts. Any personal relationships with clients are strictly prohibited. In all, treat clients & staff with the highest respect.
- Notify staff if you notice a client in crisis (medical, mental health, interpersonal).
- Maintain order and cleanliness of work area.
- Monitor and ensure the return of all DESC property issued to clients.
- Attend to volunteer responsibilities while on duty, and keep personal phone calls and other interruptions to a minimum.
- Notify the Volunteer Coordinator and site volunteer supervisor promptly if unable to work scheduled shift, need to arrive late or leave early. Access to DESC facilities is only permitted during scheduled shifts.
- Willingness to train new volunteers after six months.

Minimum Qualifications

- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Ability to be timely and reliable in attendance.
- Respect client confidentiality. Do not ask for contact information (phone, address, email, etc.) and do not share names or identifying characteristics with anyone.
- Have not worked for, or been a client/resident of DESC programs for at least 6 months.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Subscribe to philosophy of cooperation and continuity across programs, and of consideration and respect for clients.
- Ability to pass a background check (please discuss any concerns in this area with Volunteer Coordinator).
- Are at least 18 years old.
- If you have had problems with drugs or alcohol in the past, you must be clean and sober for at least six months.

Expectations of DESC

- DESC will insure volunteers feel comfortable in their positions and are adequately trained to meet job duties.
- DESC staff are expected to respond to all emergencies, including fights and body fluid clean ups, regardless of volunteers skills or experience.
- DESC will make sure there is always staff available for the volunteer at all times.
- Please be aware that there is an increased exposure risk to bed bugs and tuberculosis at DESC due to small living space of clients. DESC takes all necessary precautions to insure staff risk is minimized including storage bins at each project for volunteer belongings, regular exterminations, and an optional Completed Tuberculosis (TB) skin test for those that are interested.

Training

New volunteer orientation includes an overview of agency history and philosophy as well as reviewing risks and rewards of volunteering at DESC. A seasoned volunteer or staff member will train new volunteers for one shift. Volunteer coordinators are available for questions, supervision and support. Evaluation and professional reference available after 6 months. Volunteers are welcome to attend DESC's all-staff trainings held once per month.

Benefits

DESC volunteers learn about issues of homelessness, in particular, those concerns for persons living with significant mental illnesses and other disabilities. Join us for an opportunity to contribute to our mission to contribute uncommon efforts that produce uncommon results.

My signature below indicates I have read, understand, and accept all of the above conditions described in this role description. Any failure to meet these standards is grounds for dismissal.

(Signature)

(Phone)

(Date)