



First Step, Inc. Volunteer Position Description

Position Title: Front Desk Volunteer-Admin

Purpose: This position serves as the receptionist for First Step, Inc. for the administrative office. The Front Desk Volunteer supports the organization's mission of promoting safe and healthy communities free from violence through outreach, education, and supportive services, and also represents the organization to the public who visit or contact the main office on days assigned between Monday-Friday 8am-5pm.

Location: The Front Desk Volunteer works in the public reception area of the organization's main office at 624 Indiana Ave, Suite 304, Wichita Falls, TX

Key Responsibilities:

- ❖ The Front Desk Receptionist answers the main phone line and directs calls
- ❖ Assists victims on hotline calls while using appropriate paperwork
- ❖ Greets guests and directs them to appropriate channels
- ❖ Provides referral information for callers and/or walk-ins
- ❖ Records donations brought up to admin
- ❖ Relieve staff for lunch
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Executive Director, Program Director, and Program Coordinator

Time Commitment: Flexible. First Step, Inc. will work with your schedule

Qualifications: Basic computer knowledge. Must be: courteous, dependable, organized, and punctual. Must be able to stay calm and focused during a critical situation.

Support: Orientation and training for this position will be provided by the Program Coordinator. In addition, all office staff will be available for questions and assistance.

Dress Code: Business Casual



First Step, Inc. Volunteer Position Description

Position Title: Office Volunteer-Shelter

Purpose: This position serves as the receptionist for First Step, Inc. for the shelter. The Office Volunteer supports the organization's mission of promoting safe and healthy communities free from violence through outreach, education, and supportive services, and also represents the organization to callers or approved visitors who contact the shelter.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Shadows Shelter staff
- ❖ Office Receptionist answers the main phone line and takes messages as needed
- ❖ Assists victims on hotline calls while using appropriate paperwork
- ❖ Answers questions about the shelter that are deemed suitable to discuss
- ❖ Provides referral information for callers
- ❖ Conduct intakes with new clients
- ❖ Assists clients with questions or needs
- ❖ Records donations brought to the shelter
- ❖ Relieve staff for lunch
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Shelter Manager, Resident Advocate, Survivor Specialist, and Program Coordinator

Time Commitment: Flexible. First Step, Inc. will work with your schedule. **needed more on the 2nd shift during the week and 1st shift during the weekends.

Qualifications: Must be able to stay calm and focused during a critical situation. Basic knowledge of computer and Microsoft Word. Must be: courteous, dependable, organized, and punctual.

Support: Orientation for this position will be provided by the Program Coordinator. You will be required to shadow a shelter staff member to complete training. In addition, all shelter staff will be available for questions and assistance.

Dress Code: Business Casual. Closed-Toe Shoes recommended.



First Step, Inc. Volunteer Position Description

Position Title: Event Volunteer

Purpose: The Event Volunteer is responsible for helping First Step, Inc. staff with the details and duties of events and training throughout the year. The Event Volunteer supports the organization's mission of promoting safe and healthy communities free from violence through outreach, education, and supportive services.

Location: First Step, Inc. Admin Office 624 Indiana Ave, Suite 304, Wichita Falls, TX . as well as Event Locations.

Key Responsibilities:

- ❖ Collaborates with Program Coordinator of event
- ❖ Promote event through press releases and interviews to local media outlets
- ❖ Assist with marketing material (i.e. rack cards, flyers, etc.)
- ❖ Maintain registration forms (if applicable)
- ❖ Assists Program Coordinator with program information (if applicable)
- ❖ Answers questions about the event
- ❖ Orders and prepares refreshments (if applicable)
- ❖ Helps set up and break down before and after event
- ❖ Ensures proper accolades and "Thank-You's" are prepared and sent
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Program Director, Program Coordinator

Time Commitment: Office Hours; Monday-Friday, 8:00am- 5:00pm, as well as evenings when events take place

Qualifications: Intermediate knowledge of computer skills and Microsoft Word. Must be: courteous, dependable, organized, and punctual.

Support: The Program Coordinator will work closely to ensure all duties and details are assigned.

Dress Code: Can range from informal to formal wear.



