



*Education, Advocacy, and Service dedicated to the unsheltered*  
[www.homelessfl.org](http://www.homelessfl.org)

## SUMMARY OF VOLUNTEER LEVELS AND POSITIONS

### OUTLINE

Summary	2
Levels of commitment, experience, and engagement	2
Summary	2
Areas of interest for virtual volunteers	3-4
Areas of interest for South Florida volunteers	4
Explanation of level engagement required by all volunteers	5-8
Leadership	5-6
Management	6-7
Task	7-8
Our values	9

## **VOLUNTEER JOB DESCRIPTIONS: Virtual Volunteer levels and areas of need**

### **SUMMARY**

Volunteers are not required to know how they want to help. Your help in any way is appreciated. You can start helping where we need the most help or where you have the most experience. Other volunteers want to understand the various areas where volunteers can contribute (all) and what levels of contribution we are looking for. This document is for those volunteers who want to know everything first.

To determine where you want to start, first pick your level of involvement (leadership, organize or task) and then your areas of interest. Depending on your interests, skills, and time you may even pick more than one. Keep in mind that you can always change your mind. Although if you commit to a leadership or management project, we would ask you to finish what you are doing first.

### First determine your level of commitment and experience

#### **Summary of volunteer levels:**

There are roughly three broad areas of volunteering – leadership, organizational, and task. Volunteering for the Coalition may be unlike any prior volunteering you have done. Keep in mind that nearly everyone else is also a volunteer and juggling family, work, hobbies, etc.

Leadership positions require someone who already knows how to swim, is internally motivated, and proactive. Leadership positions require people whose values align with our own, and who will not take it personally if they do not receive a return phone call in five minutes. Volunteers in these positions should also expect to be asked to attend trainings, to read suggested material and to understand the issue of housing instability more deeply than others. We will help; we will lead you to water but you must drink.

Similarly, Project management positions at the organizational level should have education/experience in the area where they want to volunteer, have values that align somewhat with ours, and be capable of figuring out what needs to occur to meet an objective. We have found that many virtual volunteers have experience working this way and contribute greatly.

Finally, the task worker. We will never tell you what to do or when to do it. We will tell you what we need help with and when those things are due. You will make the decision to do them or not. However, if you tell us, you will update an article to the website by a certain date, we will expect you to have done that. For most volunteer positions there is no back-up waiting to take over in case you get sick or change your mind.

### **NEXT DETERMINE WHAT AREA INTERESTS YOU THE MOST**

#### **Summary of areas of work available to virtual volunteers**

Volunteers can choose to be a generalist or they may serve in any of the following general areas of our work:

- Social media
- Website Committee
- Direct Services/navigation
- Clerical
- Academic level research
- Finding and summarizing Academic research
- IT needs
- Affordable Housing
- Writing and editing documents
- Research
- Photography/Videography
- Graphic development
- Client Services Committee members – oversee direct services and other programs
- Outreach to the unsheltered in your community
- Fundraising/events
- Fundraising/grants
- Marketing
- Special events
- Advocacy and Policy (several campaigns to choose from)
- Education/Community
- Education/low-income & unsheltered
- Volunteer recruitment, and retention
- Administration and finance
- Collaboration with like-minded agencies (Represent us)
- Other - Some volunteers come to us with their own idea of how they want to help. They want to do a back-pack drive at their children's school, or they want to start their own agency. If you are willing to do the work we will help and support you.
- Other – things are constantly changing. New programs and problems occur daily. What we need help with today, might not be the same tomorrow. There is always more to do. We are limited by capacity, not ideas.
- Generalist – we have a number of volunteers who have participated at the project management level and tasker level with a variety of programs. They go where the need is, or their interests change. All volunteers are invited to nearly every meeting and if you hear something interesting you may want to try something different.

**Areas of work only available to those who reside in South Florida**

Mentor previously unsheltered families (More requirements than board members)

Pick up and drop off donations

Clerical assistance

Stuffing envelopes

## **SPECIALTY AREAS**

### **FOR VOLUNTEERS LIVING IN SOUTH FLORIDA ONLY**

Only local volunteers can mentor previously unsheltered families as we only provide this service (currently) in South Florida. Our biggest need is for volunteers living in Palm Beach County, next Miami-Dade, and third Broward County.

