VOLUNTEER DESCRIPTION: Development

VOLUNTEER SUMMARY

The Development Volunteer/Intern is responsible for assisting the agency in helping and building relationships, (to include communication skills, customer service, and networking). Volunteers/Interns may find opportunities in departments that can include the Volunteer Services and Marketing and Public Relations based on the appropriate supervision required by student and their academic program.

LOCATION(S)

[ ] San Pedro Office     [ ] The Neighborhood Place  [ ] North East Office  [ ] Eastside Office
[ ] Head Start Site: ____________________________

ALL VOLUNTEERS MUST POSSESS REQUIRED SKILLS

- Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.
- Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.
- Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions listed above.
- Demonstrates the agencies values of respect, responsiveness, excellence, integrity, and accountability.

KEY TASKS

Tasks could include, but are not limited to the following.

1. Support agency in the development and maintenance of the department.
   a. Assist in oversight of day-to-day operations to ensure program operations conform to agency policies and procedures and customer service expectations
   b. Support with the collaboration with Manager and program staff to prioritize and meet program needs. Assist the assurance of clear communication during and throughout placement process and completion of volunteer paperwork and orientation, support in defining protocols, roles, and responsibilities for Memoranda of Understanding between partners and with collaborating agencies.
   c. Serve in communicating the rationale, methodology, and goals of the agency and program to community groups and organizations through written materials and oral presentations.

2. Special projects: students may be tasked with a special project during the duration of their internship at Family Service Association based on the needs of the agency matched best with the interests of the intern.

3. Maintain the confidentiality and support the security of data related to service recipients, stakeholders, and volunteers.

4. Maintain good relationships with stakeholders (including current and potential clients, community and co-workers), focusing on providing excellent and culturally sensitive customer service and presenting a positive image of the agency in all community and stakeholder interactions.

5. Maintain a working environment which encourages mutual respect, promotes respectful and congenial relationships between employees and is free from all forms of harassment.
6. Perform other duties as assigned, in accordance with the agency's "team" philosophy.

QUALIFICATIONS

1. High School Diploma or GED; working towards an Associate's or Bachelor's degree with a major relative emphasis in in social sciences, human services, marketing/business, English composition, or related field.

2. Basic social media fluency with emphasis on Facebook and Twitter.

3. Familiar with and working knowledge of Microsoft Office Operating Systems, word processing, spreadsheets and databases; understanding of database systems and their utilization.

4. Experience collecting, synthesizing, and presenting data from multiple sources.

5. Attend general orientation to program and attend agency-wide orientation.

SUPPORT, TRAINING, AND SUPERVISION

Training for this position will be provided by volunteer/intern supervisor. In addition, The Volunteer Services Department will be available for questions and assistance.

APPERANCE

All volunteers/interns should use good judgment with regard to dress and appearance. Volunteers/Interns should dress in a manner that is consistent with the agency's goals while considering both their place of work and the type of work they perform.

Decisions on attire should promote a positive image to our clients/families, stakeholders and communities. Professional casual dress on certain days and/or for special operational activities should continue to foster a professional work environment and be approved by the volunteer/intern's supervisor. Different programs and/or facilities may require appearance requirements different than other agency areas of the Agency.

DAYS/HOURS (TIME COMMITMENT)

Each volunteer/intern’s schedule is determined by the requirements of their position, location, and business need agreed upon by themselves and supervisor. If for any reason the volunteer/intern is unable to meet time commitment volunteer/intern should revisit schedule with supervisor.

AGE REQUIREMENT

Volunteer/Intern must be 18 years or older. Children under the age of 18 must be accompanied parent, guardian or supervisor.

I have read, understand and agree to the volunteer position description.

__________________________________________  ______________________
Signature of Volunteer                      Date of Signature

__________________________________________
Printed Name

__________________________________________  ______________________
Supervisor’s Signature                       Date of Signature