



*“Promoting Safe and Stable Homes,
Healthy Youth and Strong Families since 1976”*

**Youth & Family Specialist Assistant (Adult Volunteer)
Position Description**

- Position Title:** Youth & Family Specialist Assistant (Adult Volunteer)
- Supervisor:** Assigned Youth & Family Specialist/Volunteer Coordinator
- Objective:** To assist with the crisis intervention, counseling, and recreational needs of adolescents (ages 11-17) in crisis, who seek services at Walker's Point Youth & Family Center.

Responsibilities:

1. Commitment to spending quality time with residents.
2. Supervise and interact informally with residents as a positive adult figure.
3. Assist staff with overall shelter management.
4. Take part in answering phones and telephone crisis counseling and referrals.
5. Participate in walk-in counseling.
6. Assist with facilitating and participate in group sessions with residents.
7. Conduct intake assessments and appropriate paperwork and documentation.
8. Consult with staff on-duty prior to making any final decisions concerning the implementation of program policies.

Desired Qualities:

1. High school diploma or equivalency.
2. Experience working with teens and/or their families.
3. Calm, active-listener in challenging situations
4. Open-minded about different cultures, beliefs, and identities.
5. Willingness to work cooperatively with staff and accept supervision.

Training: Scheduled training and orientation sessions, as well as on-going training with assigned supervisor during volunteer shifts and through continuing education roundtables. Training will include a minimum of 16 hours along with a written checklist to be completed by staff during initial volunteer shifts.

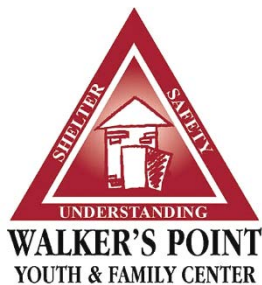
Evaluation: Evaluations consist of on-going interaction and feedback between the Youth & Family Specialist Assistant and assigned supervisor, as well as mid-season and end-of-season written evaluations, aimed at helping the Youth & Family Specialist Assistant in their performance.

Commitment: Position requires a time commitment of at least one volunteer season (seasons run from roughly February through May, June through August, and September through January), as agreed upon with the volunteer coordinator. Minimum expectation of a weekly four hour shift for the duration of time that has been agreed upon. If volunteering to complete a school internship, two overnight (10pm-7am) shifts are required per school semester of placement, unless otherwise arranged with the volunteer coordinator.

Benefits: Ability to grow, learn and experience. Opportunity to assist Walker's Point Youth & Family Center in providing quality services to youth and families.

Signature_____

Date_____



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Adult Volunteer & Intern Agreement

Walker's Point Youth & Family Center agrees to:

- Provide a volunteer coordinator and supervisor who will be responsible for training, supervising, and evaluating volunteers. The coordinator and/or supervisor will be available to guide and assist volunteers and will serve as a link between the volunteers, our clients, and Walker's Point staff

Policies & Procedures

- Maintain adequate liability coverage for volunteers during those hours when they are working at Walker's Point.
- Provide volunteers with a written handbook of policies and procedures to ensure that all persons are treated fairly.
- Complete written evaluations of volunteers' performance.
- Provide volunteers with the opportunity to express their concerns, recommendations, and questions.
- Provide volunteers with recognition and appreciation for work well done.

Trainings & Continuing Education

- Train volunteers to a level that will allow them to perform their work confidently.
- Provide continuing education roundtables each volunteer season, as well as information about opportunities for relevant continuing education, such as conferences, workshops, and webinars.

Shifts

- Offer volunteers the opportunity to become involved in other aspects of the program on a volunteer basis (e.g. community outreach, social media, program development and design, volunteer recruitment or training, etc.), as possible.

The volunteer agrees to:

Policies & Procedures

- Assist, if needed, with securing three professional references.
- Become familiar with and support the policies and procedures of Walker's Point.
- Consult with coordinator/supervisor before assuming any new responsibilities affecting Walker's Point.
- Provide Walker's Point with a monthly report form of hours worked (the Volunteer In-Kind Services Form).

- Complete mid-season and end-of-season surveys that gather input on the volunteer experience.
- Accept Walker's Point right to dismiss any volunteer for poor or unethical performance.

Trainings & Continuing Education

- Attend scheduled new volunteer training sessions, unless otherwise arranged with volunteer coordinator
- Attend at least one of the continuing education roundtables offered each volunteer season (seasons run from roughly February through May, June through August, and September through January).

Shifts

- Commit to work a minimum of a four-hour shift per week for the duration of the current volunteer season. If you are volunteering with us to complete a school internship, after you complete the necessary hours for your internship, you will be able to drop down to volunteering for only one or two four-hour shifts for the remainder of our volunteer season. This reduction in volunteer hours should be determined with the volunteer coordinator.
- Notify the supervisor and coordinator if unable to work a shift as scheduled. In the event that personal plans (including holidays, school breaks, etc.) will prevent the working of a scheduled shift, you agree to make a good faith effort to secure coverage for yourself in advance. In addition, you agree to make any mid-season resignation or leave of absence, if unavoidable, at least two weeks in advance to the volunteer coordinator.
- If volunteering at Walker's Point to complete a school internship, complete two overnight shifts (10pm-7am) per school semester of placement, unless otherwise arranged with the volunteer coordinator. These overnight shifts are part of our internship program experience, enabling our interns to see a shelter in operation at a time that most people do not get to see, in addition to helping provide needed double-coverage for overnight shifts. These shifts will be scheduled on a first-come, first-serve basis via a monthly sign-up sheet posted in the Youth & Family Specialist office in the shelter.

By signing below, I affirm that I have read, fully understand, and agree to abide by the above agreement.

Volunteer name: _____

Volunteer signature: _____

Date: _____