First Step, Inc. Volunteer Position Description

Position Title: Children's Program Volunteer

Purpose: The Children's Program Volunteer is responsible for helping First Step, Inc. with the established children's program.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Collaborates with student/interns running the program (if applicable)
- ❖ Conducts age-appropriate activities during designated group times with children, with a focus on self-esteem, feelings, positivity, etc.
- ❖ Hands out and collects group assessment forms from group participants
- ❖ Reports to parents if requested
- ❖ Provide activities outside of children's group (i.e., on weekends)
- ❖ Assists in securing resources for children (for example, community activities, Parent(s) Day out programs, etc.)
- ❖ Type up and hand in case notes and individual daily logs
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Shelter Staff, Program Coordinator

Time Commitment: Flexible. First Step will work with scheduling. Needed once a week (Thursdays 6:45pm- 8pm)

Qualifications: Basic knowledge of computer and Microsoft Word. Must be: courteous, dependable, organized, and punctual. Must be able to stay calm and focused during a critical situation.

Support: Orientation will be provided by the Program Coordinator. Training will be provided by a shelter staff member and/or the facilitator of the group if applicable.

Dress Code: Casual to Business Casual.



First Step, Inc. Volunteer Position Description

Position Title: Graphic Design Volunteer

Purpose: The Graphic Design Assistant provides First Step, Inc. employees with company website as well as marketing materials.

Location: First Step, Inc. Admin Office 624 Indiana Ave, Suite 304, Wichita Falls, TX

Key Responsibilities:

- ❖ Assists First Step, Inc. staff with updating company website, including graphics, layout, and formatting
- ❖ Provides assistance with various promotional materials, such as flyers, programs, and brochures
- ❖ Meets with Program Coordinator on designated days

Responsible to: Program Coordinator

Time Commitment: as needed

Qualifications: Must have advanced knowledge of computers, Marketing students are recommended

Support: Orientation will be provided by the Program Coordinator

Dress Code: Business casual



First Step, Inc. Volunteer Position Description

Position Title: Professional Graphic Design Volunteer

Purpose: The Graphic Design Assistant provides First Step, Inc. employees with company website as well as marketing materials.

Location: First Step, Inc. Admin Office 624 Indiana Ave, Suite 304, Wichita Falls, TX

Key Responsibilities:

- ❖ Meets with Program Coordinator to determine the scope of a project
- ❖ Use digital illustration, photo editing software, to create designs
- ❖ Create visual elements such as logos, original images, and illustrations that help deliver a desired message
- ❖ Design layouts and select colors, images, and typefaces to use
- ❖ Present design concepts to Program Coordinator
- ❖ Incorporate changes recommended by Program Director or Program Coordinator into final designs
- ❖ Review designs for errors before printing or publishing them
- ❖ Provides assistance with various promotional materials, such as flyers, programs, and brochures
- ❖ Meets with Program Coordinator on designated days

Responsible to: Program Coordinator and Program Director

Time Commitment: as needed

Qualifications: Must have a bachelor's degree in graphic design or a related field. Analytical skills, artistic ability, effective communication skills, computer skills, creativity, and time-management skills.

Support: Orientation will be provided by the Program Coordinator

Dress Code: Business casual



First Step, Inc. Volunteer Position Description

Position Title: Sexual Assault Advocacy Team

Purpose: The Sexual Assault Advocacy Team is for volunteers who are interested in sexual assault hospital advocacy. These volunteers have been educated on how to advocate for and accompany victims who have been sexually assaulted.

Location: United Regional Medical Center

Key Responsibilities:

- ❖ Advocates for sexual assault victim
- ❖ Actively listens to victim's story and records relevant information (to be handed in to admin office during business hours)
- ❖ Establishes trusting relationship with victim
- ❖ Provides empathy and caring during victim's time at the hospital
- ❖ Accompanies victim to the SANE exam room (if applicable)
- ❖ Provides First Step, Inc. information as well as pertinent information to the client (e.g. rack cards, brochures about sexual assault and victim's rights, etc.)
- ❖ Stays with victim until victim is discharged
- ❖ Attends required trainings to stay abreast of new information
- ❖ Responsible for keeping up with hours and recording them on volunteer timesheet

Responsible to: Program Coordinator and Professional Trainer

Time Commitment: First Step, Inc. staff members are on call during business hours. We prefer those with availability for 4pm-8am on weekdays (not required to work this entire span of time) and those with availability on weekends; however, we will work with your availability.

