

VOLUNTEER POSITION TITLE: Data Entry

DEPARTMENT: Volunteer Management

POSTION REPORTS TO: Heidi Hege, Volunteer Coordinator

OVERALL JOB DESCRIPTION:

Enter and manage volunteer database in Raiser's Edge, Union Gospel Mission's in house database program.

JOB RESPONSIBILITES:

- (1) Assist in entry and updating of all existing volunteer applications.
- (2) Enter new volunteer applications into Raiser's Edge database.
- (3) Update changes as needed.
- (4) Run reports as necessary

QUALIFICATIONS:

- (1) Must be a Christ-follower.
- (2) Attention to detail.
- (3) Strong familiarity with basic computer functions.
- (4) Experience with data entry or data base management preferred.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter.
- (2) Completion of Volunteer Application & Background Check.
- (3) Agreement with UGM statement of faith.
- (4) Time commitment of at least 4 hours a week preferred.
- (5) Must be able to keep information confidential.

TRAINING:

- (1) Initial hands on training approximately 2 hours.
- (2) Ongoing Oversight by Volunteer Coordinator.

VOLUNTEER POSITION TITLE: Evening Meal Chaplain

DEPARTMENT: Homeless Services

POSITION REPORTS TO: LifeChange Pastor

OVERALL JOB DESCRIPTION

Share the Word of God with our homeless guests at an evening chapel service.

JOB RESPONSIBILITIES

- (1) To demonstrate the love of Christ in what you say and do.
- (2) Come prepared with a sermon/message.

QUALIFICATIONS

- (1) Must be a Christ-follower and actively apart of a church.
- (2) Have previous experience in a teaching/preaching role is preferred.
- (3) Grounded in Biblical basics of faith.

REQUIREMENTS

- (1) Minimum Age: 18 yrs.
- (2) Attend the Volunteer Encounter.
- (3) Completion of UGM volunteer application and background check.
- (4) Agreement with the UGM statement of faith.

TRAINING

- (1) Initial meeting with LifeChange Pastor
- (2) Ongoing oversight by LifeChange Pastor

VOLUNTEER POSITION TITLE: Evening Meal Server

DEPARTMENT: Homeless Services

POSTION REPORTS TO: Volunteer Coordinator, Heidi Hege

OVERALL JOB DESCRIPTION:

Assist in set up, serving and clean up of the evening meal for the homeless.

JOB RESPONSIBILITES:

- (1) Work with the LifeChange resident that is overseeing the meal service each night.
(*Note that the tasks listed below will be shared by several other volunteers.)
- (2) Prepare silverware and napkins as instructed.
- (3) Prepare desserts and drinks as instructed.
- (4) Set up chairs for the sermon.
- (5) Reset dinning room after sermon for the meal as instructed.
- (6) Serve the meal from the hot food line as instructed.
- (7) Clean up the dinning room and kitchen after the meal is over.
- (8) Wash dishes as instructed.

QUALIFICATIONS:

- (1) Experience in an industrial kitchen is a plus.
- (2) Passion for homeless ministry and caring for their needs.
- (3) Able to perform light physical work and stand for up to 2 hours.

REQUIREMENTS:

- (1) Minimum Age: 8 yrs.
- (2) If under age of 18 must be accompanied by an adult.
- (3) Attend the Volunteer Encounter if volunteer regularly.
- (4) Completion of Volunteer Application & Background Check.
- (5) Prefer commitment to a regular schedule of volunteering at least once a month.

TRAINING:

- (1) Short orientation and basic food safety training at the beginning of the shift.

*Note volunteers will be exposed to the Gospel of Jesus during their time volunteering. Volunteers will not be asked to participate in prayer or belief of the Gospel but are asked too be supportive of the Mission.

VOLUNTEER POSITION TITLE: Hope Tote Coordinator

POSTION REPORTS TO: Heidi Hege, Volunteer Coordinator

OVERALL JOB DESCRIPTION:

Oversee, coordinate and administrate the Hope Tote Campaign which runs January through April. A Hope Tote is a small plastic bag filled with basic hygiene items. They are given out at Easter brunch to the homeless.

JOB RESPONSIBILITES:

- (1) Follow-up with churches and organizations that were invited to participate in Hope Tote.
- (2) Keep an accurate spreadsheet of who wants to participate, how many kits they want to fill and other pertinent data.
- (3) Send out fulfillment kits to those that want to participate.
- (4) Update mailing addresses, names and phone numbers if needed on spreadsheet.
- (5) Take incoming phone calls from people that want to participate.
- (6) Return correspondence from individuals or groups that want to participate.
- (7) Plan and coordinate Hope Tote Collection party the Saturday before Easter.

QUALIFICATIONS:

- (1) Attention to detail and strong organizational skills.
- (2) Experience working on the phone with the public.
- (3) Strong computer skills: Excel, Word, Outlook.
- (4) A team player.
- (5) Passion for homeless ministry and caring for their needs.

