

## 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:** Resource 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 completed application, resume, and cover letter to Ellie Williams at [EllenTWilliams@jis.nashville.org](mailto:EllenTWilliams@jis.nashville.org) and Courtney Kolb at [CourtneyJKolb@jis.nashville.org](mailto:CourtneyJKolb@jis.nashville.org).

*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.