



Job Description

Position Title - Volunteer “Ambassador”

Goal of the Position - To develop relationships with service provider organizations (SPOs) that can provide services to Kindness Initiative “Members,” and serve as the primary liaison between their assigned SPO and a “Member’s” assigned “Angel.”

Role - The “Ambassador’s” role is to support the Kindness Initiative staff and volunteers by developing a comprehensive understanding of the assigned SPO’s services and eligibility criteria, as well as facilitating access to decision-makers at their assigned SPO to assist when needed.

Responsibilities

- Complete application process, consisting of interview, background checks, and volunteer training.
- Maintaining an open line of communication with individuals at their assigned SPO who can facilitate access to services, including regular email and phone correspondence, as well as periodic in person meetings, as needed.
- Working with Volunteer “Angels” to address roadblocks to service at their assigned SPO
- Communicating any service or eligibility changes within the assigned SPO to Kindness Initiative staff and/or volunteers
- Cultivating a “valued partner” relationship with the assigned SPO
- Summarize and record each interaction, as appropriate
- Quarterly supervision/support groups with the Volunteer Coordinator.
- Maintain confidentiality of Members.

Qualifications

- Previous knowledge of specific SPOs that may assist Kindness Initiative Members (Preferred)
- Ability to work on projects in a timely manner, to minimize delays in service-provision
- Willingness to cultivate relationships within their assigned SPO
- Valid driver’s license and insurance.
- Completed background check and training.



Time Commitment - 3-5 hours/week per assigned "SPO"

- Communicating w/ Angels via email or phone
- Communicating w/ Kindness Initiative team-members via email or phone
- Updating Member file w/ summaries of all interactions with or about them
- Regular updating of files related to their assigned SPO

Supervision/Training

- Volunteers must participate in an orientation session, prior to starting their work as a volunteer
 - Learn about Kindness Initiative model
 - Understand role of Volunteer "Ambassador"
 - Sign confidentiality agreement, at conclusion of training
- Quarterly supervision/training groups provided by the Volunteer Coordinator.
- Individual meetings with KI staff, as necessary.
- If possible, attend regular meetings hosted by their assigned SPO, and become a known participant.