

## **Turning Point Volunteer Job Description**

Turning Point is a day resource center for persons who are homeless or have issues of impending homelessness. Turning Point provides services designed to reduce homelessness in a safe, confidential and supportive environment. Turning Point is run by the Wareham Area Committee for the Homeless, WACH, a 501(c)(3) non-profit, non-sectarian, volunteer, and community based organization. We serve the Buzzards Bay, Carver, Marion, Mattapoisett, Middleboro, Rochester and Wareham communities and our office is located in the Nazarene Church at 6 Rogers Avenue in Wareham.

The homeless community consists primarily of the “working poor” who cannot generate enough income to maintain a home, food, clothing, medical, personal needs or transportation. There are also those, who through misfortune, may have lost their jobs and can no longer sustain housing. They may be forced to live in their vehicles, in the woods, or stay at the Nights of Hospitality in the winter. Homelessness can also impact widowed, divorced, abused or abandoned women and men with children.

The WACH organization and Turning Point office is staffed entirely by volunteers with the exception of the Program Coordinator who receives a salary. The ideal candidate needs to be empathetic to the circumstances of the working poor and homeless and be able to convey that empathy to the community of people requesting our assistance. We are in a position to offer information and education about available resources, social service agencies, and possible housing options. Our office is staffed by volunteers Monday through Friday 9 am to 12 noon.

Some of the services we provide are:

- A resource center for local, state and federal aid
- Food and clothing referrals (Turning Point can provide food in a critical situation)
- Help with identification procurement
- Use of the phone and computer for housing, job and medical purposes
- A mailing address for homeless people
- Referrals to job placement and employment services
- Assistance in locating shelters
- Information on treatment programs
- Provide phone numbers, leads, information about any other agency or contacts
- Referrals to other departments at our affiliate, Father Bill's & MainSpring, such as the Tenancy Preservation Program and Veteran's Services

Below is a list of tasks, but not limited to, that volunteers will be asked to perform and desired skills:

- Conduct client intake interviews
- Answer phones and schedule appointments
- Look up previous files on return clients
- Make referrals to other agencies
- Provide emergency food, toiletries, and clothing
- Maintain client files and resource information
- Attend team meetings (approximately every 6 weeks)
- Support the Program Coordinator and other volunteers
- Honor the Confidentiality Agreement even when you are no longer a Turning Point volunteer
- Demonstrate client advocacy
- A working knowledge of MS Word, Excel and basic computer skills e.g. cut, copy, paste, folder manipulation, is a plus but not mandatory (willing to train)
- Be able to follow direction
- Maintain a courteous and professional manner at all times