**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:** Assistant Director of Community Engagement

**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 Courtney Muller at Courtneyjmuller@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.