NEIGHBORHOOD RESILIENCE PROJECT

Volunteer Role Descriptions for Short & Long-Term Roles:

Role Descriptions

Neighborhood Resilience Project
2038 Bedford Avenue * Pittsburgh, PA 15219
www.neighborhoodresilience.org

NEIGHBORHOOD RESILIENCE PROJECT

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Job Title: Backpack Feeding Program Specialist
Reports To: Program Manager
Department: Backpack Feeding Program

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: We provide shelf-stable, easy to prepare meals for food insecure children to eat over the weekend. We partner with the Greater Pittsburgh Community Food Bank and we get our food from them. Once we receive food from the Food Bank, we organize the foods that came in, and then assemble them into individual bags to go to children. We number 1200+ bags per week. These bags go to 39 schools and community centers within the Hill District, Pittsburgh Public Schools and other adjoining areas within the county. Every week during the school year, we need countless volunteer hours to help pack the bags. This person would support us with the process.

Roles and Responsibilities: The lead volunteer will supervise other volunteers to:

1. Assemble meals into bags to provide to the children. There are different parts to the process:
    a. Preparing an assembly line of different food items so that volunteers can go through the line packing the bags with food.
    b. Assembling t-shirt bags with 8 shelf-stable food items each, or the foods that the supervisor designates.
    c. Quality check - making sure all 8 items are in a bag (having someone at the end of the line to check may be helpful).

   d. Restocking the assembly line with food.
   e. Counting bags made, placing them in totes, and stocking them in our shelf-space so that they are off the ground.

2. During a Food Bank delivery day: Lead other volunteers or support our staff in filling shelves neatly, or carrying boxes into our distribution space from a Food Bank truck.

3. Support with delivery: This will include riding with our driver to deliver food to schools; packing the van with food; organizing it; and unloading bins from the van once the van returns to the center.

4. Understand the needs of the program as far as delivery routes and the number of bags needed per site by working with the supervisor.

5. Inventory the items of food available.

6. Lead other volunteers to clean, wash, and organize our delivery van and the distribution space, so that all food items are on the shelf space and the space looks neat for other operations.

Experience/Training Required:

Applicant must go through these trainings (all required training will be provided by the Neighborhood Resilience Project):

1. General volunteer orientation.
2. Getting trained according to the SOP: Food safety training, Civil Rights Act training.
3. Reading the housekeeping items from the Standards of Procedures (SOP) document.
4. Excel/google sheets knowledge helpful, but not necessary.

5. Must be comfortable riding on a van with our driver to go on deliveries. This includes assisting with loading and delivering bags to schools.
6. Must be able to lift 25 lbs.

Schedule: Ongoing. Highest need is during the school year, approximately September through June.

During the school year this is the most needed time:- Mondays & Wednesdays: 9:30 AM - 2:00 PM

If the above does not work, these other time slots:-
Tuesdays 9:30 AM - 2:00 PM
Thursdays 9:30 AM - 2:00 PM

Minimum commitment: If a volunteer is going on delivery, the commitment level needed would be 6 hours every week or every other week. If not, then 4 hours per week or every other week is sufficient.

Minimum duration: 3 Months.

Dress: Comfortable clothing, weather-appropriate layers for outdoor work, and closed toe shoes.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

Job Title: Therapeutic Group Facilitator
Reports To: Community Support Program Manager
Department: Community Support

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: If you have a skill that you would like to share, knowledge on a certain topic of interest, or like to conduct a class then this may be the right fit for you!
At the Neighborhood Resilience Project, we are looking for volunteers to lead therapeutic groups. Every week, we have regularly scheduled therapeutic activities, where members from the community join. These groups vary in nature from psychosocial classes, where you can share expertise on a subject; to spiritual talks, or creative & fun activities. These are meant to be therapeutic in nature, by giving people the opportunity to interact with one another and share and learn from each other and the group lead.

Role and Responsibilities: Volunteers will select a topic of interest to share with other community members for a duration of about an hour or join an already existing group in order to support the group facilitator. If leading, volunteers have the opportunity to choose how often these groups will meet (weekly, biweekly, monthly, or once). Topics selected should be positive and welcoming to all.

Experience/Training Required:
Applicant must go through these trainings (all required training will be provided by the Neighborhood Resilience Project):

1. General volunteer orientation.
2. Training in hospitality 101.
3. Training in de-escalation 101.
4. Training on how to run a therapeutic group.