**Family mentors** go through a more detailed application process than even board members as they will be working primarily with traumatized women and children. For this reason, we only consider women for these positions. The ideal Family Mentor:

- has experience working full time and raising her children,
- Experienced working full time and being a single parent,
- Never had a nanny or housekeeper while raising her children,
- Experienced periods of both time and financial poverty,
- Overcame these difficulties,
- Currently lives a satisfying and rewarding life,
- Has incredible common sense: knows how to hustle and can recognize who is telling the truth and who is not
- Can pass a background check (tickets and minor offenses are not an issue, but any harm to women or children is not acceptable).
- Has values similar to ours,
- Is not judgmental,
- Has a reliable vehicle
- Has some flexibility in her schedule
- Knows how to stretch a dollar,
- Does what she says she will.

#### **Pick up and drop off donations**

- Need a vehicle, a large one helps

**Clerical assistance**

**Stuffing envelopes**

**Detailed Volunteer level requirements and expectations**

## **1. Leadership positions – serious commitment required**

These positions require a more detailed application, complete quiz, resume, and usually involve a meeting with existing leadership volunteers. All eleven categories of projects require leadership. When applying for a leadership position we expect prior nonprofit experience. Experience with grassroots, volunteer-based organizations, and some knowledge or experience working with low income and/or unsheltered populations is a plus. We encourage people who have been unsheltered at some point in their lives to apply for these and all other positions.

These positions require volunteers who can commit a minimum of ten hours per week for at least a year, and sometimes longer. Most volunteers do not start here. They start as a **tasker**, someone who gets small things done. If they enjoy it, they may want more responsibility. These positions require commitment and evidence that you keep your commitments. Not everyone wants this level of responsibility

Because these volunteers will be involved in decision-making and planning, they must be able to follow through with their commitments. All leadership positions require the prospective leader to submit the following:

- A cover letter sent to Laura Hansen, CEO explaining why they want to serve and what they believe they could contribute,
- A recent resume/bio/cv
- The Coalition's Volunteer application filled out completely. Your name and address are insufficient.
- The attached quiz completed in entirety. The quiz forces you to pick between four options. You must pick one option, you cannot answer ABCD.

We have leadership positions available among our program areas: Board Members and Project Leaders. Board members have the most responsibility of any volunteer. You can be a Board member and a Project Leader.

**Board membership – the position with the greatest authority in the organization.** The standards for board members are also high. These positions require prior nonprofit experience, values aligned with our own, and skills/experience in the area you plan to contribute. Because these volunteers are involved in decision-making they must be able to follow through with commitments. They should have strong interpersonal skills and be able to work collaboratively with others.

Our board meets about eight times a year – at least six of these meetings are virtual which is why we highly encourage virtual volunteers to consider sitting on the board. Ideally, we would like virtual volunteers to come to one in person meeting every other year or so, so that we can get to know you better but this is not required.

Board meetings are held on the third Wednesday of odd numbered months: January, March, May, July, September, and November. We usually have two more meetings: A retreat in January and an end of the year celebration of achievements and discussion of things we learned. The work of the board meetings is relatively light to allow you to get involved with other projects. All board members are expected to be highly active in at least one area of our work.

We also require those seeking this level of leadership to submit one additional document to those already requested. Please pick one of the following:

- Three references including one supervisor, one co-worker and one person Who worked directly under you, with emails addresses and phone numbers
- A paragraph about previous/current experience being unsheltered or trying to manage the system for someone else who needed help
- A short essay (one paragraph to 3 pages) on the topic: What have I learned from my mistakes.

We realize this is a lot to ask of someone who only wants to help. And regardless of your background or celebrity you will not be interviewed or taken seriously for a volunteer position until all these documents are submitted to [lh@homelessfl.org](mailto:lh@homelessfl.org). If this seems like too much, it is good for both of us to understand that now before we give you anything more serious.

**2. Program/Project management positions** – minimum three-month commitment.

These positions are not voting on policy, like board members but they are building and operationalizing plans, and may be working with groups of volunteers. Therefore, people skills are relatively important. Some program management positions are more independent than others. Smaller projects may not need many taskers, and can be done with less human interaction

These positions are responsible for flushing out plans, determining who does what when, helping to recruit task workers when needed, holding meetings with the team as needed, reporting back to the board and the group on progress and working with leadership to stay on task. Project managers also have a lot of responsibility. They are responsible for managing a key project including planning for project success, developing SMART objectives, recruiting committee members and assistance, and keeping the board updated on progress. There will be times when task level volunteers are insufficient to meet the need and you may find yourself managing some of that work.