Qualifications: First Step, Inc. needs volunteers who are empathetic, good/active listeners, and warm, perform well in crisis situations, and who will be dedicated to helping victims. Must be able to stay calm and focused during a critical situation.

Support: Orientation will be provided by the Program Coordinator. Training will be provided by the Professional Trainer.

Dress Code: Casual.



First Step, Inc. Volunteer Position Description

Position Title: Intern/Practicum Counseling Student

Purpose: This volunteer position is for Master's level Counseling, Psychology, and Social Work students who are in need of a field site for training hours.

Location: First Step Shelter-Undisclosed,

Key Responsibilities:

- ❖ Provides counseling services, free of charge, to eligible current and new clients
- ❖ Facilitate either adult support group, parenting class or children's group
- ❖ Conduct intakes for each new client or returning client seen
- ❖ Coordinates with other intern/practicum students as needed
- ❖ Responsible for keeping up with hours and recording them on volunteer timesheet
- ❖ Meets with Program Coordinator at designated times
- ❖ Meets with Survivor Specialist at designated times

Responsible to: Program Coordinator ,Survivor Specialist, and Shelter Manager

Time Commitment: First Step, Inc. will work with your schedule

Qualifications: Currently in Master's program for counseling, psychology, and social work or graduate of Master's program seeking internship for licensure hours. Must be able to stay calm and focused during a critical situation.

Support: Orientation will be provided by the Program Coordinator. Your on-site supervision and training will be provided by the Survivor Specialist

Dress Code: Business Casual to Business Formal



First Step, Inc. Volunteer Position Description

Position Title: Volunteer Cook

Purpose: The Volunteer Cook is responsible for preparing a nutritious meal for the clients who are temporarily at the shelter. At times demonstrating life skills may be acceptable/required.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Coordinate all meals through Shelter Manager
- ❖ Be consistent and dependable when preparing meals.
- ❖ Keep the Shelter Manager informed regarding your availability
- ❖ Provide Shelter Staff with as much notice as possible when cancelling a shift
- ❖ Maintain confidentiality regarding client information
- ❖ Immediately report incidences, accidents or concerns to the Program Coordinator and shelter
- ❖ Inform the Program Coordinator of any changes in address or phone number

Responsible to: Shelter Manager, Program Coordinator, Shelter Staff

Time Commitment: There is no minimum time requirement, however volunteers are asked to keep the Shelter Manager and Program Coordinator updated of their availability. Evenings and Weekends work best for this position.

Qualifications: Valid ID , Social Security Card, and Food Handlers card. Must be able to stay calm and focused during a critical situation.

Screening: Volunteers will complete an application, pass a background check, and sit in a personal interview.

Support: Orientation will be provided by the Program Coordinator. Additional training will be provided by a shelter staff member and/or the facilitator of the staff if applicable.

Dress Code: Casual dress, closed toe shoes are required.



First Step, Inc. Volunteer Position Description

Position Title: Volunteer Cleaner

Purpose: The Volunteer Cleaner is responsible for assisting shelter staff in making sure the clients have a clean place to live as well as prepare meals.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Be punctual and dependable in assisting the shelter with weekly deep cleaning
- ❖ Keep the Shelter Manager informed regarding your availability
- ❖ Provide Shelter Staff with as much notice as possible when cancelling a shift
- ❖ Maintain confidentiality regarding client information
- ❖ Immediately report incidences, accidents or concerns to the Program Coordinator or Shelter Manager
- ❖ Inform the Program Coordinator and Shelter Manager of any changes in address or phone number
- ❖ May be required to share life skills with clients at their request

Responsible to: Shelter Manager, Program Coordinator

Time Commitment: There is no minimum time requirement, however volunteers are asked to keep the Shelter Manager and Program Coordinator updated of their availability.

Qualifications: No health conditions that may impair ability to perform deep cleaning.(vision, hearing, perception, reflexes, certain medications, etc.) Must be able to lift 25 pounds. Volunteers must also be kind and compassionate. Must be able to stay calm and focused during a critical situation.

Screening: Volunteers will complete an application, pass a background check and sit in a personal interview with the Shelter Manager and Program Coordinator.

Support: Orientation will be provided by the Program Coordinator. Additional training may be provided by a shelter staff member if applicable.

