



SOCIAL JUSTICE CENTER

Volunteer Resource Advocate Position Description

Organization mission

Located on Williamson Street, right in the heart of the East side of Madison, the Social Justice Center strives to be a vibrant hub of social justice activity, collaboration and activism. The Social Justice Center houses 14 local organizations critical to our community and serves as an incubator for start-up organizations. Our community center is also home to the Jackie Macaulay art gallery, community meeting and event spaces, the Willy Street Pantry and a neighborhood rain garden.

Position overview

Volunteer resource advocates play an integral role in supporting our program and community. They assist in connecting individuals to needed resources, monitor computer access times in the SJC resource area, and take part in relevant trainings.

Tasks

- Assist individuals in identifying resources related to specific needs
- Help navigate and make connections to available resources
- Assist with helping fill out paperwork, make phone calls, connect with case managers
- Assist in ensuring equitable access to workspaces and computers
- Assist with community resource hub coordination and communication
- Support new volunteers with assignments and trainings

Skills

- Has good oral and written communication skills
- Has basic computer literacy, including the ability to type, read, and respond to email, search the internet, and learn SJC-specific software such as Discord, Basecamp, TeamUp, Google Drive, BaseCamp and Slab
- Has the ability to communicate in the case of emergencies in a timely and effective manner
- Has patience, is nonjudgmental, and treats visitors of all walks of life with respect
- Is punctual and reliable
- Is willing to learn and retain new information to be of best service to SJC clients
- Can consistently and successfully manage emotions and stress
- Is self-motivated to work productively without intense supervision

Setting

This role will primarily take place at the community space area of the SJC, with occasional trips to other parts of the building (if mobility is an issue, accommodations can be made). The work environment can be lively, with other people working nearby. Volunteers are welcome to bring food/snacks to eat and other activities to work on when there is downtime.

Schedule

At this time, our weekly Resource Advocacy sessions are Wednesday and Friday afternoons, but there are many times throughout the week where Resource Advocates can be on-hand to assist walk-ins or calls. These hours range from 9am-6pm on weekdays in 2 to 3 hour shifts. There is no minimum number of shifts required. Volunteers will be shown how to sign up for available shifts on a weekly or monthly basis.

Training and supervision

All volunteers will be provided with written and on-line informational materials regarding the SJC and its member organizations, building layout and operations, community resources, and SJC-dedicated software including Discord, TeamUp, SLAB, BaseCamp and Google Drive. There is a core curriculum of training modules on local social services and resources that volunteers are required to complete to become a resource advocate. Training on trauma-informed practices and de-escalation will be provided to resource advocacy volunteers, with additional training opportunities available for those looking to build their skills.

Screening

After being referred to SJC by another organization such as the University or RSVP of Dane County, an informal interview will occur to ensure a good fit for all parties. Volunteering as part of an outside/third-party program, (such as earning hours for credit or fulfilling a community service requirement), should be discussed during the interview process or before beginning volunteer hours. Volunteers participating in these kinds of programs are always welcome when the following information is provided:

- Name of program (deferred prosecution, RSVP, Badger Volunteers National Honor Society etc.)
- Program contact person
- Any relevant informational materials from the program (forms, program requirements, agreements etc.)
- Clear understanding of what you and the program need from SJC, such as documentation procedures and any other requirements