

## VOLUNTEER ROLES AND PROGRAMS OFFERED

Catholic Charities serving Larimer County offers several diverse volunteer opportunities to fit a variety of schedules, interests, and lifestyle needs. Each role works with different staff members and has a unique set of expectations and requirements. Timing will vary depending on the volunteer program you are interested in. Some roles require more in-depth training and onboarding, as well as a more stringent regular time commitment. Some opportunities are client-facing, while others are more behind the scenes. This section will outline the opportunities we currently offer and the detailed description of each. These roles are subject to change as the needs of the agency change.

### Catholic Charities serving Larimer County Volunteer Opportunities

- Front Desk/Client Services Volunteers
- Gustav Swanson Natural Area Adopters
- Holiday and Special Event Volunteers

### Samaritan House Fort Collins Volunteer Opportunities

#### *Kitchen Volunteers*

- Meal Prep
- Chef's Assistants

#### *Shelter Volunteers*

- Launderers

#### *Program Volunteers*

- In-House Service and Skills-Based Volunteers
- Kids' After School Time (KAST)

### Marisol Family Volunteer Opportunities

- Family Service Volunteers
- Data Entry Volunteers
- Donation Sorters

## **ROLE: FRONT DESK/CLIENT SERVICES VOLUNTEER**

Front Desk/Client Services Volunteers work directly with the Client Services Coordinator at the Catholic Charities serving Larimer County regional office. Once onboarded, volunteers will shadow the Client Services Coordinator and learn specific job duties from them. In the instance that the Client Services Coordinator is absent, Front Desk/Client Services Volunteers may be asked to run the front desk alone.

### **Objective**

To provide a welcoming presence to all who visit Catholic Charities serving Larimer County, including but not limited to clients, staff, volunteers, and donors. A warm welcome may include in-person interactions or correspondence over the phone. Volunteers will interact with people from a variety of backgrounds and experiences and should approach people with a compassionate and understanding manner.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Be open to direct client interaction for questions, referrals, and more
- Answer calls and transfer as needed using agency phone system
- Accept donations and complete the required Gift-in-Kind receipts
- Field walk-in questions and use electronic doorbell to let clients in as needed
- Complete Utility Assistance applications for clients inquiring via phone call
- Maintain cleanliness and organization of lobby area

### **Requirements**

- Background check
- Safe Environment Training

## **ROLE: GUSTAV SWANSON NATURAL AREA ADOPTERS**

Natural Area Adopters work directly with Volunteer Coordinator at Gustav Swanson Natural Area. Catholic Charities serving Larimer County is the official "Adopter" of Gustav Swanson through City of Fort Collins Natural Areas. Gustav Swanson is 0.3 miles South of our regional office. Historically, Gustav Swanson has not been an "adoptable" natural area due to the stigma and potential hazards of the area. Located between two of the largest shelters for people experiencing homelessness in Fort Collins, adopters may encounter transient camps, unsheltered people experiencing homelessness, and hazardous items such as sharps.

### **Objective**

Practice stewardship for our natural home and engage in "Care for God's Creation," the 7<sup>th</sup> Catholic Social Teaching. Extend Jesus' healing ministry to people experiencing homelessness and our impoverished sisters and brothers through trash clean up and trail maintenance.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual when applicable
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Use trash grabbers, buckets, and trash bags to collect waste
- Notify Volunteer Coordinator/Lead Adopter of graffiti, transient camps, sharps, or other hazardous materials
- Follow all safety guidelines set by City of Fort Collins Natural Areas and Catholic Charities serving Larimer County

### **Requirements**

- City of Fort Collins Natural Areas Safety Video
- Natural Areas Volunteer Acknowledgement and Release Form

## **ROLE: HOLIDAY AND SPECIAL EVENT VOLUNTEERS**

Holiday and Special Event Volunteers play a unique role at Catholic Charities serving Larimer County and especially Samaritan House Fort Collins. We may have volunteers who help serve holiday meals, share holiday traditions, deliver meals, sing carols, work on one-time projects and more.

### **Objective**

To provide one-time or short-term support to enhance the experience of guests staying at Samaritan House Fort Collins and housed clients who are experiencing poverty. Many of our clients don't have the opportunity to celebrate holidays how they may prefer, and we strive to ease the burden of day-to-day life.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Be open to direct client interaction in most cases
- Follow all other guidelines set by your Volunteer Coordinator, including but not limited to safety, hygiene, confidentiality, etc.

### **Requirements**

- Requirements will be dependent on the extent of the specific role you are placed in. You could be asked to complete a background check or Safe Environment Training if needed.

## **ROLE: DINNER SERVERS AND MEAL PREPPERS**

Chef's Assistants work directly with kitchen staff at Samaritan House Fort Collins. Kitchen staff oversees all dinner operations and volunteers report to kitchen staff. Together, staff and volunteers prep, serve, and clean up dinner for shelter guests experiencing homelessness. Volunteers will receive kitchen training on their first day.

