

Helpline Job Description

Title	STEP Women's Shelter Fellow	Work Days	M-F
Department	Helpline-STEP Women's Shelter	Work Hours	10 hours/week, flexible
Supervisor	STEP Case Manager	Wages	\$12/hr.
FSLA Class	n/a	Benefits	n/a
Updated	August 10, 2012	Job Type	Volunteer

Position Summary:

Assist the STEP Case Manager(s) in the development of the STEP Women's Shelter program and implementing its guiding philosophy.

Essential Functions:

1. Develop and supervise the volunteer day manager program
2. Provide secondary case management support services to STEP women
3. Coordinate existing volunteer program: train volunteers, conduct volunteer orientations, supervise volunteers, manage scheduling, and plan volunteer appreciation events
4. Develop fundraising initiatives and shelter programming
5. Support night managers on duty once a week between 7 and 10 p.m.
6. Assist case manager with documentation, case notes, filing, and other administrative duties
7. Participate in policy creation, evaluation, and reformation
8. Attend meetings with housing coordinator and case manager twice a week
9. Attend bi-weekly meetings with executive director, housing coordinator and case manager
10. Facilitate and organize meetings with other Walla Walla social service organizations
11. Submit proposal for independent project

Other Responsibilities:

1. Maintain confidentiality
2. Oversee and manage STEP's social media
3. Perform other duties as assigned

Education, Experience and Skills Required:

1. Applicant must be female over age 18
2. Able to work 10 hours per week
3. Strong and effective verbal, written and interpersonal skills--able to handle challenging people, work with staff and other social service agencies
4. Knowledge of issues related to homelessness and poverty
5. Ability to engage in critical thinking
6. Ability to operate standard office equipment: computers, scanners, faxes, printers, etc.
7. Familiarity with current social media
8. Pass a background check

Physical Requirements:

1. Office environment—open work space; moderately noisy
2. Repetitive hand motions/fine finger manipulation, grasping and grabbing
3. Sitting, standing, walking, bending at waist, negotiate stairs
4. Lifting up to 25 lbs.

I have received and read a copy of the job description and understand the requirements as described.

Volunteer Signature

Date