

# Office Volunteer Job Description

**Title:** Office Volunteer

**Supervisor:** Volunteer Coordinator

**Purpose:** To assist Eastland County Crisis Center staff with day to day office duties

## Qualifications:

- Able to work as a team member
- Able to accept supervision
- Ability to represent the agency according to Standards of Conduct
- Experience in office setting and/or housekeeping

## Requirements:

- Complete an interview & screening process
- Complete required Orientation training
- Availability during normal business hours (Monday-Friday 8:00 am.-5:00 p.m.)
- Ability to pass a criminal & CPS background check

## Responsibilities:

- Provide office support to ECCC staff including filing and making copies.
- Assist with light housekeeping as needed including dusting, sweeping, mopping, cleaning of common areas, sanitizing of agency toys, taking out of trash, and cleaning of bathrooms
- Assist staff with clients in a non-advocacy role including making client packets or assisting with the supervision of children of clients as requested by staff.
- Avoid providing any advocate assistance to clients and/or their family and friends in the office or over the phone including crisis intervention and information referral. Office volunteers should also avoid representing themselves as Eastland County Crisis Center advocates outside of the office. Requests for service outside of normal business hours must be directed to the 24-Hour Crisis Hotline.
- Immediately discuss problems experienced with other volunteers, and/or service providers to the Volunteer Coordinator or designated person.
- Act professionally when interacting with survivors, family members, friends, law enforcement, district attorney, office personnel & all other service providers.
- Report to the Volunteer Coordinator any changes in availability prior to the start of change.
- Contacting the staff when assistance is needed.
- **MAINTAINING CONFIDENTIALITY OF CLIENTS AND/OR STAFF**

## Grounds for Immediate Dismissal:

- Giving out your home, work, or cell number or the home, work, or cell number of another volunteer or the home or cell phone of a staff member.
- Failure to refer all media to the Executive Director.
- Failure to follow job description responsibilities.
- **BREACH OF CONFIDENTIALITY.**

**Volunteer Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Coordinator Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_