



# Palmetto CAP Volunteer Job Descriptions

Please review the Volunteer Job Descriptions below to determine what you'd like to do. **You can do any combination of these duties and activities regardless of the position and we can also customize your volunteer duties to suit your strengths and interests!**

<b>Short Term Volunteer Positions</b>	
<b>Title &amp; Time Commitment</b>	<b>Duties and Responsibilities</b>
<b>Grocery Shopper (Short term)</b> <i>Time Commitment: 1 day per week, possibly 2. Hours flexible.</i>	<ul style="list-style-type: none"> <li>- Accompanies Emergency Food clients to the grocery store to provide guidance with selecting healthy, cost-efficient food items to be paid for via agency vouchers</li> <li>- Assists clients with delivery of bags to vehicle or other transportation</li> <li>- Assists in unloading donations from vehicles</li> </ul>
<b>Mentor (Youth)<sup>2</sup> (Short term)</b> <i>Time Commitment: Summers: 4 days per week from 9a.m.-12:00 p.m. or from 1 p.m.-2:30p.m. School year: 1 day per week (hours vary)</i>	<ul style="list-style-type: none"> <li>- Assist the Youth Education and Enrichment department with various projects and programs</li> <li>- Serve as staff support for academic tutoring and re-enforcement for youth ages 6-12</li> <li>- Facilitate workshops and discussions</li> <li>- Share knowledge and expertise</li> </ul>
<b>Youth Chaperone for Summer Camp (Short term)</b> <i>Time Commitment: Summers: Thursdays only 9:00-4:00</i>	<ul style="list-style-type: none"> <li>- Serve as chaperones and staff support on educational trips (drivers, food prep, etc.),</li> </ul>

<b>Long Term Volunteer Positions</b>	
<b>Title &amp; Time Commitment</b>	<b>Duties and Responsibilities</b>
<b>Client Greeter (Long term) Mon – Thur<sup>1,3</sup></b> <i>Time Commitment: 2, 3 or 4 days per week full time or part time</i>	<ul style="list-style-type: none"> <li>- Welcomes and interviews clients visiting Palmetto CAP to ascertain their situation and needs</li> <li>- Signs clients in and answers frequently asked questions</li> <li>- Recommends Palmetto CAP services that may help clients needs</li> <li>- Refers client to other agencies</li> <li>- Helps clients establish a plan to improve their situation</li> <li>-Helps clients to complete intake forms</li> <li>-Helps clients at financial literacy training station</li> <li>-Prints flyers and brochures to keep communication stations stocked</li> </ul>
<b>Client Support Specialist<sup>1</sup> (Long term) Mon – Thur.</b> <i>Time Commitment: Can work 2, 3 or 4 days per week full time or part time</i>	<ul style="list-style-type: none"> <li>- Answers phone calls</li> <li>- Returns phone calls</li> <li>- Places reminder phone calls</li> <li>-Takes messages</li> </ul>

