



Volunteer Position Description

Title:	Shelter Helper
Programs:	Shelter
Reports to:	Shift Supervisor or Program Manager / Volunteer Director
Schedule:	2 to 3 hours per shift, days Monday through Friday 8-10AM and/or 5-7PM
Commitment:	1 shift per week, for a minimum of six months

Position Summary:

As a volunteer Shelter Helper, you will assist Shelter staff in providing basic needs supplies and material support for clients accessing Alpha House's Emergency Shelter

Key Position Components:

- Engage with clients in small groups or 1:1, through the concession stand on the Shelter floor
- Provide basic needs supplies to clients who come to the stand asking
- Make trips to the laundry room for additional supplies/specific items as needed
- Treats clients with respect and dignity, interacting with them in a caring, respectful manner
- Set and maintain clear boundaries
- Assist in monitoring clients' safety and well-being, and getting support when needed
- Help with meal service and snacks if needed

Learning Opportunities:

- How to engage with vulnerable populations
- Resources and services available to those whose life has been impacted by alcohol and or substances
- The Change Cycle
- Active listening skills
- Harm reduction philosophies

Qualifications:

- Clear personal boundaries and the ability to set limits
- Strong interpersonal communication skills and the ability to communicate showing respect and dignity as well as with discretion while maintaining confidentiality
- Team player with strong written and oral English communication skills
- Able to follow directions
- A minimum of two years consistent sobriety

Position Requirements:

- Vulnerable Sector Check
- POPA & ATIA Certification
- Protection for Persons in Care Act
- Safe Food Handling
- Lift Training
- Able to lift up to 10 lbs.