



## Emerge Purple Ribbon Volunteer Program

### Voices Against Violence Administration Support Volunteer

**VOLUNTEER TYPE:**  Community Volunteer  Student Intern

**REPORTS TO:** **Program Manager - Community Based Services**  
**Director of Program Systems Integration**

**AVAILABLE SCHEDULE:** Monday and Friday 8:30a-5:00p. Wednesday 12:00pm to 4pm

**ESTIMATED HOURS PER WEEK:** 4 hours weekly

**DURATION OF COMMITMENT:** 4-hour shifts, 1 year commitment to agency

**POSITION SUMMARY:** *Emerge offers domestic abuse services to the community through our community based services. These offices are a resource for those needing emotional support, information, and ongoing support services. Volunteers are able to offer assistance to the program by greeting program participants and visitors as a supportive and friendly representative of Emerge. In addition, this position will be answering incoming telephone calls and assessing the needs of callers who are requesting services. This can also include assisting with data entry, paperwork, filing, and other light administrative duties. This position will have exposure to information which is highly confidential in nature.*

#### **RESPONSIBILITIES COMMON TO ALL AGENCY STAFF AND VOLUNTEERS:**

- Maintains confidentiality and trust for all employees, volunteers, participants and visitors
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency. Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance
- Demonstrates respect, courtesy and dignity for all
- Responds in a timely manner in all aspects of communication
- Maintains safe working environment for self, employees, volunteers, and visitors in accordance with applicable standards relevant to the position's essential duties
- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

#### **REQUIREMENTS COMMON TO ALL AGENCY STAFF AND VOLUNTEERS:**

- At least 18 years of age
- Current Arizona Dept. of Public Safety fingerprint clearance card
- Obtain Clearance from Arizona Central Registry Background Check
- Signed Confidentiality Agreement, Volunteer Agreements, Liability, and Code of Professional Ethics;
- Notarized Criminal Records Self-Disclosure Affidavit
- Valid Photo Identification
- Three personal references

- Physical Ability - must be able to occasionally lift up to 25 lbs.

**ESSENTIAL DUTIES:**

- Keep confidential and/or privileged and proprietary information confidential during and after volunteer term. Examples of where this confidential information may be derived from include, but are not limited to electronic communication (e-mail, text message, etc.), personal conversations and agency documents.
- Care shall be taken to keep verbal conversations about confidential information out of earshot of others, and that documents containing confidential information are not left in the open or inadvertently shared
- Respond to voice messages and return calls according to policies and protocols
- Assist callers with immediate needs , provide referrals for local resources and services as appropriate
- Assist with answering the front door and addressing the needs of participants
- Assist in maintaining an orderly, clean and professional Administrative environment
- Organize supplies in all areas; closets and storage
- Assist in maintaining inventory of program supplies and provide communication about items that need to be re-stocked. Assist staff with data entry, paperwork, filing, preparing materials for services, and other light administrative duties
- Offer support and training to new volunteers and interns

**REQUIRED SKILLS AND EXPERIENCE:**

- Knowledge of community resources and other services available
- Excellent organizational skills
- Experience in a clerical or administrative setting/position
- Demonstrate knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Excellent communication and interpersonal skills, both verbal and written
- Mature and responsible self-starter with initiative and dependable work habits
- Experience or educational background in counseling, psychology, or social services
- Ability to work with a team; including staffs, program participants, and fellow volunteers
- Ability to interact with a culturally diverse population, with a sensitivity to family abuse issues
- Ability to work basic computer skills; including email, internet, and Microsoft office applications (Word, Outlook, Excel, PowerPoint)
- Bilingual Preferred, but not required

**DATE REVIEWED: May 2021**

I have read and understand the position description as outlined. I understand this is an unpaid volunteer position.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Name Printed