DREAM CENTERS
MARY'S HOME

3657 Michigan Ave • Colorado Springs CO • 80910 • 719.301.5411

MARY'S HOME FAMILY SUPPORT VOLUNTEER COORDINATOR POSITION DESCRIPTION

Title: Family Support Volunteer Coordinator

Accountable To: Associate Program Director

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 Family Support Volunteer Coordinator position primarily is to lead the Family Support Team in caring for the resident families in conjunction with the Family Advocates. This role is managerial, as the Family Support Volunteer Coordinator manages a few sub-team leads who are in charge of various responsibilities. In cooperation with the Family Advocates, the Family Support Volunteer Coordinator carries out or delegates tasks and responsibilities for the Family Support Team members to fulfill to help the resident families achieve their goals. The main tasks that the Family Support Volunteer Coordinator oversees include providing transportation, spiritual encouragement, tutoring/coaching, helping with events, and emergency child watch during classes. By directly partnering with the Family Advocates, the Family Support Team has great influence to help resident families reach their goals and they need a strong leader at the helm.

Responsibilities

- Meet with any new Family Support team members to orient them to the team and determine their best place of service within the team
- Be perceptive and care for the needs of the Family Support Team members, especially sub-team leads
- When a sub-team lead needs to step down, the Family Support Volunteer Coordinator will take over that role temporarily and possibly help recruit or train up a new sub-team lead
- Maintain a weekly schedule of all activities, shifts, and appointments for the Family Support team
- Inform staff of any and all inputs and changes to the shift schedule
- Partner with the Family Advocates to help meet the needs and goals of the resident families
- Be willing and able to step in to aid Family Advocates and resident families in times of difficulty through offering spiritual encouragement, tutoring/coaching, and emergency child watch assistance
- Receive identified needs for support from the Family Advocates, regarding transportation and helping with activities, and then help coordinate details and volunteers for that support
- Communicate bi-weekly with Family Advocates
- Coordinate rides for families based on Google Form submissions
- Manage a high level of access to the staff and to privy information, exercising the highest level of confidentiality
- Practice excellent self-care and boundary making
- Be able to delegate tasks and responsibilities to various members of the Family Support Team
- Plan and facilitate a Family Support Team meeting at least quarterly

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- Meet weekly or biweekly with the Associate Program Director to cover all information and concerns needing attention for the Family Support Team
- Use Google Voice phone number to communicate with the Family Support Team Members, residents, and staff to help maintain good boundaries
- Communicate needs to the Associate Program Director via email or phone, if time sensitive

Requirements and Qualifications

- 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
- Have experience and skills in managing people
- Has received training or is in the process of receiving training in trauma-informed care
- Be proficient with email and Google Calendar
- Be a welcoming/professional presence to resident families, volunteers, staff, executive team, etc.
- Hold necessary boundaries with volunteers and residents
- Willing to make at least a 1-year commitment to the role

Time Commitment

10 to 15 hours a week

Physical Requirements:

Working Environment	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	
Office Machines			
Telephone	X		
Fax	X		
Calculator	X		
Computer/Mouse/Printer			X
Copier		X	
Dictaphone	X		
Scanner		X	
Moving Heavy Items			
Lifting/Lowering	X		
Pushing	X		
Reaching Over Shoulder	X		
Reaching Forward	X		
Carrying	X		
Other Requirements			
Visual Acuity: Near			X
Visual Acuity: Far			X
Color Discrimination			X

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Hearing			X
Speech			X
Manual Dexterity			X