

VSH Volunteer Program

Three categories of opportunities:

Administrative Support

Property maintenance & beautification

Client interaction

Application process:

Attend a general orientation (mandatory)

Submit an application

Schedule an interview

For client interaction opportunities:

Attend sensitivity training (mandatory)

Undergo a background check

Required forms:

Liability release

Confidentiality statement

Photo authorization

For client interaction opportunities:

Sensitivity training agreement

Criminal History Record Name Search Request

Three levels of risk management:

Level I = No client interaction (administrative and selected property beautification opportunities)

Level II = Supervised client interaction (minimum of 15 hours)

Level III = Ongoing client interaction (unsupervised)

Orientation (2 hours):

Issue of homelessness

Brief history of homelessness in America

Demographics of homelessness

Research supporting permanent supportive housing model

VSH organizational information

Housing programs

Permanent supportive properties

Support services

VSH volunteer program

Purpose

Structure

Opportunities

Application process

Next steps

Sensitivity training (3 hours):

Client rights

Client demographics & issues

Cultural competency

Communicating with people with disabilities

Crisis intervention training

Active listening skills

Potential liability issues

General liability protection

Importance of defined service parameters

Specific policy & performance violations

FAQ

Next steps