

CRISIS CONTROL MINISTRY

VOLUNTEER POSITION DESCRIPTIONS

(TRAINING IS PROVIDED FOR ALL POSITIONS)

CCM needs a minimum of **80 volunteers** each day to meet the needs of our clients.

HOURS OF OPERATION

Winston-Salem Office

Monday-Friday: 9:00 am- 12:00 pm & 1:00 pm- 4:00 pm
(Pharmacy 1:00 – 3:30 p.m.)
Tuesday evening: 5:00 pm- 7:00 pm

Kernersville Office

Monday - Friday: 9:00 am- 12:00 pm
Tuesday & Thursday: 1:00 pm - 4:00 pm

POSITIONS

*Do not worry if you do not see a position that fits your individual skills or experience. CCM will work with you to find and/or create an individual volunteer opportunity that will meet your needs.

INTERVIEWER

Collects information regarding the needs of individual clients through an interview process. When information is gathered, consultation with lead/staff is required.

TELEPHONE RECEPTIONIST

Provides information to those calling the client services line, registers clients, as well as directing calls to the proper staff and volunteers.

COMPUTER CLERK

Enters client information into the emergency providers' computer network. Needs to be experienced and accurate with a good working knowledge of Microsoft Office and database systems.

CONGREGATIONAL LIAISON

To provide a strong proactive relationship by retaining, renewing, and nurturing the association between CCM and local congregations.

FILE CLERK

A file clerk provides interviewers with current client information in a timely manner. Makes and updates new and existing client files.

FOOD ROOM and WAREHOUSE ASSISTANT

Helps clients pick out their groceries and help them to their vehicle, and replenishes food room shelves. Receive donations and sort by category, Organize and stock received items onto warehouses shelves, Replenish food pantry shelves, Light housekeeping in the warehouse such as, sweeping/mopping the floor, dumping trash, cleaning warehouse shelving, etc., and rotate warehouse stock (first in, first out).

OFFICE ASSISTANT

Helps with light bookkeeping, filing, typing, photocopying, folding, small mailings, and possibly some data entry.

MOTOR POOL (on call)

(age 21 or older) To pick-up and deliver materials for special events, such as Wee Care or Hope du Jour. Also, drivers are needed during the Dixie Classic Fair Food Drive. This would include driving the large trucks from the rental company to the Fair grounds and driving the canned-filled trucks to Crisis Control at the end of the evening.

COMMUNITY AMBASSADOR (on call)

Attends volunteer recruitment events, answers questions, and provides general ministry information (including volunteer opportunities). Represents the ministry by sharing information with churches, clubs, community events, etc. through public speaking.

KERNERSVILLE OFFICE ONLY

REGISTRATION ASSISTANT

Registers clients and records basic information.

WINSTON-SALEM OFFICE ONLY

DONUT RUNNER

Krispy Kreme on Stratford Road in Winston-Salem gives CCM four dozen donuts per day. The process is to enter in the back door the KK store. Ask for the Crisis Control Donuts. Thank the employees.

PHARMACIST

Must be a licensed pharmacist. Fills clients' prescriptions and provides medication counseling when needed.

PHARMACY TECHNICIAN ASSISTANT

The Pharmacy Technician Assistant will assist the pharmacist and technicians in filling prescriptions.

PHARMACY CLIENT ASSISTANT

The pharmacy client assistant will greet each client that comes to the window and will answer the telephone.

PHARMACY INVENTORY CLERK (on call)

The pharmacy inventory clerk checks the expiration dates on medications and stock shelves.

PHARMACY MEDICATION DELIVERY ASSISTANT

The Pharmacy Medication Delivery volunteer delivers much needed medication to those clients who have no means to come to the ministry.

PHARMACY TECHNICIAN

The pharmacy technician will assist the pharmacist.

BULK MAILING ASSISTANT (on call)

Helps with bulk rate mailings, stuffs envelopes, labels newsletters, etc.

VIRTUAL PRAYER PARTNER

In each interview room is a prayer box, which gives our clients a way to express their prayer concerns. Each morning volunteers and staff read each one. Around the beginning of each month, I will send you a new prayer partner list. You can pray for them anytime of the day or night.

COMMITTEE MEMBER

Crisis Control Ministry needs volunteers with different talents to serve on Board Committees and subcommittees.