Experience in desired therapeutic activity is necessary and subject to approval by the manager.

Schedule:
Start time:- Week of Oct 19, 2026.

Commitment: 1 hour/session.

Minimum duration: 3 months.

Dress: Casual. Closed toe shoes.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Community Support Facilitator
Reports To: Community Support Program Manager
Department: Community Support

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Neighborhood Resilience Project is looking for a candidate who can volunteer their time to support the community support team. The candidate will be part of a team, and will be trained to conduct therapeutic interactions with community members, de-escalation, hospitality, and to plug in where needed, such as to cook and/or hand out meals and fresh produce.

One of the tasks will be to help with the grocery drive (we receive fresh produce from Gordon Food Services weekly via a 412 Food Rescue delivery). These food items sometimes add up to 1000+ lbs of food. We distribute this food in the span of about 2 hours.

If you are satisfied with interacting with community members, passing out fresh produce, and assisting others, then this is for you!

Role and Responsibilities:

1. Be present in the community support space and be available to speak with community members to foster healing.
2. Receive, respond, and refer community members appropriately.
3. Provide therapeutic interactions.

4. Run the receptionist front desk and provide intake of names and items.
5. Help with the grocery drive. If helping only with the drive, here are more instructions:
    a. The ideal volunteer will arrive at 1:00 PM and help to set up the community support space for the incoming grocery drive. Once the truck arrives, the food must be brought inside the building. The food then needs to be organized and larger packages must be broken down for distribution.
    b. The grocery drive begins at 3 PM. Staff and/or volunteers will assist in handing out the foods to community members. Once the drive ends, staff/volunteers will assist in clean up duties. This includes sanitizing tables, breaking down boxes, discarding of trash, and sweeping floors.
6. Be on hand to prepare meals, and/or to pass out food and other items.

Experience/Training Required:
Applicant must go through these trainings (all required training will be provided by the Neighborhood Resilience Project):

1. Volunteer Orientation.
2. Training in conducting Therapeutic Interactions.
3. Training in hospitality 101.
4. Training in de-escalation 101.
5. On the job Community Support operations training.
6. Relevant background in counseling, social work, pastoral care, or interpersonal communication is preferred but not required.

Schedule: Volunteering time must occur during the work-day hours, 9:00 AM - 5:00 PM.

Minimum Commitment: 3 hours every week.

Minimum duration: 4 months.

Dress: Casual.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Distributions Facilitator
Reports To: Community Support Program Manager
Department: Community Support

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Neighborhood Resilience Project's food and clothing pantry provides nonperishable foods, clothing, and household items to community members in need. In this role, you will be responsible for assisting community members during their visits to our food pantry, such as bagging food items for them and assisting with any other need. You will also assist with receiving and processing donations as needed. We are looking for a team member with a heart for service and who is willing to serve even the most difficult personalities with love and patience.

Role and Responsibilities:

1. Conducting regular inventory checks of the food pantry
2. Sorting, organizing, and counting food and clothing donations as they arrive
3. Recording the number of food and clothing items given to each community member
4. Bag food and household items for community members
5. Be hospitable to community members as you are serving them
6. Reset food pantry space at the end of the day so it is ready for the next day

Experience/Training Required:

Applicant must go through these trainings (all required training will be provided by the Neighborhood Resilience Project):

1. General volunteer orientation.
2. Training in conducting Therapeutic Interactions.
3. Training in hospitality 101.
4. Training in de-escalation 101.
5. Training on how to run the food and clothing pantry (on-site training).

Applicant must be:

1. Able to lift ~25 pounds of food and clothing donations at one time.
2. Willing to be hospitable and kind even when a community member is difficult to serve.
3. Able to count and sort donations.
4. Able to walk up and down steps and a two-step ladder if needed.

Schedule: The pantry operates Mondays, Wednesdays, & Fridays year round. There are two shifts available for each day of operations: The first is from 10:00 AM - 12:00 PM & the second is from 1:00 PM - 3:00 PM. Volunteers can take either shift or both available shifts.

Commitment: The ideal volunteer will work at least 1 shift per week.

Minimum duration: The ideal volunteer will be available to work consistently for at least 2 months.

