

*Metro
Davidson
of Family*



**Metro Office of
Family Safety**

*Nashville-
County Office
Safety*

Department Head, Diane Lance

OFS Hospitality Volunteer – Position Description

Position Title: Hospitality Volunteer

Department: Office of Family Safety (Jean Crowe Advocacy Center and/or Family Safety Center)

Reports to: Intern, Volunteer & Outreach Coordinator

Hours: Varies from 7:30 am – 6:00 pm

Location: Jean Crowe Advocacy Center (100 James Robertson Parkway, Nashville, TN 37201); Family Safety Center (610 Murfreesboro Pike, Nashville, TN 37210)

Summary of Role:

- Welcome and provide emotional support to victims of domestic violence
- Assist with the presentation and upkeep of a welcoming and supportive environment for survivors.
- Assist in administrative tasks

Essential Duties and Responsibilities:

- Greet all victims as they enter the building and give them a brief introduction to and explanation of our centers
- Escort victims to and from court and stay with them if asked to do so by an advocate (JCAC location only)
- Make conversation with victims, especially those who are scared or emotional
- Educate victims and their families on domestic violence, the cycle of violence, and the Power and Control Wheel
- Perform administrative tasks such as answering phones, stocking paper and supplies, etc.
- Assist in maintaining the cleanliness of the centers, particularly the client kitchen and lobby, in order to provide a trauma-informed environment for clients
- Put out breakfast, lunch, snacks, and other food items for clients; Ensure that the center food is available to clients throughout the day
- Assist with sorting and putting away/putting out donation items
- Other duties and projects as requested

*Potential opportunity for other projects/responsibilities at the discretion of the Resource Coordinator

Qualifications:

- Must be at least 18 years old
- Must pass a background check
- *In an effort to ensure our intern and staff body is as representative of our diverse clientele as possible, applicants from minority backgrounds, cultures, and/or with multilingual skills are particularly encouraged to apply.*

Support and Benefits Provided:

- Supervision, skill-building, mentorship, networking, and resume-building
- Metro ID badge
- Free parking off-site
- Ongoing training and guidance on OFS procedures
- Ongoing education and training on domestic violence and trauma
- Opportunities for other projects

To apply:

Please send a resume, cover letter, and completed application found on [our website](#) to Karen Hernandez at KarenJHernandez@jisnashville.gov.

Applicants with unresolved trauma in their past are encouraged to explore whether this opportunity is a good fit for them.

*Please note that we have various volunteer positions within the Office of Family Safety. Please visit <https://ofs.nashville.gov/get-involved/volunteer-opportunities/> for more information.