# VOLUNTEER ROLE DESCRIPTION

The volunteer role description should be located on your PiT Count website. Volunteers should familiarize themselves with the volunteer role description prior to registration. Below is a sample; be sure to customize the content to represent your local PiT Count process. A week prior to the count, you may choose to recirculate the volunteer role description, along with training materials, so that volunteers can adequately prepare for the count.

#  Sample Volunteer Description

The **[INSERT NAME OF LEAD ORGANIZATION/COUNT NAME]** is looking for volunteers to assist with the **[INSERT YEAR/NAME OF COUNT/COMMUNITY]** Point-in-Time Count. There are multiple volunteer positions available based on your skills and interests. Please indicate what type of position you are interested in.

**Survey Volunteer:** Survey volunteers survey individuals on the street, in shelters and at service locations. The count will take place between **[INSERT DAYS/TIMES]** and **[INSERT DAYS/TIMES]**. Survey Volunteers are required to commit to a **[INSERT LENGTH OF SHIFT]** shift.

Survey volunteers will work in assigned teams under the leadership of someone with experience in the field. You need to be fluent in **[INSERT DESIGNATED LANGUAGE I.E. ENGLISH/FRENCH]** Fluency in a second language is an asset, especially **[INSERT MOST COMMON LANGUAGES IN YOUR COMMUNITY].**

Volunteers surveying on the street need to be able to stand and walk for up to **[INSERT # OF HOURS XXX]** **<insert # of hours** **XXX>** hours. Accommodations can be made for volunteers who are unable to meet this criterion.

You will be given a surveyor supply kit, which will include **[INSERT LIST I.E. FLASHLIGHTS, VESTS, PUBLIC TRANSIT TOKENS, CLIPBOARDS, PENS, AND IDENTIFICATION].** We encourage all volunteers to bring a cellphone.

**Team Leaders:** Team leaders carry out all duties listed above, but also take on additional responsibilities regarding the safety and coordination of a team of volunteers. Ideally, Team Leaders should have experience working with individuals that are homeless and/or vulnerable populations.

**Headquarters Volunteers:** Headquarters volunteers provide administrative support on the night of the count. The responsibilities include registering volunteers, distributing and receiving supplies, maintaining the snack table, delivering materials to survey volunteers in the field, and providing general assistance to the PiT Count coordinator.

Volunteer Shifts Required – **[INSERT LENGTH OF COMMITMENT]**

3pm-5pm 5pm-7pm 7pm-10pm

**To Apply:** Complete the registration form **[ATTACHED/FOUND AT]** by **[INSERT DATE].**

## Volunteer Responsibilities

|  |  |
| --- | --- |
| **What you ARE responsible for** | **What you ARE NOT responsible for** |
| * Approaching everyone you meet on the street (regardless of their appearance)
* Identifying yourself as a volunteer doing a survey on housing
* Seeking explicit consent from all potential survey participants
* Asking the survey questions as written
* Maintaining the confidentiality of survey participants
* Staying with your assigned team
* Surveying only in your designated map zone or facility
* Reporting concerns to your team leader and/or headquarters, including instances where survey participants appear distressed or in harm’s way
* Immediately notifying your team leader if you encounter a youth under the age of 16
* Arriving at headquarters at the beginning and the end of your shift.
 | * Providing answers to questions about housing or services
* Responding to panhandling requests
* Finding someone a place to stay or directing him/her to a place to stay
* Going somewhere with survey participants (ex. to show you where/how they are living)
* Sharing personal information with survey participants
* The behaviour and conduct of other volunteers
* Providing personal opinions about issues raised by survey participants
* Responding to media inquires
* Paying to travel from headquarters to your designated map zone/facility and vice-versa
 |