

40 - Hour Training and Background Check Required



metropolitan family services
DUPAGE

24/7 Hotline: 630-469-5650
Healing from Domestic Abuse

VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Hotline Counselor

PURPOSE OF POSITION : Assist callers with information about domestic violence, provide emotional support, facilitate access to agency services and offer referrals.

LOCATION OF ACTIVITY : Downers Grove Shelter OR 605 E Roosevelt (Wheaton)

VOLUNTEER BENEFITS :

- Increased understanding of domestic violence and its surrounding issues
- Contributing to a community effort to eliminate violence in the home
- Opportunity to serve and support survivors of domestic violence and those in their support system
- Develop crisis intervention skills which are useful in a variety of settings
- Opportunity to contribute to the improvement of the lives of others and your community
- Opportunity to learn about different cultures and socio-economic backgrounds
- Increased knowledge of community resources
- Active volunteers may obtain reference and or recommendation letters

TIME COMMITMENT : Minimum commitment: 4 hour shifts each week for 12 months

PRINCIPLE RESPONSIBILITIES AND DUTIES :

- Log in and out of Volgistics volunteer system every shift
- Assess the needs of callers
- Provide non-directive emotional support
- Provide accurate and appropriate information about domestic violence and agency services
- Facilitate linkages with programs both inside and outside FSS
- Prepare proper documentation for files and statistical gathering
- Advise staff of any pertinent disclosures or problem situations
- Represent FSS in a positive and professional manner at all times
- Ensure confidentiality at all times
- Contact staff as far in advance as possible if unable to make a shift
- Other duties as negotiated

QUALIFICATIONS AND CHARACTERISTICS :

- Successful completion of 40 hour training class and Hotline training program
- 8 hour additional mentorship for total of 48 hours
- Ability to work as a team-member in a culturally diverse environment
- Maintain a supportive, empowering and non-judgmental attitude with survivors of domestic violence
- Must be friendly, patient and possess excellent verbal and written communication skills
- Ability to tolerate an uneven work pace
- Dependable, prompt and mature
- Ability to work with minimal supervision
- Willingness to accept supervision and guidance
- Willingness to attend volunteer meetings and continuing education programs
- Ability to remain calm and think clearly in crisis situations
- Bilingual/Bicultural preferred

RELATIONSHIPS : Senior DV Advocates, under the direction of the 24 Hr. Crisis DV Program Supervisor

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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Hotline Assistant

PURPOSE OF POSITION : Receive the flow of calls from the hotline to make designated connections to hotline counselor or staff.

LOCATION OF ACTIVITY : Downers Grove Shelter OR 605 E Roosevelt (Wheaton)

VOLUNTEER BENEFITS :

- Increased understanding of domestic violence and its surrounding issues
- Contributing to a community effort to eliminate violence in the home
- Opportunity to serve and support survivors of domestic violence and those in their support system
- Develop crisis intervention skills which are useful in a variety of settings
- Opportunity to contribute to the improvement of the lives of others and your community
- Opportunity to learn about different cultures and socio-economic backgrounds
- Increased knowledge of community resources
- Active volunteers may obtain reference and or recommendation letters

TIME COMMITMENT : Minimum commitment: 4 hour shifts each week for 12 months

PRINCIPLE RESPONSIBILITIES AND DUTIES :

- Log in and out of Volgistics volunteer system every shift
- Answer the hotline to determine who the call needs to go to
- Receive and document police response calls, answer questions about donations and information about our services from potential clients or community partners
- Provide warm transfers to staff, respond to Illinois Domestic Violence Hotline calls for bed count, utilize down time with delegated tasks by staff
- Advise staff of any pertinent disclosures or problem situations
- Represent FSS in a positive and professional manner at all times
- Ensure confidentiality at all times
- Contact staff as far as in advance as possible if unable to make shift
- Other duties are assigned

QUALIFICATIONS AND CHARACTERISTICS :

- Successful completion of 8 hour basic Domestic Violence training
- Knowledgeable about our services and staff
- Ability to work as a team-member in a culturally diverse environment
- Maintain a supportive, empowering and non-judgmental attitude with survivors of domestic violence
- Must be friendly, patient and possess excellent verbal and written communication skills
- Ability to tolerate an uneven work pace
- Dependable, prompt and mature
- Willingness to accept supervision and guidance
- Willingness to attend volunteer meetings and continuing education programs
- Ability to remain calm and think clearly in crisis situations
- Bilingual/Bicultural preferred

RELATIONSHIPS : Senior DV Advocates, under the direction of the 24 Hr. Crisis DV Program Supervisor

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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Court Volunteer

PURPOSE OF POSITION : Volunteers will assist survivors with the application process for an Order of Protection (OOP) including explaining the process, screening for services, providing technical assistance for completing the paperwork and providing emotional support and referrals.

