

| Job Description |                                       |
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| Job Title       | Shelter Volunteer                     |
| Department      | Redemption House & Regeneration House |
| Reports to      | Shelter Manager & Staff               |
| Revision Date:  | June 2026                             |

## Job Summary:

To help create a safe, caring, supportive environment for shelter clients by helping staff and giving informal support to shelter clients. To respect the dignity and self-esteem of all shelter clients in interactions with them.

- ❖ Must be a people person with a pleasant and willing attitude that contributes to the mission of revealing Christ to others
- ❖ Maintain a professional culture that promotes teamwork and empathy for clients

## Essential Job Functions:

- **Operations Management:** Monitor facilities frequently, oversee daily activities, cleanliness, maintenance, and safety of the facility, ensuring compliance with regulations including HIPAA laws.
- **Volunteer Duties:** Ensure completion of logs, laundry, safety and professionalism
- **Financial Management:** Facilitate accurate and complete client information and record keeping for fundraising/grant writing/HMIS staff
- **Human Services Duties:** Manage client records, and provide advocacy/referrals
- **Emergency Response:** Immediately notify staff of an emergency, and to the best of ability defuse and de-escalate difficult situations involving clients while waiting for staff to arrive

## Guidelines/Standards

- No one is allowed on church property after 2:00pm Monday through Friday, and not at all on the weekends. This includes the parking lot (except *staff* and *volunteers* accompanied by *staff*).



- Never give out any information about clients or staff.
- Staff and volunteers are the only ones allowed in the shelter besides clients.
- Maintain a clean area in the common areas of the shelter, disposing of trash, wiping down surfaces, putting things away and keeping things neat and organized.
- Shelter volunteers will conduct themselves in a friendly, professional manner that represents the integrity of Redemption House Ministries.

**Preferred Experiences:**

- Experience working with our most vulnerable population and the ability to treat them with dignity
- Strong communication skills
- CPR and First Aid certifications suggested

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Dates: \_\_\_\_\_  
Supervisor Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Dates: \_\_\_\_\_