



**Job Title:** Volunteer  
**Department:** Operations  
**Reports to:** Chief Operating Officer, Clinical Supervisor  
**FLSA Status:** Unpaid  
**Supervisory Responsibility:** None

In 2011, Carole's House of Hope, Incorporated (CHH), was established as an organization purposed to transform the lives of young women and young mothers.

**Mission:**

Carole's House of Hope provides transitional living for young women and mothers who have aged out of foster care or have become homeless.

Our home-like environment, paired with innovative programs and services, encourages self-sufficiency and independence, promotes healing and ultimately restores hope.

**Vision:**

To ignite hope in women and mothers and inspire them to discover their individual promise, purpose and power to influence their families, impact their communities and change their world.

**Position Summary:**

Volunteers perform a variety of duties depending on the organization's needs. Volunteer responsibilities may involve:

- Keep an accurate record of all volunteer hours at CHH
- Provide groups for participants
- Assist as a front desk worker
  - Greets guests and contacts the appropriate CHH personnel
  - Answers questions about CHH and provides forms when necessary
  - Records donations that come in and send to the Chief Operating Officer
  - Appraise, store and/or distribute perishable/non-perishable donations received
  - Prepares correspondence as needed
  - Assist in the upkeep of the facility by performing light janitorial duties
  - Other duties as assigned by the Chief Operating Officer
- Assist as a childcare worker
  - Prepare food and/or snacks and organize mealtime
  - Clean up eating area, wash dishes and return them to storage after use

- Complete requests for food and cleaning supplies when needed
- Organize activities designed to help children learn about their world and develop their own interests
- Create schedule to ensure the children have adequate physical activity, rest, food and intellectual stimulation
- Watch for any signs of behavioral or emotional problems in children and alerts parents to the problems
- Introduce babies, toddlers and small children to basic concepts like reading and sharing toys
- Assist Community Relations Coordinator with marketing campaigns
  - Create posters
  - Set up for events
  - Update blogs or websites with new information to help encourage people to attend
  - Contact donors regarding events
  - Compose and/or distribute donor correspondence
  - Motivate others to get involved, to include donating or volunteering
- Other duties as assigned by Executive Leadership Team

**Skills and Knowledge:**

- Possess a strong desire to help deliver the mission of Carole's House of Hope
- Possess excellent verbal and written communication skills
- Have a passion to help others
- Must have understanding, patience, empathy kindness and a concern for participants
- Must possess excellent written and verbal communication skills
- Should work well as part of a team and value diversity, as teams are often composed all different backgrounds and ages
- Possess strong communication skills and be able to follow instructions clearly and efficiently
- Ability to work with confidential matters or sensitive subjects, and withhold this information
- Must be organized and able to manage their time effectively
- Have an excellent work ethic
- Ability to work with minimal supervision



**Qualifications:**

- Must pass background checks to include:
  - DHHS Child/Adult Abuse and Neglect Central Registry
  - State Patrol Central Registry of Sex Offenders
- Criminal records check
- Must present as a constant professional role model to the participants and staff in actions, language, dress and general attitude
- Must have understanding, patience, empathy kindness and a concern for participants

I have read and received a copy of the job requirements for the Volunteer position.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date