Dress: Casual. Closed toe shoes.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application,

choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Holiday Gift-Giving Facilitator
Reports To: Community Support Manager
Department: General

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Christmas Angels gift program is what we call our Christmas holiday giving program. We match donors, which can be churches or individuals, who are willing to purchase and wrap gifts to families in need who sign up to receive gifts for their children. The donors are provided with specifying information for the child so that they know what to shop for. These gifts are then brought back to our organization, and we then give them away during the Christmas season.
In this role, the Holiday Gift-Giving Facilitator is needed to help facilitate the process of providing gifts in conjunction with the staff lead. The facilitator will work to reach out to families who are in need of a gift, match them with donors, organize the gifts once they return, work on calling volunteers to pick up gifts, and be present during the gift-giving day. The facilitator will be responsible for any other tasks as needed to help the staff lead for this project.

Role and Responsibilities:

1. Work with the staff lead on the project to help accomplish the project.
2. Access spreadsheets to be able to call families about receiving gifts.
3. Coordinate with outside donors via email, phone or in person.
4. Lead other volunteers to help in making calls.

5. Understand the organizational overview, and be able to lead other volunteers to help accomplish tasks.
6. Be able to provide sign up sheets and items for volunteer groups as needed.
7. Be proficient in our volunteer portal to ensure volunteer activity is properly tracked. That includes, making sure the volunteer name and volunteer hours are being tracked.

Experience/Training Required:

1. Go through the general orientation.
2. Event planning experience helpful, but not required.

Start and End Schedule: The program starts some time in September and ends when we hand out all the gifts late December before Christmas.

Commitment: 2+ Hours per week. You must be in the office for portions of the job.

Duration: For duration of the program: September through late December.

Dress: Business casual.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

Job Title: Unlicensed Health Center Volunteers
Reports To: Clinic Administrator/Lead Patient Care Specialist
Department: Free Health Center

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Free Health Center offers free primary, behavioral and dental care to people who are uninsured through clinicians who volunteer their time to see the patients at no cost.

Since the inception of the Free Health Center, the patient base has increased. Volunteers help us ensure that the patients are getting the services needed to help coordinate their care.

Experience/Training Required:

1. Proficiency with technology including the utilization of electronic medical records and google platform products.
2. As a volunteer you will be trained to perform the day to day functions and responsibilities necessary to provide medical and/or dental services as deemed appropriate by the supervisor on site.

Role and Responsibilities: Provide patient care as well as complete administrative tasks necessary to care for our patients. The responsibilities can include but are not limited to:

1. Performing direct patient care as directed by the supervising staff.

2. Point of care testing, monitoring and recording vital signs, and recording patient intake information.

3. Coordinating and facilitating patient communication, in-person, over the phone, or as per the medical record.

4. Working with referral resources and partners to facilitate as many aspects of patient care as possible.

5. Providing patient education.

6. Cleaning exam/dental rooms, inventory supplies and maintaining equipment as directed.

7. Recording all metrics as required by the organization.

8. Obtaining health care records and results and working with medical providers in a timely manner for their review.

Schedule: Monday - Friday. Hours are 9 AM - 5 PM.

Commitment: 1 morning or afternoon per week. Must be in office.

Minimum duration: 1 semester.

Dress: Business casual or scrubs. Closed toe shoes.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to

become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

Note that there is a separate Free Health Center application, which the admin will send to you to complete before you are able to begin volunteering with the program.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Licensed Health Center Volunteers
Reports To: Clinic Administrator
Department: Free Health Center

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Free Health Center offers free primary, behavioral and dental care to un-insured persons. Clinicians volunteer their skills to see the person at no cost.

Since the inception of the Free Health Center, the patient base has increased. The volunteer base has also increased. Licensed health care physicians help us ensure that the patients are getting the services for their care.

Experience/Training Required: Because this position is based on the specialty of the specialist, the only training will be on the day to day functions and responsibilities of the site.

Roles and Responsibilities: Provide appropriate patient care, as well as complete necessary administrative work. Responsibilities will depend on the expertise of the Free Health Center volunteer:
1. Direct patient care.
2. Provide point of care testing, monitoring and recording of vital signs, and patient intake information.
3. Work with staff, referral resources, and partners to facilitate as many aspects of patient care as possible.

Schedule: Staff will work with the specialist to determine the schedule.

Minimum commitment: 4 hours per month. Based on clinician availability.

Minimum duration: 6 months (volunteer opportunity available indefinitely).

Dress: Business casual or physician dress. Closed-toe shoes.

