**Program Support Volunteer**

*Location: Waterloo, Waverly, Mason City*

**Reports to:** Program Manager Varies

**Dates/ Hours Anticipated:** Varies, During Office Hours (M-F: 8-4:30)

**Job Summary:**

Program Support Volunteers will support FOF’s program department to support current and past clients need.

**What You Will Do:**

* Assist Housing Support Specialist (HSS) with organizing and uploading current and past client files
* Contact past clients to complete Housing Retention Surveys over the phone
* Assemble program paperwork packets and distribute to program staff
* Assist Housing Navigator and HSS with housing searches
* Research rent price reasonableness for future housing

**Requirements:**

* Exhibit a belief in non-violence and a willingness to advocate on behalf of populations affected by domestic violence, sexual assault, human trafficking, other violent crimes, and homelessness in a non-discriminating manner
* Respect the confidentiality of clients receiving services through Friends of the Family
* Maintain professionalism and develop familiarity with agency policy and procedures regarding crisis intervention to exercise good judgment in various situations
* Openness to perform other work assignments as requested
* Exemplify Friends of the Family Core Values of People First, Emotional Intelligence, Equity and Inclusion, Drive Change, and Grit
* Demonstrate support for Friends of the Family’s mission of providing safe shelter, confidential services, and housing assistance to individuals in crisis

**Qualifications:**

* Ability to work a minimum of one 3-hr. shift a week
* Ability to complete 20-hr Victim Counselor Training

**For more information or if interested, please email Madison Gaffney, Community Engagement Manager, at** [**madison@fofia.org**](mailto:madison@fofia.org) **with the subject line “Program Support Volunteer”.**