REQUIREMENTS:

- (1) Minimum Age: 18 yrs.
- (2) Attend the Volunteer Encounter.
- (3) Completion of Volunteer Application & Background Check.
- (4) Agreement with the UGM Statement of Faith.
- (5) Time commitment estimated at 8-10 hours a week from mid-January to end of March.
- (6) Able to attend the Hope Tote Collection Party the Saturday before Easter.

TRAINING:

- (1) Initial one-on-one training with Volunteer Coordinator approximately 1-2 hours.
- (2) Ongoing oversight by Volunteer Coordinator.

VOLUNTEER POSITION TITLE: Hospitality Ministry

DEPARTMENT: Homeless Services

POSTION REPORTS TO: Mission Director LifeChange Resident

OVERALL JOB DESCRIPTION:

Assist homeless and needy guests with a beverage, snack, lunch, clothing or hygiene items in the day room.

JOB RESPONSIBILITES:

- (1) Greet our homeless guests.
- (2) Invite them to hang out in the day room area if it is open.
- (3) Discover each persons needs and work with the day room team to meet those needs.
- (4) Keep the clothing room organized and neat if you are working that area.
- (5) Treat our guests with dignity and respect.
- (6) Communicate with Mission Director or LifeChange resident in charge of the Day Room if you run out of something.
- (7) Ensure our guests stay in the day room area.

QUALIFICATIONS:

- (1) Must be a Christ-follower.
- (2) Comfortable working with a wide diversity of people.
- (3) Ability to deal with tense interactions with skill and diplomacy.
- (4) Experience in relational one-on-one ministry or working with the public.
- (5) Skill in being friendly while maintaining boundaries
- (6) Ability to collaborate and cooperate with a team.
- (7) Aptitude for being flexible in a changing environment.

REQUIREMENTS:

- (1) Minimum age: 18
- (2) Attend the Volunteer Encounter.
- (3) Completion of Volunteer Application & Background Check.
- (4) Agreement with the UGM Statement of Faith.
- (5) Shifts are 9:45am-12pm or 1:45pm-4:30pm Mon-Sat.

TRAINING:

- (1) Initial overview of procedures and environment of the hospitality ministry.
- (2) Ongoing supervision from Mission Director.

VOLUNTEER POSITION TITLE: LifeChange Computer Class Lead Instructor

DEPARTMENT: LifeChange Services

POSITION REPORTS TO: LifeChange Services Director, John Shepherd

OVERALL JOB DESCRIPTION

To work with the LifeChange Services Director to plan and deliver a comprehensive computer user training curriculum for residents of the LifeChange recovery community of Union Gospel Mission.

JOB RESPONSIBILITIES

- (1) To personally teach at least one computer class per class year.
- (2) To communicate regularly with other volunteer computer teachers and coordinate class content among different skill level classes.
- (3) To maintain the inventory of computer training manuals and materials and submit re-order quantities to the LC Services Director as needed.
- (4) To install necessary software and configure user settings for student computers prior to the beginning of each class term.
- (5) To report all computer hardware malfunctions to the LC Services Director promptly.

QUALIFICATIONS

- (1) Demonstrates advanced user skills with Windows XP, MS Word, and MS Excel
- (2) Preferred experience in adult education oriented formal classroom computer training environment

REQUIREMENTS

- (1) Attend one of the monthly volunteer overviews called "*Volunteer Encounter.*"
- (2) Completion of UGM volunteer application and criminal background check
- (3) Agreement with the UGM statement of faith
- (4) Ability and willingness to commit to a minimum of one week night per week teaching schedule from September through April

TRAINING

- (1) Initial meeting with LifeChange Services Director
- (2) Ongoing oversight by LifeChange Services Director

VOLUNTEER POSITION TITLE: Book Organizer.

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager/LifeChange Resident

OVERALL JOB DESCRIPTION:

Develop & maintain a system of organization for the book area at the Thrift Store.

JOB RESPONSIBILITES:

- (1) Develop a system for organizing the books that will make it easy for customers to locate books.
- (2) Sort through new book donations and organize on shelves accordingly.
- (3) Carry boxes of books upstairs to the book area.

QUALIFICATIONS:

- (1) Must be a Christ-follower
- (2) Loves books
- (3) Strong organizational skills
- (4) Librarian experience a plus
- (5) Able to lift at least 20lbs.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter
- (2) Completion of Volunteer Application & Background Check
- (3) Commit to volunteer at least 4 hrs a week.
- (4) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm.

TRAINING:

- (1) Initial overview training of the Thrift Store.
- (2) Ongoing supervision by the Store Manager.

VOLUNTEER POSITION TITLE: Bric-a-Brac Worker

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager/LifeChange Resident

OVERALL JOB DESCRIPTION:

Bric-a-Brac includes sorting and arranging all donations that are not clothing, accessories books and furniture.