LOCATION OF ACTIVITY : DuPage County Courthouse, 505 N. County Farm Rd Wheaton

VOLUNTEER BENEFITS :

- Increased understanding of domestic violence and its surrounding issues
- Contributing to a community effort to eliminate violence in the home
- Opportunity to serve and support survivors of domestic violence who may be unaware of FSS
- Develop crisis intervention skills which are useful in a variety of settings
- Opportunity to contribute to the improvement of the lives of others and your community
- Opportunity to learn about different cultures and socio-economic backgrounds
- Increased knowledge of community resources
- Active volunteers may obtain reference and or recommendation letters

VOLUNTEER COMMITMENT : Minimum commitment: Volunteers must be able to commit to the program for a twelve-month period and work a minimum of one full day per week (typically 8 hours). Due to the sensitive and complicated nature of the work and amount of training required, less time severely limits a satisfactory volunteer experience.

PRINCIPLE RESPONSIBILITIES AND DUTIES :

- Log in and out of Volgistics volunteer system every shift
- Welcome individuals who enter the FSS office space
- Provide survivors accurate and appropriate information about the process for obtaining an OOP
- Assist survivors in completing relevant screening documents for service eligibility
- Provide directions to help individuals navigate through the courthouse
- Provide emotional support, modeling trauma informed care
- Assist survivors with completing OP petitions (depending on length of time volunteering)
- Provide linkages with other resources and referrals both inside and outside of FSS
- Prepare proper documentation for client files
- Represent FSS in a positive and professional manner at all times
- Ensure confidentiality at all times
- Contact staff as far in advance as possible if unable to make a shift
- Other duties as negotiated

QUALIFICATIONS AND CHARACTERISTICS :

- Successful completion of 40-hour DV training
- Ability to work as a team-member in a culturally diverse environment
- Maintain a supportive, empowering and non-judgmental attitude with survivors
- Must be friendly, patient and possess excellent verbal and written communication skills
- Dependable, prompt and mature
- Ability to work with minimal supervision
- Willingness to accept supervision and guidance
- Willingness to attend volunteer meetings and take advantage of training opportunities
- Ability to remain calm and think clearly in crisis situations

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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Community Outreach Volunteer

PURPOSE OF POSITION : To provide Domestic Violence community outreach, increase client access and knowledge of services, increase community awareness of domestic violence and participation in events.

LOCATION OF ACTIVITY : 605 E Roosevelt Rd, Wheaton, IL 60187

VOLUNTEER BENEFITS :

- Increased understanding of domestic violence and its surrounding issues.
- Spreading awareness about domestic violence to local communities.
- Finding creative ways to share information about our available services and resources.
- Creating connections with other local agencies and community members in DuPage County.

LOCATION OF POSITION : Minimum commitment: 3 hours per week for a twelve-month period

PRINCIPLE RESPONSIBILITIES AND DUTIES :

- Log in and out of Volgistics volunteer system every shift
- Work closely with full-time Community Advocates to stay updated on projects and community events.
- Distribute educational and awareness materials in communities throughout DuPage County, including event flyers, program materials and hotline cards. (May be asked to drop-off materials to nearby locations)
- Participate in outreach projects, Bathroom Poster Project, Instagram Project
- Develop creative ways to bring Domestic Violence education and awareness to community members and potential clients.
- Participate in tabling or other community events as needed.
- Gather information for possible community contacts or partnerships.

QUALIFICATIONS AND CHARACTERISTICS :

- Successful completion of 40-hour training class.
- Ability to work as a team-member in a culturally diverse environment.
- Must be friendly, patient and possess excellent verbal and written communication skills.
- Must have high-level of technology competency.
- Dependable, prompt, and mature
- Ability to work with minimal supervision.

RELATIONSHIPS : Supervisor: Full-time, Domestic Violence Community Advocates

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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Shelter Grocery Shopper

PURPOSE OF POSITION : Pick up, drop off and put away groceries in shelter kitchen and pantry.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment per week; 2 hours, any day of the week.

VOLUNTEER POSITION : Make Meals for Sheltered Clients

PURPOSE OF POSITION : Cook a large meal and serve our sheltered clients. (41 individuals).