## PALMETTO CAP Volunteer Job Descriptions (continued...)

	<ul style="list-style-type: none"> <li>- Answers basic program questions (i.e. call-in dates, phone numbers, office locations, directions etc.)</li> <li>- Serves as an advocate to assist clients who have exceptional challenges that make it difficult to navigate the system (i.e. blindness, hearing loss, illiteracy, mental handicap, etc.)</li> <li>- Documents client interactions and expressed needs</li> <li>- Refers clients to appropriate staff member</li> </ul>
<p><b>Office Support Specialist<sup>1</sup> (Long term) Mon – Thur.</b>  <i>Time Commitment: Can work 2, 3 or 4 days per week full time or part time</i></p>	<ul style="list-style-type: none"> <li>- Provides clerical support (filing, copying, faxing, organizing, etc.)</li> </ul>
<p><b>Community Specialist (Long term)</b>  <i>Time commitment: as much as you wish (estimated 1-2 days per week for 1-2 hours); Computer access and working knowledge of social media preferred; Connections within low-income communities preferred</i></p>	<ul style="list-style-type: none"> <li>- Help recruit additional marketing specialists with skills in relevant areas to assist with marketing activities</li> <li>- Distribute fliers, hang posters, pass out brochures around the community</li> <li>- Consistently adhere to the brand and identity of the Palmetto CAP in all marketing activities</li> <li>- Utilize all marketing tools and channels including but not limited to Palmetto CAP’s website, social media properties, digital communications, contact databases, print collateral materials and other visual communications</li> <li>- Utilize the program’s marketing toolkit while making recommendations for improvement and expansion of the toolkit</li> <li>- Make recommendations on current and future efforts to further develop the image, reputation and awareness of Palmetto CAP through the activities of the committee.</li> <li>- Maintain a report of marketing activities (how many fliers were distributed; brochures given out and where; etc.)</li> <li>- Assist with other Palmetto CAP marketing efforts as requested.</li> </ul>
<p><b>Scheduler (Long term) Mon – Thur.</b>  <i>Time Commitment: Can work 2, 3 or 4 days per week full time or part time</i></p>	<ul style="list-style-type: none"> <li>- Call clients, vendors, businesses and community organizations to schedule classes appointments, meetings, interviews, etc</li> <li>- Use a script to describe programs, services, events, campaigns, etc</li> </ul>
<p><b>Grant Writer (Long term)</b>  <i>Time Commitment: 1- 2 days per week</i></p>	<ul style="list-style-type: none"> <li>- Provide assistance in identifying and researching grant funding for Palmetto CAP.</li> <li>- Add grants that are applicable to agency’s grant database</li> <li>- Assistance of the Deputy Director and Executive Director</li> <li>- Assist in creating a sustainability/grant management</li> </ul>

## PALMETTO CAP Volunteer Job Descriptions (continued...)

	plan for grant renewal and continuity
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<b>Positions for Special Projects</b>	
<b>Title &amp; Time Commitment</b>	<b>Duties and Responsibilities</b>
<b>Special Event Specialist<sup>2</sup> (Special Projects)</b> <i>(as needed)</i>	<ul style="list-style-type: none"> <li>- Serve as support staff for special events</li> <li>- Promote and publicize event</li> <li>- Manage sign-in, food or donation tables</li> <li>- Serve as hostess/usher</li> <li>- Direct attendees to event location</li> <li>- Help set-up and take-down event decorations</li> <li>- Distribute event evaluations</li> <li>- Help assemble and disseminate thank-you cards en masse</li> <li>- Photograph events using agency camera</li> <li>- Videotape events using agency camera</li> </ul>
<b>Poverty Simulation Specialist<sup>2</sup> (Special Projects)</b> <i>(as needed)</i>	<ul style="list-style-type: none"> <li>- Serve as Community Resource or family member when needed</li> <li>- Help recruit participants and publicize simulation</li> <li>- Verify that kit components are in order using the provided checklist</li> <li>- Actively engage in discussion during de-briefing</li> <li>- Help re-assemble kit components using the provided checklist</li> </ul>
<b>Advisory Board Member<sup>2</sup> (as needed)</b> <b>Once per month, trainings and special events</b> <i>Proven community leaders preferred (examples: block captains, community organization officers, community project leaders, retired government officials, retired public officials, community service officers)</i> <i>Must be able to discuss issues harmoniously and respect the opinions of others</i>	<ul style="list-style-type: none"> <li>- Serve as a consultant to the staff and Agency Directors on poverty matters</li> <li>- Inform the Board of Trustees and Executive Director of issues, trends, and events that relate to poverty</li> <li>- Provide guidance to the agency Directors and other volunteers as needed</li> <li>- Serve as a voice of the Organization when asked by the Program Coordinator, Deputy Director or the Executive Director</li> <li>- Participate in conference calls or board meetings as deemed appropriate by the Deputy Director, Program Coordinator or Executive Director</li> <li>- Represent agency at public forums, events and hearings and be able to report</li> </ul>

- 1** = This is an intern position for a student receiving academic credit for volunteering  
**2** = This position is seasonal/temporary/occasional  
**3** = This position is long-term (at least a 3-month commitment)  
**4** = This position is elected or appointed and may require a long-term commitment

**Full Time** = 8:00am-4:30pm with a 30-minute lunch break

**Part Time** = Either 8:00am-12:00pm or 1:00pm-5:00pm with **no** lunch break

All positions are located at the 1069 King Street location unless otherwise specified.