



## Office Volunteers

**Purpose:** To be available as an immediately accessible supportive presence for families in crisis who are seeking FPNSB services over the phone

**Responsibilities may include:**

- Answering the case management phone line or following up with clients who have contacted us via email and offering initial screening for callers seeking shelter or FPNSB services
  - Calls will vary in frequency; some shifts may receive multiple calls, other shifts may not receive any
- When applicable, providing basic referrals for callers or assisting callers in connecting with other emergency support resources via 3-way calls or email
- Assisting families with housing applications and other tasks under direction from FP case manager
- Maintaining detailed notes on calls and follow up steps
- Optional: data entry and other administrative tasks as applicable
- Optional: researching local resources for families and upkeep of local resource database
- Communicating regularly with staff about successes, challenges, resource needs and ideas

**Location:** Family Promise office in the basement of Second Congregational Church of Beverly, 35 Conant Street, Beverly

**Schedule:** We will offer several week day and week evening volunteer shifts per week that Office Volunteers can sign up for as their schedule allows, most likely in the 10am-12 pm and 4-6 pm windows. Given the additional training/orientation required to be able to answer phones, it is recommended that a volunteer commit to approximately 1 shift per week for at least 6 months, 2 shifts per week for at least 3 months, or 2 shifts per month for 12 months. Depending on the day/seasons, shifts may be busy or there may be a lot of down time.

**Skills/Qualifications:**

- Embrace FPNSB mission and core values and consistently implement them during your volunteer shift
- Capable of maintaining appropriate boundaries with families seeking services and participating in FPNSB programs
- Skilled with phone communication and record keeping (on paper or electronically)
- Capable of working independently but maintaining open lines of communication and feedback with FPNSB staff
- Recent CORI & FP Volunteer Orientation required
- Extended training/orientation on trauma-informed care, FPNSB phone screening procedures and referral resources, and FP National Diversity, Equity, Inclusion & Access (DEIA) resources - will take place through a combination of online resources and in person follow up

**Supervision:** Office volunteers will be supported in their role by FPNSB staff, both in person and remotely. A resource binder will be available in print and electronically for volunteers to utilize during their shifts. There will be processes in place for feedback for both the volunteer and supervising staff member(s). If an FPNSB staff member is not on site, office volunteers can access the on-call staff person in case of emergencies. Office volunteers will have access to an FPNSB landline and email account during their shifts.

**Contact:** Please contact Katie Day at [katie@familypromisensb.org](mailto:katie@familypromisensb.org) for questions or to learn more about this opportunity.