Dress Code: Casual dress and closed toe shoes are required.



First Step, Inc. Volunteer Position Description

Position Title: Volunteer Driver

Purpose: The Volunteer Driver is responsible for driving clients and their children to and from appointments and school in a safe and timely manner.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Coordinate all trips through Shelter Staff
- ❖ Be punctual and dependable in picking up the client at the scheduled time.
- ❖ Keep the Shelter Staff informed regarding your availability
- ❖ Provide Shelter Staff with as much notice as possible when cancelling a shift
- ❖ Maintain confidentiality regarding client information
- ❖ Immediately report incidences, accidents or concerns to the Program Coordinator
- ❖ Inform the Program Coordinator of any changes in address or phone number

Responsible to: Shelter Staff, Program Coordinator

Time Commitment: There is no minimum time requirement, however volunteers are asked to keep the Shelter staff and Program Coordinator updated of their availability.

Qualifications: Valid driver's license and safe driving record. A minimum liability insurance policy with minimum personal injury coverage. No health conditions that may impair ability to drive safely (vision, hearing, perception, reflexes, certain medications, etc.) Must be able to stay calm and focused during a critical situation.

Screening: The position of Volunteer Driver requires a rigorous level of screening that corresponds to the risk associated with volunteers who work unsupervised and transport passengers. Volunteers will complete an application, sit in a personal interview, pass a background check, provide an insurance declaration page and valid driver's license for copy purposes.

Support: Orientation will be provided by the Program Coordinator. Training will be provided by a shelter staff member and/or the facilitator of the group if applicable.

Dress Code: Casual to Business Casual.



First Step, Inc. Volunteer Driver Policy (1 of 2)

Specific Qualifications:

- ❖ To protect the safety of passengers
- ❖ Driver should be at least 21 years of age
- ❖ Be able to operate the assigned equipment
- ❖ Not have a history of crimes against a person
- ❖ Be able to physically carry out the position functions as listed in the position description
- ❖ Not abuse alcohol, drugs and/or medication
- ❖ Driving record with no more than one offense. DUI's and negligent driving will not be allowed.
- ❖ Valid driver's license

Driver Conduct

1. All volunteer drivers will act in a professional manner at all times.
2. Reports of staff or volunteer driver misconduct will be the cause for disciplinary action up to removal of the staff or volunteer driver involved. The Coordinator may be required to report incidents to the state or federal funding agencies.
3. If First Step, Inc. receives complaints regarding any volunteer driver, and it is determined that the volunteer driver is not performing the service safely, reliably or responsibly and the corrective action has not resulted in improved performance, the Coordinator will remove the volunteer driver.
4. Volunteers shall perform the minimum levels of service:

A volunteer driver shall not:

- a. Make sexually explicit comments, or solicit sexual favors, or engage in sexual activity;
- b. Solicit or accept controlled substances, alcohol or medications from riders;
- c. Solicit or accept money from riders;
- d. Use alcohol, narcotics or controlled substances, or be under the influence, while on duty. Prescribed medication can be used by a driver as long as his/her duties can still be performed in a safe manner.
- e. Smoke in the vehicle or near the vehicle. This rule applies to clients and client's escorts.
- f. Wear any type of headphones while on duty excluding hands-free wireless cell phone.
- g. Be responsible for passenger's personal items.

A volunteer driver shall:

- a. As appropriate to the needs of the rider, exit the vehicle to open and close doors when passenger enter or exit vehicle and provide door to door service.
- b. Properly identify self to riders.
- c. Assist passengers to their seats, including seat belts, when necessary if the client can't help themselves.
- d. Confirm that all clients have their seatbelts and car seats are all properly secured before leaving an area.
- e. Provide appropriate level of assistance to passengers, when requested, or when necessary by a passenger's condition;
- f. Provide support and direction to passenger's.
- g. Be clean and maintain a neat appearance.
- h. Be polite and courteous to riders; riders shall be treated with respect
- i. Respect passenger's right to confidentiality.



