



3657 Michigan Ave • Colorado Springs CO • 80910 • 719.301.5411

## **MARY'S HOME FAMILY SUPPORT TEAM MEMBER POSITION DESCRIPTION**

**Title:** Family Support Team Member  
**Accountable To:** Family Support Volunteer Coordinator  
**Status:** Volunteer position without opportunity for employment

### **Organizational Background**

Dream Centers is a faith-based non-profit organization founded in 2011 to provide health and hope to people of Colorado Springs who are working to rebuild their dreams. The two entities of Dream Centers are the Women's Clinic and Mary's Home. Mary's Home is a long-term, educationally-focused, in-depth program for single mother families working to exit homelessness permanently.

### **Position Purpose & Overview**

The residential community at Mary's Home depends on a reliable Family Support Team to help them meet various needs that are hard to achieve on their own. The primary role of the Family Support Team Member is to love and support the resident families however is needed each week. This role may include giving rides to the resident families, becoming a coach or tutor, occasionally helping with childcare, and communicating anything that seems concerning regarding the resident families to the Family Support Coaching Specialist or the Family Support Volunteer Coordinator. When stepping into a life coaching role, you especially have the rich opportunity to come alongside the resident mothers in the form of offering guidance, encouragement, and helping them take meaningful steps towards their future goals. Being a Family Support Team member is an amazing way to directly care for the various needs of the resident families and make a positive impact on their lives. This role may require some use of creativity and taking initiative to make your shift-time meaningful.

### **Responsibilities**

- Be perceptive and care for the needs of the residents
- Be able to use creativity and take initiative to make your shift-time meaningful
- Partner with the Family Support Coaching Specialist in coming alongside of and guiding the resident families (examples of coaching areas include college/career preparation including GED, tutoring in a specific subject, food and nutrition, house management and organization, and emotional health)
- When coaching, consistently establish a one on one relationship in hour-long sessions, to build trust, listen to their needs and desires, and potentially pray for the individual
- Understand the client's present situation and seek to guide her into a more desirable future
- Establish realistic future goals and specific steps, while keeping it client led
- When assisting with childcare, be present and offer nurturing care and support for every child
- When assisting with transportation, use that time to connect and establish relationships with the residents
- Communicate with and work under the leadership of the Family Support Volunteer Coordinator as needed, especially when concerns arise

### **Requirements and Qualifications**

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- Follower/disciple of Jesus Christ and committed to personal spiritual growth, in agreement with the Nicene Creed
- High commitment of confidentiality while working with the families, volunteers, and staff
- Strong interpersonal, empathy, and conflict management skills required
- Have experience in life coaching, mentorship, discipleship, or spiritual direction
- Has received training or is in the process of receiving training in trauma-informed care
- Be able to give your undivided attention and care to the resident mothers you are with
- Be a welcoming/professional presence to resident families, volunteers, staff, executive team, etc.
- Hold necessary boundaries with volunteers and non-staff members who request assistance

**Time Commitment**

4 hours/week

**Physical Requirements:**

<b>Working Environment</b>	Seldom	Occasional	Frequent
Cold (50° F or less)	X		
Heat (90° F or more)	X		
Gases/Fumes/Dust	X		
Heights	X		
Noise		X	
Climbing (Stairs/Ladders)		X	
Driving			X
Standing		X	
Sitting			X
Walking			X
Bending		X	
Work with Others			X
Working Alone		X	
Crawling or Kneeling	X		
Repetitive Movements		X	
<b>Office Machines</b>			
Telephone	X		
Fax	X		
Calculator	X		
Computer/Mouse/Printer			X
Copier		X	
Dictaphone	X		
Scanner		X	
<b>Moving Heavy Items</b>			
Lifting/Lowering	X		
Pushing	X		
Reaching Over Shoulder	X		
Reaching Forward	X		
Carrying	X		
<b>Other Requirements</b>			
Visual Acuity: Near			X
Visual Acuity: Far			X
Color Discrimination			X
Hearing			X
Speech			X
Manual Dexterity			X
Eye-Hand Coordination			X

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