

VOLUNTEER OPPORTUNITY

YWCA Kalamazoo Anti-Trafficking Program

- Position:** Human Trafficking Shelter Aide Volunteer
- Accountability:** Accountable to the YWCA Human Trafficking Program Intensive Case Manager
- Function:** To assist residential support staff in job duties listed below, provide emotional support to human trafficking survivors and family members when needed

RESPONSIBILITIES:

- Respect the confidentiality of all client/agency information
- Be available for 4-4 hour shifts a month
- Provide support and advocacy on-site to primary and secondary victims of human trafficking
- Complete required supportive contact forms
- Adhere to the policies and procedures of the YWCA Anti-Trafficking Program
- Complete trainings/screening process to be Aide #1, 2, or 3

Shelter Aide #1 (non-crisis trained)

1. Upon arrival, sign in the volunteer sign in sheet
2. Sign out a set of shelter keys
3. Sort donations and place in proper place
4. Create welcome bags for residents
5. Restock/organize shelter kitchen if needed
6. Restock/organize items in the donation room if needed
7. Respond to the needs of residents i.e. toiletries, food
8. Prepare rooms for new residents
9. Copy and file documents
10. At the end of shift, log hours and return keys

Shelter Aide #2 (crisis trained)

1. Shelter aide #1 duties
2. Answer crisis lines, route calls appropriately
3. Assist clients without appointments, confer with supervisor or advocate as appropriate
4. Assist residents with housing screenings
5. At the end of shift, log hours and return keys

Shelter Aide #3 (crisis trained and facilitator trained)

1. Shelter aide #1 and #2 duties
2. Prepare for support group (job training, budget, housing)
3. Facilitate support group (job training, budget, housing)
4. Provide supportive conversation to residents

QUALIFICATIONS:

- Pass all background checks
- 18 years of age or older (men or women)
- Listen with compassion to someone in crisis
- Able to be patient and non-judgmental in relation to survivor's interests and attitudes
- Able to work well under pressure

TRAINING COVERS:

- Basic empathy skills
- Role plays
- Crisis line
- Human trafficking laws and information on legal processes
- Safety planning
- Issues of diversity
- Self-care for caregivers/support providers

COMMITMENT:

Volunteers commit to serve four shifts a month for a minimum of one (1) year.