Application Process: If interested in applying for this position, please email our clinic administrator at krossetti@neighborhoodresilience.org or 412-261-1234 option 5.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Volunteer Engagement Specialist
Reports To: Volunteer Coordinator
Department: General

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: A volunteer engagement specialist will support the volunteer coordinator in operations, and lead other volunteers and volunteer groups to accomplish organization-wide projects. This person also understands our organization ethos, and is able to share it with others.
The volunteer engagement specialist will be able to set up opportunities on our volunteer portal, help to sign-in volunteers, and help volunteers through the process of volunteering. This person will identify lapsed volunteers, and figure out strategies to maximize volunteer efforts.
Some of the volunteering opportunities to lead and/or set-up include: having a volunteer group to make calls for our annual Christmas gift-giving event, packing bags with food to provide to children in need, organizing the food and clothing pantry for under-served neighbors, cleaning our van used to transport neighbors traumatized by gun violence to a nice outing, cleaning our commercial kitchen used to serve communal food, beautifying our immediate area, and other projects that may become available or have a need.

Role and Responsibilities:

1. Work with supervising staff to coordinate volunteer activities.
2. Lead individual and group volunteers in completing various projects.

3. Understand the organizational ethos and programs, and be able to provide an overview to incoming volunteers.
4. Be proficient in our volunteer portal to ensure volunteer activity is properly tracked. This includes making sure that volunteers sign in and out, and that hours are being tracked.
5. Work with the volunteer coordinator to strategize volunteer efforts.
6. Work to identify volunteer needs, and bring suggestions to coordinator.
7. Be able to provide sign up sheets and other items for volunteer groups as needed.

More description on the various projects:

1. Leading other volunteers in providing food for children through the Backpack Feeding Program. Volunteers will help pack bags with 8 items of food. If it is a delivery day, help unload pallets of food being delivered from the Food Bank and place it in our storage space inside.
2. Organize food and clothing pantry:
   We receive food and clothing donations and distribute it to those in need during the week.
   Lead other volunteers in helping organize the food and clothing pantry so that it is ready when people from the community come in to "shop" for supplies.
3. Community Clean-up (this role needs to be supervised by staff):
   Community clean-up not only improves the visual aspect of a neighborhood, but also can improve the quality of life. When people see their community clean, it makes them feel better. It feels better to work, live and play in an environment with less trash around.
4. Other opportunities include: Cleaning our space, community kitchen, and more.

Experience/Training Required:

1. General orientation & POINT.
2. De-escalation.
3. Shadowing staff lead at an event: At least 2 hours of shadowing, and participation at 3 events.
4. There is specific training for community clean-ups.
5. Prior experience in supervising others is helpful, but not required.

Schedule: Various. Mondays 9 - 12 PM; Tuesdays 9 - 12 PM, 1 - 4 PM or 5 - 8 PM on volunteer evenings; Wednesdays 9 - 12 PM; and Thursdays 9 - 12 PM.

Minimum commitment: 3 hours per week.

Minimum duration: 3 months.

Dress: Please make sure to bring comfortable clothing, and an outer layer for the weather outside as we may be going in and out of the building, and closed toe shoes. Please bring your own water if possible.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

Job Title: Social Media Ambassador
Reports To: Pres. Kristina Abernathy, Chief Growth Officer
Department: Growth

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: Social media and digital output helps our community stay engaged with our work and incentivises them to get involved.

Role and Responsibilities:

1. Plan, write, design, copy, edit, schedule and manage social media output, in collaboration with staff.
2. Plan, write, design, copy, edit, schedule and manage e-blasts, in collaboration with staff.
3. Plan, write, design, copy, edit, schedule and manage the annual report, in collaboration with staff.
4. Build social media and e-blast videos and reels.
5. Be a thought partner for gaining more traction on posts.
6. Plan, write, design, copy, edit, schedule and manage monthly donor and one time donor specific digital content in collaboration with staff.

Experience/Training Required:

1. General volunteer orientation.
2. Learning our social media software and process.

Schedule: Ongoing

Commitment: 2+ Hours per week, with some business hours availability.

Minimum duration: 2 Months.

Dress: Business casual dress. Bringing your own laptop is encouraged, but not required.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

Job Title: Gratitude Ambassador
Reports To: Pres. Kristina Abernathy, Chief Growth Officer
Department: Growth

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: To cultivate and properly acknowledge and steward our monthly donors, such that we can build a robust community of monthly donors and establish a stable and sustainable foundation of funding.

