



Position Title: Administrative Volunteer
Site: Miryam's House, lower South Hill
Hours: At least 2 hours per week
Reports To: Miryam's House Staff

General Summary: Assists with administrative tasks in support of Transitions' mission.

Principle Duties and Responsibilities:

1. Assist with answering phones, voice mails and routing messages. Greet guests and provide tours as necessary.
2. Assist with other duties such as:
 - a. Assist with organizational filing system, office supplies, and office equipment.
 - b. Assist with data entry and maintenance of records for grants.
 - c. Complete Monthly Resident Calendar as requested.
 - d. Make alum phone calls
 - e. Manage RSVP lists for events
 - f. Complete special projects.
 - g. Receive, document and sort donations.
 - h. Write thank you cards for the donations.
 - i. Use checklist to orient new residents to the house
3. Maintain a nurturing, supportive, empowering and safe household environment. Reflect the mission and organizational values of Transitions in all interactions.
4. Clearly communicate program expectations related to rules and appropriate behavior to residents and alumni in a supportive, non-shaming manner.

Requirements:

1. 18 years or older
2. Ability to operate from a customer service philosophy.
3. Ability to multi-task, take initiative and work in a collaborative environment with multiple interruptions.
4. Ability to work collaboratively with team members about residents, issues and staffing. Ability to assess situations, respond and re-direct as appropriate.
5. Ability to work with women of diverse backgrounds in a community setting.
6. Ability to work independently, problem solve and appropriately utilize On-Call Supervisors/Staff.
7. Ability to respond calmly in the face of crisis, providing support and safety to residents.

Volunteer Signature: _____ **Date:** _____
Staff Signature: _____ **Date:** _____