

VISION:

St. Croix County residents, when faced with financial crises, know how to get back on their feet and stay there.

MISSION:

To provide residents of St. Croix County with financial assistance, a place for support, and connections to resources to alleviate short-term economic crises.

PRINCIPLES & VALUES:

- Clients are treated with dignity, respect, and compassion.
- Confidentiality is maintained for all clients, donors, visitors, and staff.
- Services are provided to clients in an environment free of all forms of discrimination.
- Resources are carefully managed to realize the most good.
- Clients are serviced with speed and knowledge.

STRATEGIC FOCUS AREAS

- Enhance operational infrastructure with technology, policies, and practices to better serve St. Croix County.
- Expand access in the county by engaging Clients, Sponsors, Volunteers and Key Partners.
- Strive to offer the 'right' set of programs and services to support clients through economic crisis and beyond.



POSITION DESCRIPTION: VOLUNTEER, OPERATION HELP

Operation HELP (OH) is a 38 year-old nonprofit serving St. Croix County, Wisconsin residents with basic needs, and we are seeking volunteers. You will be an active and engaged advocate for OH, serving clients through challenging times in their lives.

1 Primary Duties:

- Provide a warm welcome to clients and other constituents visiting OH.
- Retrieve messages from the phone and/or computer and respond the same day.
- Respond to clients based on their needs, determining eligibility to apply for financial assistance (rent, utilities, car repair), receive vouchers (gas, laundry, Farmer's Market, Food Harvest, clothing) or other amenities in the office, i.e., toiletries, undergarments, diapers, emergency food, homeless bags, pet food, etc. while maintaining confidentiality at all times.
- Track, printing legibly, client information on intake, tally, visitor forms, journal, and client folder.
- Learn about and provide Client Resources list to clients for referrals to other services in St. Croix County.
- Possess basic computer and copy machine skills, and familiarize yourself with changes in office procedures.
- Check the mailbox daily and notify appropriate OH person(s) of donations as needed.
- Call next day's volunteers as a reminder they are on the schedule.

2 Qualifications:

- Ability to feel comfortable interacting, in person and on the phone, with clients of a diverse race, culture, age, sexual orientation or economic status in a compassionate, non-judgmental manner.
- Ability to multitask in a busy office setting.
- Ability to interact and work cohesively with a variety of volunteers of different skills, abilities and life experiences.

3 Commitment Expected:

- Volunteer a minimum of two, 3-hour shifts per month (M-F, 10 a.m. - 1 p.m. & Thur., 5 - 6:30 p.m.).
- Participate in a training session, which is included in the volunteer packet of information you will receive on your first visit to the office, and sign a confidentiality agreement.
- Shadow the volunteer coordinator or an experienced volunteer for one, 3-hour session as part of the orientation process.



4 Benefits:

- Opportunity to help individuals and families going through difficult times.
- Opportunity to be more engaged/involved by serving on committees and/or the Board of OH.
- Great way to get acquainted with other volunteers and programs in the community.
- Opportunity to get involved in other OH community-wide events, i.e., Christmas Program.