These positions require:

- A cover letter sent to Laura Hansen, CEO explaining why they want to serve in this position and what they believe they could contribute,

- A recent resume/bio/cv
- The Coalition's Volunteer application filled out completely. Your name and address are insufficient.

Often our project managers become board members and board members become project managers. Project managers must have proven experience planning and managing projects, some skills and/or education in the area where they want to volunteer. For example, if you want to volunteer to manage marketing, some familiarity with marketing is needed. It is best if you align with most of our values. The number of people you will work with, how closely and how often will all depend on the work you choose.

**3) Task Specific Work** – These positions do not require you to work closely with others in many cases. If you work better independently these positions often allow you to do that. The requirements are only the complete volunteer application which includes a quiz. Because you can work independently it is important you have done so successfully in the past. Some people work best alone while others need more individual attention. I want to be clear; nobody has time for a lot of unscheduled interaction. All Coalition volunteers are busy. If you do not do well working independently – tend to have a lot of questions (after your initial period of volunteering), enjoy contact with others, and find that when working alone you may be less motivated then consider choosing a task position with a dedicated committee that you can work with. If you work best independently and enjoy completing interesting projects this is the place for you to start. That does not mean you cannot work in positions of increased responsibility later but it does mean that you may have to be selective about the position.

This is also where to apply if you want to volunteer for an event once or twice a year, or volunteer for a short period of time, get hours, etc. Taskers can sign up for their area of interest or they can be accessible for several different projects. Taskers have control over their work as they are not responsible for creating or realizing plans but for completing plan actions.

#### Examples of Task work

- For social media, perhaps you take on the assignment of posting once a week on Instagram. The plan might call for once a week posting on five sights, but you are only responsible for one.
- For IT and website, perhaps you are responsible to edit and upload a document a week to the site,
- For photography/videography you might commit to one new video every two weeks,
- For the Client Services committee you might be asked to serve as vice chair, and chair the meeting when the chair cannot make it.
- For fundraising/grants you might be asked to review a few Foundations and determine what they are likely to fund.

Finally, the task worker. We will never tell you what to do or when to do it. We will tell you what we need help with and when those things are due. You will make the decision to do them or not. However, if you tell us, you will update an article to the website by a certain date, we will expect you to

have done that. For most volunteer positions there is no back-up waiting to take over in case you get sick or change your mind.

**OUR VALUES**

## **Our Purpose:**

The Coalition exists to strengthen awareness of our shared humanity and to challenge the idea that scarcity, exclusion, or dehumanization are inevitable. We believe homelessness is not a personal failure but an economic condition shaped by systems, choices, and beliefs. Our work is grounded in the understanding that people are not problems to be managed or resources to be exploited, but sources of perspective, learning, creativity, and connection.

Our vision is a world where collaboration replaces competition, where diversity and equity are embraced, and we acknowledge that we are all in this together. We are a movement committed to our shared humanity. We believe that when we fail to intervene in widening inequality, it is not those in poverty who lose their humanity, but those who look away. We have learned that each of us has a responsibility to each other and that happiness and purpose depend not on wealth but on service.

Our values are fundamentally relational. We care deeply about how people are treated, heard, and understood. Compassion, fairness, honesty, and respect for human dignity guide our work, as do curiosity, learning, and thoughtful reflection. We value mindfulness and awareness, taking the time to think carefully about our assumptions, our impacts, and the humanity of those around us. We believe integrity means aligning our actions with our values, even when it is inconvenient or uncomfortable.

We prioritize trust over control, cooperation over hierarchy, and reasoned dialogue over dominance. Warmth, approachability, gratitude, and reliability are essential to how we work together. We strive to create a culture where people feel safe contributing their skills and lived experience, where disagreement is handled with care, and where accountability comes from shared responsibility rather than fear. We are led by those we serve, not the other way around.

### **What This Means in Practice**

We are not driven by ego, perfectionism, status, or power. We reject performative leadership, image management, and the pursuit of control for its own sake. We do not believe people exist to serve systems, wealth, or appearances. We believe systems should serve people.

### **How We See the World**

- Humanity before hierarchy
- Awareness before assumption
- Learning before certainty
- Cooperation before control
- Dignity before dominance