



## VOLUNTEER POSITION DESCRIPTION

**PROGRAM:** Community Care Services' FOCUS / Family Resource Center

**POSITION REPORTS TO:** Program's Volunteer Supervisor

**DESCRIPTION DONE BY:** Director of Volunteer & Intern Services

**POSITION TITLE:** Community Care Services - FOCUS/Family Resource Center  
Volunteer

### **QUALIFICATIONS (Education and Experience)**

- There are no education requirements for volunteers. Sensitivity to the challenges of homeless families, and ability to relate to these service recipients.
- Ability to promote a caring and respectful attitude toward clients, staff and other volunteers, respecting privacy and confidentiality.

Community Care Services seeks to find the best volunteer for an available position. The agency does not discriminate with regard to gender, marital status, pregnancy, sex, color, race, age, national origin, ancestry, religion, or creed, physical or mental disability, sexual orientation, gender identity/expression, genetics, military or Veteran's status, political beliefs or other protected status.

### **PRINCIPLE ACCOUNTABILITIES**

#### **General Duties and Responsibilities:**

- Dress appropriately and be punctual.
- Notify your supervisor if you are unable to keep your schedule.
- Keep a record of your service hours on the posted form at FOCUS / FRC.
- Sensitivity to service recipients' ethnic, cultural and economic backgrounds, as well as physical or mental challenges.
- Follow the agency's Confidentiality Policy.

**Specific Responsibilities:**

You can choose to participate in a variety of activities, including:

- Reading to children (if applicable).
- Providing play activities while parents attend classes (if applicable)
- Assisting with homework (if applicable).
- Facilitating workshops in budgeting, parenting, nutrition, computer skills, resume writing, interview skills, music, arts and crafts (if applicable).
- Assisting with holiday party planning (if applicable).
- Repairs, painting, landscaping (if applicable)
- Be a mentor (if applicable).
- Your ideas are always welcome!

**OTHER RELATED RESPONSIBILITIES**

All long-term volunteers (performing a total of more than 20 hours of service) at FOCUS / FRC complete an intake and orientation that includes Criminal Offender Record Information (CORI) clearance, reference check, Occupational Safety and Health Administration (OSHA) training, information on Community Care Services' mission, as well as the FOCUS program's place in that mission, including its philosophy, goals and general policies. The OSHA training and Mantoux screening is repeated annually.

Volunteers are encouraged to attend additional training, including First Aid and CPR, This training is our gift to you.

**WORKING CONDITIONS**

Volunteers provide service at the FOCUS / Family Resource Center shelter:

11 Peck Street; Attleboro, MA 02703

**FOCUS Main Office:**

275 North Street; New Bedford, MA 02740

Bonnie Paiva-Danzell, Director

508-990-0972

## **OTHER:**

**FOCUS** - Families Overcoming Challenges Utilizing Supportive Shelter and Stabilization – our name encompasses the essence of our program. A program of Community Care Services, FOCUS utilizes a collaborative, strength-based approach with the families by applying motivational interviewing and trauma-informed care. FOCUS supports the families' efforts in battling the effects of poverty and homelessness, and by chipping away at the barriers to housing placement. FOCUS is a temporary emergency shelter and stabilization program funded by the Department of Transitional Assistance (DTA).

Once placement is made, stabilization services are put in place to support the family to maintain housing. While at the shelter, each family receives a comprehensive assessment of housing and financial needs. Our professional staff works with each family individually to assist them with case management, finding daycare, enrolling children in school, and to ensure that all medical and mental health needs are met. Along with these services, our guests are required to also work with a housing coordinator and attend enrichment classes that center on acquiring information on nutrition, personal growth, parenting, and a variety of other resources.

If you have a desire to work with homeless families and would like to gain a better understanding of the effects of homelessness on children and parents, FOCUS provides a wonderful service and learning opportunity.

## **AGENCY SUMMARY:**

Community Care Services is a non-profit 501(c)(3) human services agency. Our mission is to maximize the potential inherent in individuals, families and communities. The agency offers over 30 diverse programs throughout Southeastern Massachusetts, parts of Rhode Island and Connecticut, serving over 8,000 individuals each year.

We have over 430 employees and 250 volunteers, including interns. The agency provides a variety of volunteer opportunities, based on your interests and skills.

Please visit our website at [www.communitycareservices.org](http://www.communitycareservices.org). On the "Home" page, type **volunteer** in the search bar. This will link you to the agency's Volunteer & Intern website for additional information and application paperwork.

Because you have chosen to volunteer at one of Community Care Services' programs, we recognize that you are a generous and caring person. We appreciate your contributions; and our staff is committed to providing excellent supervision and support for you. We sincerely feel that volunteers are members of our team; and we hope that you feel as we do.

**Contact(s):**

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