community human services
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General Shelter Volunteer Job Description

Position Title: General Shelter Volunteer

Location: ***TBD***

Time Commitment: 2 - 4 hours per shift; evenings/weekends as available

Reports To: Office Manager / Shelter Staff

Position Overview

General Shelter Volunteers play an essential role in supporting daily operations while helping create a safe, welcoming, and respectful environment for individuals and families experiencing homelessness. Volunteers work alongside staff to provide practical assistance, administrative support, and a caring presence for guests.

This role is ideal for volunteers who are compassionate, reliable, and comfortable working in a dynamic shelter environment.

Key Responsibilities

General Shelter Volunteers may assist with the following duties:

- Welcome and interact with shelter guests in a **respectful, nonjudgmental, and trauma-informed manner**
- Support daily shelter operations, including setting up common areas and organizing supplies
- Assist staff during **check-in and check-out processes** (non-confidential tasks only)
- Monitor common areas and help maintain a calm, safe, and welcoming environment
- Provide general assistance to guests, such as answering questions about schedules or routines
- Support group activities or structured programming as directed by staff
- Help maintain cleanliness and organization in shared spaces
- Communicate concerns, incidents, or guest needs promptly to shelter staff

What Shelter Volunteers *Do Not Do*

- Provide counseling, case management, or clinical services
- Access or handle confidential guest information
- Enforce shelter rules or policies
- Transport guests or provide personal items

- Intervene in emergencies beyond following staff direction and protocol

Qualifications & Skills

- Must be **18 years or older**
- Reliable, respectful, and able to maintain appropriate boundaries
- Comfortable working with individuals from diverse backgrounds
- Ability to remain calm, flexible, and compassionate in a shelter setting
- Willingness to follow all shelter policies, volunteer guidelines, and safety procedures
- Ability to work collaboratively with staff and other volunteers

Training & Requirements

- Complete Volunteer Application, background check, DMV check, and TB test
- Completion of volunteer orientation and required training
- Agreement to follow all CHS (or agency) policies and confidentiality guidelines
- Commitment to a trauma-informed and dignity-centered approach

Benefits of Volunteering

- Meaningful, direct impact on individuals and families in the community
- Opportunity to support a mission-driven organization
- Hands-on experience in human services
- Be part of a compassionate, community-oriented team

Volunteer Acknowledgment & Signature

I acknowledge that I have read and understand the responsibilities, expectations, and boundaries of the General Shelter Volunteer role. I agree to follow all organizational policies, confidentiality guidelines, and safety procedures, and to carry out my volunteer duties in a respectful, compassionate, and professional manner.

By signing below, I confirm my commitment to upholding the mission and values of Community Human Services while serving as a volunteer.

Volunteer Name (Print):_____

Volunteer Signature: _____ Date: _____