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment; Once a month, ideally on a weeknight/weekend evening. 1 - 3 hours

VOLUNTEER POSITION : Donation Management

PURPOSE OF POSITION : Keep items organized in storage room and rotate any items that need to be shifted to our shelter storage closet, put donation items away in storage room.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment can be weekly or monthly (If weekly, 1 hour. If monthly 3-4 hours).

VOLUNTEER POSITION : Childcare

PURPOSE OF POSITION : Assistance for sheltered children while parents are in meetings/groups:

Monday - Friday options.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Flexible scheduling. Commitment per week; 2 hours.

Background Check Required



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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : General Office Support

PURPOSE OF POSITION : General office support for:

- Behavioral health program
- Intake Program
- Domestic Violence (serving in office support with DV documents. Does require the 40hr class)

*Log in and out of Volgistics volunteer system every shift

LOCATION :

222 E. Willow Wheaton, IL 60187

605 E Roosevelt Wheaton, IL 60187

TIME COMMITMENT : Office support: No minimum requirement, weekdays.

Background Check Not Required



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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Group/Corporate Volunteer Events

PURPOSE OF POSITION : Landscaping/yard clean-up, spring summer and or fall. Safety check of play equipment, adding or building tool shed to grounds, inventory and clean-up of in kind room, and others.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment; One-time event.

VOLUNTEER POSITION : Fundraising

PURPOSE OF POSITION : Apply your personal skills to assist us in funding a currently needed project or program.

*Log in and out of Volgistics volunteer system every shift

VOLUNTEER POSITION : Host a Donation Drive

PURPOSE OF POSITION : With a current shelter needs list, conduct a drive to ensure basic needs for those we support are met.

*Log in and out of Volgistics volunteer system every shift

VOLUNTEER POSITION : Upkeep of Yard

PURPOSE OF POSITION : Help clean up the backyard and put things away, water plants, organize items and general landscaping. Opportunity on any day of the week and quarterly.

*Log in and out of Volgistics volunteer system every shift

VOLUNTEER POSITION : Commitment per month; 3-4 hours.

VOLUNTEER POSITION : Volunteer at One of Our Two Resale Stores

PURPOSE OF POSITION : Accept incoming donations, issue Gift IN Kind QR code for Tax purposes, price and tag items, stock, and hang items. Friendly customer service and light housekeeping .

100% of the profits from Family Shelter Resale benefit Domestic Violence programming in DuPage.

100% of the profits from Treasure House benefit DuPage programming.

*Log in and out of Volgistics volunteer system every shift

TIME COMMITMENT : Commitment: Shifts are typically 3 hours, schedule is based on personal availability.

The stores is closed on Sunday and Monday .

Family Shelter Service Resale Store

1512 Naper Blvd.
Naperville, IL 60563
630-955-9599

T - S | 10-4

Treasure House Resale

497 Pennsylvania Ave
Glen Ellyn, IL 60137
630-469-6907

T,W,F,S | 10-4
Th | 10-6

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VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION : Head Start

PURPOSE OF POSITION : To provide support for center based early learning for children ages 0-5 years through reading, and other volunteer assistance working directly with children.

*Log in and out of Volgistics volunteer system every shift

LOCATIONS :

Addison Children's School
121 E. Fullerton Ave. Addison, IL 60101
Ages 0-3; operates all year

Bensenville Early Learning Center
212 Memorial Rd. Bensenville, IL 60106
Ages 0-5; Pre-K operates Aug-May +
0-3 operates all year

Army Trail
346 Army Trail Blvd. Addison, IL 60101
Ages 3-5; operates Aug-May

Westfield
2S125 Mayfield Ln Glen Ellyn, IL 60137
Ages 3-5; operates Aug-May

Johnson
2S700 Continental Dr. Warrenville, IL 60555
Ages 3-5; operates Aug-May

Longfellow
311 W. Seminary Ave Wheaton, IL 60187
Ages 3-5; operates Aug-May

Outreach/OR
345 S. President St. Carol Stream, IL 60188
Ages 3-5; operates Aug-May

St. Andrew's
250 N. Gary Ave Carol Stream, IL 60188
Ages 3-5; operates Aug-May

Lowell
312 S. President St. Wheaton, IL 60187
Ages 3-5; operates Aug-May

Whittier
218 W Park Ave Wheaton, IL 60189
Ages 3-5; operates Aug-May

TIME COMMITMENT : No minimum requirement, weekdays.

PROGRAM CLEARANCE : Standard background, 2 fingerprints, DCFS clearance and physical required.