

Dallas Responds Respite Center Volunteer Roles & Responsibilities

Volunteer Coordinator: Oversees the recruitment, vetting process, and training of all volunteers on approved procedures, protocol and volunteer guidelines

Site Coordinator: Oversees and manages the use of the facility; serves as a liaison between volunteers and church staff/members as pertains to issues of physical space and storage

Shift Coordinator: Provides on-site coordination and support of all volunteers; ensures each volunteer understands their role and responsibility during each shift; serves collaboratively with the Medical & Mental Health Coordinators, Legal Services Coordinator, Food Coordinator, and Transportation Coordinator to ensure efficient and supportive volunteer management

Medical & Mental Health Coordinators: Oversees the recruitment, vetting process, and training of medical and mental health professional volunteers, who provide medical and mental health support to respite center guests; selects appropriate referral sources for guests when further services are recommended or required

Medical & Mental Health Volunteers: Registered Nurses and mental health counselors who provide on-site medical assessments to respite center guests and volunteers, making referrals to Agape Clinic when recommended or required; will also coordinate with Physicians, Advance Nurse Practitioners, Physician Assistants who will be on call

Legal Services Coordinator: Oversees the recruitment, vetting process, and training of legal services professional volunteers who provide on-site orientation and informational legal resources for respite center guests

Legal Services Volunteer: Attorneys and legal services professionals who provide on-site orientation and distribute informational legal resources for respite center guests

Greeter & Welcome Orientation Volunteer: Meet guests upon arrival to the respite center, conveying warmth and hospitality; lead a large-group introductory orientation with respite center guests to provide an overview of the intake process, schedule and services available at the respite center and overnight stay; must be bilingual

Intake Volunteers: Meet with newly arrived family units to register guests for the respite center; gather and process pertinent information, including sponsor contact, travel arrangements, and any self-reported medical/mental health needs or concerns; must be bilingual

Sponsor Contact Volunteers: Assist respite center guests with using center-provided cellphones to connect and communicate with sponsors that family members have arrived in Dallas; ensure

sponsors and guests are aware of travel needs and arrangements; responsibilities include completing transportation and intake forms; must be bilingual

Administration Volunteers: Assist with maintaining volunteer and respite center guest database; ensuring intake forms, travel arrangement forms, and other documents are properly processed; assist with ongoing communication needs, including the communication of travel schedules with volunteers and guests; assist volunteers and respite center guests with accessing travel and other pertinent information and printing travel documents

Food Service Coordinator: Oversees the coordination of volunteers and resources to provide sufficient supply of snacks, meals, and refreshments for respite center guests, including set-up, meal service, and clean up

Food Service Volunteers: May include volunteers who serve meals on-site, as well as volunteers who procure, purchase, and/or prepare food off-site to be delivered and served at the respite center, including set-up, meal service to guests, and clean up.

Hospitality Volunteers: Guide welcome center guests to available resources and spaces available at the respite center, including clothing, toiletries, travel bags, showers, baby supplies and leisure/recreational activities; be available to answer questions and engage with guests; assist with light organizing and cleaning of center space; Hospitality Volunteers may be assigned by the Shift Coordinator to serve specific duties in meal service, toiletries, sorting clothes, and shower coordination as needed

Transportation Coordinator: Oversees the coordination of transportation volunteers and available vehicles and approved drivers to safely transport respite centers to overnight stays and departure sites (bus station or airport); develop and maintain a system for communication with volunteers and respite center guests' transportation/departure times

Transportation Volunteers: Following proper safety procedure and protocol, volunteers greet guests and assist with transportation of guests to and from the respite center, overnight stay location, and bus station or airport; assist with making final travel arrangements with coordination of sponsor; ensure guests understand their travel itinerary and assist with navigating bus station and airport check-in system, escorting guests as far as possible through security to their gate

Clergy Volunteers: Greet respite center guests, provide pastoral care and ministry of presence, which may include dining with guests, conducting services, delivering rosaries, and offering prayer with guests and volunteers as requested