



In-Kind Donation Support

Client Services Volunteer Position

Shift Times: As Needed

Reports to: Volunteer Coordinator

Objective:

Working with Bridge to Home staff, In-Kind Donation Support volunteers will provide direct assistance to all pillars of the organization in order to support programming, shelter function, office tasks, and newly housed clientele. These donations are to be gathered from community outreach efforts in order to involve and engage individuals, businesses, school groups, and congregations in the organization and provide a sense of unity within the community. Additionally, this position will assist with follow-up from donations and assist in the data entry of annual in-kind gifting from community partners.

As an In-Kind Donations Support volunteer, you will be helping in the following areas:

- Gather a list of needs from each organization corps and prioritize the requested donations.
- Work with the Shelter Manager and Housing team to develop a list of needs from newly housed clients and prioritize those requests.
- Reach out to community members, groups, businesses, congregations and other resources in order to request donations for program needs and newly housed clients.
- Assist in the coordination of donation pick up and deliveries according to prioritized tasks.
- Pick up and deliver donations to the proper location for program use.
- Track all donations by type and department within the organization.
- Send an immediate "Thank You" letter or email to the donor(s).
- Ensure that all donor information has been recorded correctly (name, email address, phone number, physical address, business name if applicable, etc.)
- Send donation updates to requesting parties such as status of donations and when to expect them.

Position Requirements:

- Must be 18 years of age or older
- Have some weekly availability to pick up and deliver donations
- Demonstrate social sensitivity when dealing with organization clients
- Maintain confidentiality at all times
- Must pass a background check
- Demonstrate the ability to read and write at an appropriate professional level
- Be able to communicate in a positive and confident manner to Bridge to Home staff, clients, volunteers, and community members

Impact: As each pillar of programming requires specific needs, in-kind donations not only engage the community in supporting the organization and connect us to those members, but also supports programming by allowing us to direct funds to other, more pressing needs.