Role and Responsibilities:

1. Build an assembly line for donor specific mailings.
2. Package and label all items as prepared by the staff.
3. Facilitate actual items going out in the mail.

Experience/Training Required: General volunteer orientation, and training with staff to get familiarity with Little Green Light (our donor management software) and our mailing system.

Commitment: 2 or more hours per week. Must be in office for portions of the job.

Minimum duration: 3 Months.

Dress: Business casual.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Event Planning Ambassador
Reports To: Pres. Kristina Abernathy, Chief Growth Officer
Department: Growth

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: To honor and acknowledge our volunteers and monthly donors, and to build a vibrant community of supporters that can form a stable, sustainable, and flexible base of funding for the Neighborhood Resilience Project.

Role and Responsibilities:

1. Brainstorm, plan, and facilitate up to 3 annual exclusive events for donors, the annual volunteer recognition dinner, and other recognition opportunities for volunteers of the Neighborhood Resilience Project. This volunteer will utilize designated funds of the Neighborhood Resilience Project to procure supplies, book venues, purchase catering, and other needed items.
2. Work with staff to identify sponsors and others to negate the costs of the events.

Experience/Training Required: General volunteer orientation, and working with the Growth Team to understand vision for these events.

Start Schedule: Ongoing

Commitment: 2+ Hours per week. Most portions of the job can be done virtually.

Minimum duration: 3 Months.

Dress: Business casual

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Volunteer Legal Counsel
Reports To: Nick Goussetis, National Growth Manager
Department: Growth

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Neighborhood Resilience Project is seeking a Volunteer Legal Council to support both the organization and the people that we serve. For the organization there is great need for legal support as the organization grows more complex and with distinct relationships across the region, and as the organization grows on a national and international scale. The people served by the organization also often need legal help or council as it may relate to housing and landlord mistreatment, mis-interactions with the legal or medical system, and with other such needs.

Role and Responsibilities: Assist on an ad hoc basis with legal questions. Types of support may include:

- Partnership aid:
    - Franchising, and protection of Intellectual Property.
    - Navigation of state/federal required filings for franchisees to become registered as entities and nonprofits.
- Community aid: Ability to sit down with community members to aid with legal claims, landlord/tenant issues, family matters, or for any other dilemmas that residents of our community may need legal support.
- General ad-hoc assistance.

Experience: Legal exposure, as an attorney, paralegal, or knowledge of law.

Training Required: General volunteer orientation.

Start Schedule: Q4 2026

End Schedule: Q4 2029

Commitment: Ad-hoc.

Minimum duration: 3 months.

Dress: N/A

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

NEIGHBORHOOD RESILIENCE PROJECT

Job Title: Holiday Gift-Giving Facilitator
Reports To: Community Support Manager
Department: General

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Christmas Angels gift program is what we call our Christmas holiday giving program. We match donors, which can be churches or individuals, who are willing to purchase and wrap gifts to families in need who sign up to receive gifts for their children. The donors are provided with specifying information for the child so that they know what to shop for. These gifts are then brought back to our organization, and we then give them away during the Christmas season.
In this role, the Holiday Gift-Giving Facilitator is needed to help facilitate the process of providing gifts in conjunction with the staff lead. The facilitator will work to reach out to families who are in need of a gift, match them with donors, organize the gifts once they return, work on calling volunteers to pick up gifts, and be present during the gift-giving day. The facilitator will be responsible for any other tasks as needed to help the staff lead for this project.

Role and Responsibilities:

1. Work with the staff lead on the project to help accomplish the project.
2. Access spreadsheets to be able to call families about receiving gifts.
3. Coordinate with outside donors via email, phone or in person.
4. Lead other volunteers to help in making calls.

5. Understand the organizational overview, and be able to lead other volunteers to help accomplish tasks.
6. Be able to provide sign up sheets and items for volunteer groups as needed.
7. Be proficient in our volunteer portal to ensure volunteer activity is properly tracked. That includes, making sure the volunteer name and volunteer hours are being tracked.

Experience/Training Required:

1. Go through the general orientation.
2. Event planning experience helpful, but not required.

Start and End Schedule: The program starts some time in September and ends when we hand out all the gifts late December before Christmas.

Commitment: 2+ Hours per week. You must be in the office for portions of the job.