JOB RESPONSIBILITES:

- (1) Sort through donations and determine what is sellable.
- (2) Test electronics and repair if possible.
- (3) Arrange items on the sales floor in designated area.
- (4) Sweep, mop and clean shelving as needed.

QUALIFICATIONS:

- (1) Must be a Christ-follower.
- (2) Strong organizational skills
- (3) Aptitude for electronic device repair (i.e., radios, cd players, tvs, etc..)

REQUIREMENTS:

- (1) Attend the Volunteer Encounter.
- (2) Completion of Volunteer Application & Background Check.
- (3) Prefer commit to volunteer at least 8 hrs a month.
- (4) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm.

TRAINING:

- (1) On the job training with a current Bric-a-Brac Worker for at least 2 shifts before taking over a shift alone.
- (2) Ongoing supervision from Store Manager.

VOLUNTEER POSITION TITLE: Cashier

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager/LifeChange Resident

OVERALL JOB DESCRIPTION:

Greet customers and run the cash register.

JOB RESPONSIBILITES:

- (1) Greet customers when they come in.
- (2) Operate the cash register.
- (3) Make and distribute popcorn for the customers.
- (4) Clean the glass cases at the register.
- (5) Vacuum around the register area as needed.

QUALIFICATIONS:

- (1) Must be a Christ-follower.
- (2) Professional and calm demeanor.
- (3) Cash register experience preferred.
- (4) Customer service experience.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter.
- (2) Completion of Volunteer Application & Background Check.
- (3) Commit to volunteer at least 8 hrs a month.
- (4) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm.

TRAINING:

- (1) On the job training with a current Cashier or Store Manager for at least 2 shifts before taking over a shift alone.
- (2) Ongoing supervision from Store Manager.

VOLUNTEER POSITION TITLE: Clothing Room Sorter

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager/LifeChange Resident

OVERALL JOB DESCRIPTION:

Sort and organize clothing, accessory and shoe donations.

JOB RESPONSIBILITES:

- (1) Sort items and separate in designated places.
- (2) Separate out those items that are stained or torn and cannot be sold.
- (3) Hang items on racks according to category.
- (4) Tag and price items according to the price list.
- (5) Once you have a full clothing rack take out to the floor and put in designated area.

QUALIFICATIONS:

- (1) Organizational skills.
- (2) Able to stand for several hours at a time

REQUIREMENTS:

- (1) Attend the Volunteer Encounter
- (2) Completion of Volunteer Application & Background Check
- (3) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm.

TRAINING:

- (1) On the job training with current LifeChange resident in clothing room.
- (2) Ongoing supervision by Store Manager.

VOLUNTEER POSITION TITLE: Dispatch

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager/LifeChange Resident

OVERALL JOB DESCRIPTION:

Answer all incoming phone calls & organize all the donation pick up & deliveries for the Thrift Store.

JOB RESPONSIBILITES:

- (1) Answer all incoming calls and direct to the appropriate people.
- (2) Retrieve voicemails and return calls from the previous day.
- (3) Relay in store announcements over intercom system.
- (4) Schedule all donation pickups and deliveries.
- (5) Create delivery routes and relay route information to the delivery truck drivers.
- (6) Organize the picture frame area on the sales floor and price picture frames.

QUALIFICATIONS:

- (1) Must be a Christ-follower.
- (2) Strong organizational and multitasking skills.
- (3) Customer service experience.
- (4) Experience with multi-line phone system.
- (5) Professional and calm demeanor.
- (6) Basic Microsoft word and excel skills preferred.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter.
- (2) Completion of Volunteer Application & Background Check.
- (3) Prefer commit to volunteer at least 8 hrs a month.
- (4) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm.

TRAINING:

- (1) On the job training with a current Dispatcher for at least 2 shifts before taking over a shift alone.
- (2) Ongoing supervision from Store Manager

VOLUNTEER POSITION TITLE: Dock Supervisor

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager/LifeChange Resident

OVERALL JOB DESCRIPTION:

Supervise the donation dock at the Thrift Store.

JOB RESPONSIBILITES:

- (1) Oversee the flow of donations on the dock and distribution of these donations to the appropriate areas for sorting.
- (2) Oversee the dock crew in their daily tasks.
- (3) Oversee testing of major appliances that are brought to the dock before the person donating leaves the item.
- (4) Ensure that someone from the dock crew is always at the dock to greet customers dropping off a donation.
- (5) Fill in the Dock Crew responsibilities as needed.

