



AGENCY: Homeless Connections, 400 N. Division Street, Appleton, WI 54911

POSITION TITLE: Shelter Client Advocate Assistant

OBJECTIVES: Shelter Client Advocate Assistants provide support to Shelter Client Advocate staff by helping with daily activities, allowing Shelter Client Advocates the time to meet with individuals experiencing homelessness and to connect them to resources.

RESPONSIBILITIES MAY INCLUDE:

- Check chore list and fill missed chore slips
- Voucher tracking and filling vouchers
- Waiting List Calls/Check-Ins
- Handing out medications
- Putting away donations
- Emptying the van and going to storage or St. Vincent de Paul
- Checking in with meal volunteers
- Checking in with clients during meals
- Scanning and filing documents
- Cleaning Projects
- Laundry
- Clean laundry machines
- Organize closets
- Empty trash and recycling
- Fill cleaning chemical bottles
- Clean staff bathrooms
- Deep clean kitchens
- Vacuum offices
- Clean vacuums
- Clean the lobby

PREFERRED QUALIFICATIONS:

- Some knowledge of Homeless Connections and our mission
- Ability to take instructions and complete tasks
- Understanding of cleaning methods
- Experience answering phones and directing calls
- Comfortable working on a computer
- Written and verbal communication skills

REQUIREMENTS:

- Complete a volunteer application
- Meet with Volunteer Coordinator and/or direct supervisor
- Completion of a background and reference check
- Completion of Volunteer Orientation and Training provided by Homeless Connections
- Must be 18 years or older

TIME COMMITMENT/PREFERRED HOURS:

- 1 hour of volunteer orientation
- 4 hours of training with Shelter Client Advocates and front desk volunteers
- Typical shift will be 2 hours; 8-10am & 6-8pm daily

EVALUATION: Shelter Client Advocates will provide feedback on the volunteer's performance.

BENEFITS: Volunteer will be able to work closely with staff, clients, and other volunteers and assist where needed.

DIRECT SUPERVISOR: Shelter Client Advocates