

# CANOPY CENTER

## Volunteer Position Description



Program	Admin		
Position Title	Family Support Volunteer		
Reports to	Marti Ager	Title	Associate Director

Type of Position	Location	Time Commitment
<input type="checkbox"/> Intern <input checked="" type="checkbox"/> Volunteer	On-site at the Canopy Center offices. 2445 Darwin Rd., Ste. 15, Madison	One regular 3-hour shift per week, scheduled according to availability and program needs. Minimum 4-month commitment

### AGENCY VISION AND MISSION

Our vision is to give every person an opportunity to have a voice in identifying and addressing their needs; and to provide social connections, to fully develop their sense of self and community.

Our mission is to help strengthen families and support children, teens, and adults impacted by trauma and adversity.

### POSITION SUMMARY

Volunteers in this position provide a warm, welcoming presence to make clients feel comfortable when they enter our office. When not providing child care, they are at the front desk, greeting clients and visitors as they arrive, connecting clients with the therapist they are scheduled to see, and answering and directing phone calls. Volunteers are available to assist with child care for a client or client's accompanying family members, allowing parents/caregivers to meet with Oasis staff one-on-one. Volunteers create a safe, fun environment for children (infants through 12-years-old) and offer the positive role modeling and extra attention that allows children to thrive.

### QUALIFICATIONS

#### Basic Requirements

- Must be at least 18 years old with a high school diploma or G.E.D.
- Complete a volunteer application, clear a background check, and attend a volunteer interview
- Go through training for the position, including HIPAA awareness training
- Ability to adhere to HIPAA confidentiality standards
- Ability to work with a diverse population
- Access to reliable transportation
- Warm, friendly demeanor and positive attitude

#### Preferred Knowledge and Skills

- Some understanding of education and child development
- Experience working with children and in high stress situations, including screaming and crying children
- Bilingual volunteers are strongly encouraged to apply

## **DUTIES**

### Client Services/Reception Duties

- Greet and direct office visitors
- Attend to concerns and requests of clients as needed
- Answer and direct phone calls
- Maintain the waiting area
- Other office projects as needed

### Child Care Duties

- Watch and interact with all children who come for child care during Oasis appointments
- Attend to needs of all children (infant through 12-years-old, some may have special/high needs)
- Attend to concerns and requests of parents as needed
- Keep child care area clean and organized, and sanitize toys, furniture, etc. after use

## **TO APPLY**

Visit the Volunteer page on our website, [www.canopycenter.org](http://www.canopycenter.org), and follow the link to our online volunteer application.

If you have questions, please reach out to our volunteer coordinator, Jim Nyenhuis, at [volunteercoordinator@canopycenter.org](mailto:volunteercoordinator@canopycenter.org) / (608) 729-1134