QUALIFICATIONS:

- (1) Must be a Christ-follower.
- (2) Strong organizational and multitasking skills.
- (3) Customer service experience.
- (4) Ability to problem solve.
- (5) Able to lift at least 50lbs.
- (6) Management experience is not required but preferred.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter
- (2) Completion of Volunteer Application & Background Check
- (3) Already worked on the Dock Crew.
- (4) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm

TRAINING:

- (1) On the job training with the current Dock Supervisor-LifeChange resident for at least 2 shifts before taking over a shift alone.
- (2) Ongoing supervision from Store Manager.

VOLUNTEER POSITION TITLE: Dock Worker

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager & Dock Supervisor/LifeChange Residents

OVERALL JOB DESCRIPTION:

Receive and sort donations at the Thrift Store dock.

JOB RESPONSIBILITES:

- (1) Greet customers at the dock and assist them with dropping off donations.
- (2) Separate the incoming donations and deliver to designated area.
- (3) Test major appliances to ensure they are operable before the person leaves.
- (4) When weather permits set up and run the car wash station in the parking lot.
- (5) Bail up cardboard or clothing that is not sellable.
- (6) Maintain the customer bathroom.
- (7) Sweep and mop the dock area as needed.
- (8) Keep the kitchen clean in the break room.
- (9) Other special projects like landscaping, wood chopping may arise.

QUALIFICATIONS:

- (1) Organizational and multitasking skills.
- (2) Customer service experience.
- (3) Able to do physical labor.
- (4) Able to lift at least 50lbs.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter.
- (2) Completion of Volunteer Application & Background Check.
- (3) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm.

TRAINING:

- (1) On the job training with a current Dock Worker for at least 2 shifts before taking over a shift alone.
- (2) Ongoing supervision from Store Manager & Dock Supervisor.

VOLUNTEER POSITION TITLE: Sales Floor

DEPARTMENT: Thrift Store

POSTION REPORTS TO: Store Manager/LifeChange Resident

OVERALL JOB DESCRIPTION:

Greet and assist customers with product questions and oversee the sales floor appearance.

JOB RESPONSIBILITES:

- (1) Greet customers when they come in. Provide information on sales that day or answer questions they have about prices.
- (2) Work with dock crew to bring out new furniture on the floor. This will require moving around existing furniture to make room.
- (3) Vacuum, dust furniture on the sales floor as needed.
- (4) Make sure all items have price tags.
- (5) Ensure all products are organized and look clean.
- (6) Maintain accurate record of sold items that customers need to pick up. Discuss policy with customers and follow-up on items that are past due.

QUALIFICATIONS:

- (1) Must be a Christ-follower.
- (2) Strong organizational skills.
- (3) Customer service experience.
- (4) Professional and calm demeanor.
- (5) Able to do some physical labor.
- (6) Able to lift up to 50lbs, preferable.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter.
- (2) Completion of Volunteer Application & Background Check.
- (3) Prefer commit to volunteer at least 8 hrs a month.
- (4) Shifts are in 4 hrs segments Tuesday-Saturday 9:45am-1:45pm and 1:45pm-5:30pm.

TRAINING:

- (1) On the job training with a current Sales Floor worker for at least 2 shifts before taking over a shift alone.
- (2) Ongoing supervision from Store Manager.

VOLUNTEER POSITION TITLE: Women's Paraclete

DEPARTMENT: Ministry Team

POSITION REPORTS TO: Crisanne Riordan, Women's Director

OVERALL JOB DESCRIPTION:

A paraclete is someone that comes along side a woman resident in LifeChange to encourage, build up, walk with, listen too and share Christ's love.

JOB RESPONSIBILITIES:

- (1) Get together one-on-one with one woman in LifeChange at least once a month. This can be over coffee or a meal. The exact location of where you go is up to you. If meeting during LifeChange work hours, need to meet in close proximity to the thrift store or mission. The hope is to form a long-term friendship and get out of the regular routine at the Mission or the Thrift Store.
- (2) Provide transportation and activity costs for the woman resident.

****Note this is not a counseling relationship.** We have trained counselors working with the women on a weekly basis.

QUALIFICATIONS:

- (1) Must be a Christ-follower and actively part of a church body.
- (2) Must be an active listener.
- (3) Have gifting in one-on-one relationship building.
- (4) An aptitude for loving people where they are.
- (5) Knowledge or experience with issues of addiction is preferable but not mandatory.

REQUIREMENTS:

- (1) Attend the Volunteer Encounter—partnership overview class.
- (2) Completion of UGM volunteer application and background check.
- (3) Agreement with the UGM statement of faith.
- (4) Commit to meeting with one woman in LifeChange at least once a month. This would be approximately 1-2 hours a month.
- (5) Commit to meet with this woman for at least one year and the possibility of the duration she is in LifeChange.

TRAINING:

- (1) Initial Paraclete training class a 1 hour meeting before starting to volunteer.
- (2) Ongoing oversight by Women's Director either via phone or meeting in person every other month.
- (3) You can contact the Women's Director with questions whenever needed.