First Step, Inc. Volunteer Driver Policy (2 of 2)

Vehicle Accident and Passenger Accidents

1. First Step Inc. defines an accident as any incident in which a transit vehicle comes in contact with any vehicle, object or person regardless of whether or not damage and injury resulted from the contact. Further, any incident inside the transit vehicle involving injury or possible injury to a passenger or pedestrian.
2. All accidents must be reported immediately to Program Coordinator. Immediately following any traffic or passenger/pedestrian accident or life threatening situation, resulting in property damage or injury or possible injury, the driver will immediately notify the Program Coordinator.
3. All incidents meeting the definition of an Accident must be documented on the Trip Sheet and the Unusual Occurrence/Incident Form.
4. In the event of physical damage to the vehicle, the driver will also request a maintenance review of vehicle to determine the safety and readiness of vehicle to return to service.
5. Volunteer drivers should refrain from discussions with insurance providers or other parties to any accident and instead refer any inquiries to the Program Coordinator.
6. Immediately following a serious accident or in the event of a fire or potential fire;
 - a. Turn off engine and turn on 4-way flashers.
 - b. Do not move vehicle from the accident scene unless directed to by investigating law enforcement officials or Program Coordinator. Exceptions to this statement include non-disabling accidents on the highway or other potentially dangerous situations.
 - c. If there is a potential for fire, direct and escort passengers off the van and to a safe location.
 - d. Set up reflective triangles.
 - e. Contact the Program Coordinator and inform them of the situation and request any assistance.
 - f. Begin securing names, address and phone numbers of all parties involved, including your passengers.
 - g. **REMEMBER THE DRIVER'S NUMBER ONE PRIORITY IS THE SAFETY OF THE PASSENGERS.**
7. Failure to report any accident or any attempt to conceal or misrepresent the facts of an accident, will result in disciplinary action up to and including termination of services.
8. Any volunteer driver who receives a transit-related court summons to appear to the police department, district attorney or court, relative to an accident while on duty, shall inform the Program Coordinator.
9. Drivers are prohibited from making any public statements regarding an accident. Drivers are to cooperate fully with the proper authorities at the scene of an accident but refer all other inquiries to the Program Coordinator.



First Step, Inc. Volunteer Position Description

Position Title: Sitter Volunteer

Purpose: The Sitter Volunteer is responsible for sitting with the clients children as they go on job interviews, housing appointments, doctors appointments, court, support group or any other activity that requires them to leave their children.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Collaborates with the parent/guardian of the child
- ❖ Conducts age-appropriate activities during the “sitting time”, with a focus on self-esteem, feelings, positivity, etc.
- ❖ Prepares meals, feeds, and/or prepares a bottle for infants.
- ❖ Reports to parents if requested/needed based upon the circumstance
- ❖ Provide activities outside unless told otherwise by the parent/guardian
- ❖ Type up and hand in case notes and individual daily logs
- ❖ Reports any unusual behavior or acts to the appropriate person on staff
- ❖ Respects the children and the parent/guardian boundaries
- ❖ Create a peaceful environment where the children are able to laugh and play.
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Shelter Manger, Shelter Staff, Program Coordinator

Time Commitment: Flexible. First Step will work with scheduling. Needed Monday-Friday (9:00 am- 5:00 pm)

Qualifications: Basic knowledge of computer and Microsoft Word. Must be: courteous, dependable, organized, and punctual. Must be able to stay calm and focused during a critical situation. CPR & First Aid are recommended.

Support: Orientation will be provided by the Program Coordinator. Training will be provided by a shelter staff member and/or the facilitator of the group if applicable.

Dress Code: Casual dress, closed toed shoes are required



First Step, Inc. Volunteer Position Description

Position Title: Lawn Care Volunteer

Purpose: The Lawn Care Volunteer is needed to come and mow the shelter during the Spring and Summer seasons.

Location: First Step Shelter; Undisclosed

Key Responsibilities:

- ❖ Maintain the upkeep of the Shelter's lawn maintenance
- ❖ Come prepared with all necessary tools needed to perform the tasks given
- ❖ Must maintain confidentiality
- ❖ Do not engage with clients

Responsible to: Shelter Manager, and Program Coordinator

Time Commitment: as needed

Qualifications: Must complete an application, pass a background check, and sit in a personal interview with the Shelter Manager and Program Coordinator. Also, the Lawn Care Volunteer must be courteous, dependable, organized, and punctual.

Support: Orientation will be provided by the Program Coordinator

Dress Code: Casual