

Shelter Volunteer/Interns

YWCA Mission Statement

YWCA Rock County is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.

AVP Purpose Statement

YWCA Alternatives to Violence (AVP) provides safe, confidential, and sensitive services to domestic violence victims and their minor children, sexual assault victims and their minor children and victims of human trafficking through a 24-hour helpline and text line, emergency shelter, supportive case management services, legal advocacy, and support groups for residents, walk-in clients and community members.

Qualifications

Must be at least 18 years of age. Positive attitude, reliability and flexibility are all necessary attributes as well as the desire to serve culturally diverse and underserved populations. Maintain confidentiality regarding the identity of all residents.

Volunteer Advocate Duties and Responsibilities

- Volunteer at least twice a month, unless you have made other accommodations with the Program Director (PD) or Assistant Program Director (APD)
- Be punctual for your shift or notify PD or APD in timely manner if this will present a problem
- Attend ongoing training sessions as provided
- Maintain confidentiality of current and past clients, per policy
- Follow established guidelines
- Follow established procedures
- Other duties as assigned
- Continue to participate in applicable training, including trauma informed care and crisis work
- Establish and continue utilizing a self-care/safety plan

Shelter Advocate

- Assist with the sorting and putting away of donations, supplies, food, etc.
- Record in client log to enhance communication between staff & volunteers during each shift
- Conduct facility tour after intake process for new clients.
- Assist adults with children by fulfilling 20 minute coupons.
- Assist Child/Family Advocate with youth and/or family activities
- Assist with cleaning rooms after a client exits the shelter, including laundry

Office Advocate (optional)

- Answer the helpline and text line, collaborate with staff to respond to crisis and information/referral calls appropriately and record in logbook
- Answer the gate and doors; letting in residents, volunteers, staff, and approved guests
- Monitor security cameras, appropriately report any issues to staff
- Conduct intake process for new clients, which includes: filling out necessary intake paperwork, review of expectations, logging any medication(s)