Duration: For duration of the program: September through late December.

Dress: Business casual.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

Job Title: Community Transformation Outreach Volunteer
Reports To: Office of Community Transformation Program Manager
Department: Office of Community Transformation (OCT)

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: Support and facilitate OCT efforts in the areas of Crime Prevention through Environmental Design (CPTED), Youth outreach, Trauma Response, and Restorative Practices. CPTED addresses the built environment, while our youth programming addresses workforce development, without leaving out the mental health and psychological first aid support that our trauma response team provides. These program areas help restore the persons' well-being by addressing aspects of the socio-economical model which can influence an individuals' life. The position provides volunteers a chance to walk alongside community members, while at the same time providing programs to help build resilient communities. This provides a holistic approach to trauma informed community development.

Role and Responsibilities:
Overall:-

1. To receive overall project summary and objectives.
2. Provide support in areas assigned (all volunteer roles will be low-level skill based). If qualified can provide data analysis to help paint a quantitative and qualitative picture for our targeted interventions.
3. Adhere to the community engagement protocols of the Neighborhood Resilience Project.

CPTED: Provide hands-on support for beautification projects in targeted areas, such as: painting, landscaping, light construction, etc.

Youth Outreach: Engage with youth between the ages of 16 - 24 that OCT facilitates.

Trauma Response Team:

1. Provide data analysis of criminal trends in the region and present to the team.
2. Assist in community outreach events where we spread information about resources.
3. Assist in resource allocation efforts.

Restorative Practices: Assist in facilitation of healing circles.

Experience:
Knowledge/education in Public Health is helpful, but not required.

Training:
General orientation.
There will be project-specific orientation and department training.

Time Commitment: 2 - 4 hours per week.

Schedule: Preferred volunteering hours are Monday - Friday, 1 PM - 4 PM.

Duration: Minimum of 3 months.

Dress: Business casual.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.

Job Title: Volunteer Trauma Responder
Reports To: Trauma Response Team Manager
Department: Trauma Response team

Organizational Mission: Rooted in the Gospel and teachings of the Orthodox Church, inspired by the Civil Rights Movement (American 1950s-1960s), the mission of the Neighborhood Resilience Project is to support the transformation of neighborhoods from Trauma Affected Communities to Resilient Healing and Healthy Communities through Trauma Informed Community Development.

Position Summary: The Trauma Response Team cares for the acute needs of family and friends of homicide victims of gun violence across all of Allegheny County. The presence of the team after an incident provides an outlet for those who knew the victims to heal and to reduce the chances of retaliation. The Trauma Response Team also works towards long-term interventions for the community members served through connection to the Health Center and Micro-Community Interventions as deemed appropriate based on the community.

Role and Responsibilities: Once volunteers complete all the training, they will be equipped to accompany the Trauma Response Team on deployments to a community where a traumatic incident has occurred, or to a community gathering, to help administer psychological first aid to family, community members, and others.

Experience/Training Required:

- Successful volunteer must go through these trainings (provided by the Neighborhood Resilience Project free of charge):
    - Volunteer Orientation + TOC Training (3 hours in-person)
    - Psychological First-Aid Certification (6 hours online + 3 hours in-person)

  - Mental Health First-Aid Certification (1 hour online + 6 hours in-person)
  - CPR/AED/First-Aid Certification (2 hours online + 2 hours in-person)
  - Public Safety Training & Certification (3 hours in-person)
  - Drill #1: Mock Deployment & TRV Overview (3 hours)
  - Drill #2: Role Playing Community Engagement Scenarios (3 hours)
  - Healing Circles/Restorative Practice (About 4 hours)
- Must be 18 years or older.
- Must have reliable transportation.

Time Commitment: At least 6 months.

Availability: Volunteer is expected to be available for at least 1 deployment every 2 months.

Hours: Deployments usually occur within the hours of 5 PM - 9 PM.

Dress: We ask that volunteers wear full-length pants, tops with sleeves, and sneakers/boots. Please do not wear dress shoes.

Application Process: If interested in applying for this position, please go to https://neighborhoodresilience.org/join-the-movement/volunteer/, sign up to become a volunteer, and begin the general application. In the general application, choose the volunteer involvement that works best for you. Once you complete the application, an administrator will see the answers and get back to you. If you have already completed the application or have any questions, please email bisrat@neighborhoodresilience.org.