



Position Title: Evening Volunteer
Site: Miryam's House, lower South Hill
Hours: 2 hours weekly
Reports To: Miryam's House Staff

General Summary: Assists with evening meal and tasks in support of Transitions' mission.

Principle Duties and Responsibilities:

- Assist with participant needs, answer phones, help with paperwork, review voice mails and route messages.
- Greet guests and provide tours as necessary.
- Maintain a nurturing, supportive, empowering and safe household environment. Reflect the mission and organizational values of Transitions in all interactions.
- Eat dinner with residents, help direct the conversation in a constructive way.

Requirements:

- 18 years or older
- Ability to operate from a customer service philosophy.
- Ability to multi-task, take initiative and work in a collaborative environment with multiple interruptions.
- Ability to work collaboratively with team members about residents, issues and staffing. Ability to assess situations, respond and re-direct as appropriate.
- Ability to work with women of diverse backgrounds in a community setting.
- Ability to work independently, problem solve and appropriately utilize On-Call Supervisors/Staff.
- Ability to respond calmly in the face of crisis, providing support and safety to residents.

Education and Experience: None needed

Volunteer Signature: _____ **Date:** _____

Staff Signature: _____ **Date:** _____