### **Objective**

Help staff feed the poor and those in need in a shelter capacity in sharing your time and cooking talents in a kitchen setting.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual when applicable
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Be open to direct client interaction when serving meals
- Follow kitchen staff direction regarding meal plans, portion sizing, cleanliness, and more
- Follow all kitchen safety and hygiene guidelines, including using gloves appropriately, wearing closed toed shoes, tying back long hair, and wearing comfortable, appropriate clothing

### **Requirements**

- Must be 13+ with a parent or guardian. Must be 16+ with parent or guardian permission
- Weekly commitment required for Meal Preppers

## ROLE: LAUNDERERS

Launderers work at Samaritan House Fort Collins in a client-facing environment. Shelter staff is available for laundry oversight and direction. Launderers' first task is to wash, dry, and fold linens for guests staying at Samaritan House Fort Collins, and may be asked to complete other tasks as needed, including but not limited to assisting with shelter sanitation and organizing gift-in-kind donations (clothing, toiletries, etc.). Laundry facilities are in the shelter. Job-specific training will be given on your first day.

### Objective

Maintain a clean, safe, and hygienic environment for guests experiencing homelessness at Samaritan House Fort Collins. Promote human dignity through committing to keep linens and laundry areas clean for guests and staff alike.

### Duties and Responsibilities

- Model all client care principles described in our Mission section of the Volunteer Manual when applicable
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Be open to direct client interaction in a shelter setting
- Fold and organize linens and donations according to shelter standards
- Follow shelter staff direction when needed
- Follow all safety and hygiene guidelines, including lifting and bending in a safe manner, wearing closed toed shoes, tying back long hair, and wearing comfortable, appropriate clothing

### Requirements

- Background check
- Safe Environment Training
- Must be able to move and lift 30lbs and stand for prolonged periods of time

## **ROLE: IN-HOUSE SERVICE AND SKILLS-BASED VOLUNTEERS**

Skills-Based Volunteers play a unique role at Catholic Charities serving Larimer County and especially Samaritan House Fort Collins. Volunteers may serve in a variety of ways, including providing legal services, counseling, addiction support, budgeting classes, writing or art workshops, bible studies, and more. Many skills-based volunteers have existing interests, certifications, or experience in their area of service.

### **Objective**

To provide ongoing support to enhance the experience of guests staying at Samaritan House Fort Collins and housed clients who are experiencing poverty. Many of our clients are seeking support but lack resources to attend classes or workshops that would help to eliminate housing barriers.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Be open to direct client interaction in most cases
- Follow all other guidelines set by your Volunteer Coordinator, including but not limited to safety, hygiene, confidentiality, etc.

### **Requirements**

- Requirements will be dependent on the extent of the specific role you will play. You could be asked to complete a background check or Safe Environment Training if needed.
- You will be asked to attend a panel interview to share about yourself as part of our vetting process.

## **ROLE: KIDS' AFTER SCHOOL TIME (KAST) VOLUNTEERS**

KAST Volunteers work at Samaritan House Fort Collins in a client-facing environment. Volunteers report to Case-Management Team, and shelter staff is available for day-of needs. They will interact with children in a shelter setting ages 0-18. Children who are on campus are expected to attend, and volunteers are expected to stay at least 45 minutes from the start time, even if no children arrive, in which case, volunteers should work on planning activities for future weeks or work on training materials.

### **Objective**

Maintain a safe, uplifting environment for children experiencing homelessness ages 0-18. Volunteers may interact with children from a variety of backgrounds and learning abilities.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Be open to direct client interaction in a shelter setting
- Notify Volunteer Coordinator, Case Management Team, or Shelter Team in the case of alarming behavior or when you suspect a child is in danger
- Follow all safety and hygiene guidelines, including lifting and bending in a safe manner, wearing closed toed shoes, tying back long hair, and wearing comfortable, appropriate clothing

### **Requirements**

- Background check (only for volunteers 18+)
- Safe Environment Training (only for volunteers 18+)
- Must be 16+ with parental approval



## **ROLE: MARISOL FAMILY – FAMILY SERVICE VOLUNTEERS AND DONATION VOLUNTEERS**

Marisol Family is a parish-based ministry that provides material assistance and referrals to expectant moms and families with young children. Volunteers interact with clients in a one-on-one environment.

### **Objective**

To provide unbiased material, emotional, and spiritual support to persons of various backgrounds and experiences, in a compassionate and understanding manner, with the desire to serve and learn from those different than oneself.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Be open to direct client interaction for material service
- Accept donations from public donors and complete the required Gift-in-Kind receipts
- Sort clothing and other miscellaneous donations into their designated bins
- Offer and assist with community referrals to clients when they have additional needs
- Collect and enter client demographics and visit information into our database
- Maintain cleanliness and organization at site

### **Requirements**

- Background check
- Safe Environment Training
- Monthly Commitment

## **ROLE: MARISOL FAMILY – DATA ENTRY VOLUNTEERS**

Marisol Family is a parish-based ministry that provides material assistance and referrals to expectant moms and families with young children. Volunteers interact with clients in a one-on-one environment.

### **Objective**

To provide data entry support for Marisol Family. In specific cases, volunteers may be allowed to complete data entry volunteering remotely. There would need to be a written release from Catholic Charities staff stating that volunteers have been cleared to bring files off-site for the purpose of data entry.

### **Duties and Responsibilities**

- Model all client care principles described in our Mission section of the Volunteer Manual
- Cultivate and maintain a respectful environment for all, centered around respect, teamwork, and open communication
- Collect and enter client demographics and visit information into our database
- Maintain cleanliness and organization at site

### **Requirements**

- Background check
- Safe Environment Training
- Monthly Commitment