

Organizational History and Information

The YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. For over 100 years, the YWCA Cass Clay has provided women and children in this community with educational and leadership opportunities, support and encouragement, as well as safe and affordable housing. The YWCA strives to meet its mission through the following programs and supportive services for women and children.

- **A Child's World** – A nationally accredited public daycare (*located with our administrative offices in North Fargo*)
- **Racial Justice** – A program designed to intentionally challenge our community on the journey toward racial justice and equality
- **Emergency Food Pantry** – Provides emergency 3-day food boxes to community members in need
- **Other Emergency Assistance** – Provides needed household and personal care items to community members in need
- **Emergency Shelter** – Provides safe, temporary shelter for women and children and includes comprehensive case management services
 - **Shelter Children's Services** – Provides a safe and developmentally appropriate environment for children of Emergency Shelter residents while they work or go to school
 - **Study Buddies & Mentoring Programs** – Enriches the lives of children living in the Emergency Shelter and Transitional Housing Programs by teaching them valuable skills, assisting with educational goals, and improves social interaction
 - **Fargo Public Schools Homeless Student Coordinator** – Assists homeless youth in Fargo connect with services in our community
 - **Parent Education** – Supports healthy relationships between mothers and children
 - **Education & Employment** – Offers comprehensive employment and educational readiness training to assist unemployed and underemployed women
 - **Shelter Faith Community Nurse** – Provides health related resources and addresses clients' immediate health concerns
- **Transitional Housing** – A two year program focusing on independence; clients and their children live off site in traditional apartment settings while still receiving case management and other services
- **Permanent Supportive Housing** – Women and children are able to receive housing, case management, and our other services for as long as they need, whether that is five years, ten years, or longer

An Overview of the Volunteering Process

How to Volunteer at the YWCA Cass Clay

- 1) Review the opportunities listed on our website <http://ywcacassclay.org/volunteering/ongoing.html>
- 2) Print and complete our volunteer application <http://ywcacassclay.org/Volunteer%20Application.pdf>
- 3) Return the completed application via fax, email, or postal system
(701) 232-9408, volunteer@ywcacassclay.org, or
3000 S. University Dr., Fargo ND, 58103
- 4) Sign up for the next available volunteer orientation session

Volunteer Orientation Sessions

Volunteer Orientation sessions are integral to your volunteering with our organization. No person will be allowed to volunteer without being properly oriented to our organization and facility. Orientation sessions typically last two hours and include an overview of our history, programs, clients, volunteer expectations and responsibilities. These are held at our Emergency Shelter location; 3000 S. University Drive.

Volunteering in Shelter Children's Services

Shelter Children's Services is the most frequently requested volunteer position. Because of the nature of this position, volunteers are expected to make a commitment to come in every week for a minimum of 2 hours on the same day every week. This allows the children and volunteers to form a relationship and maintains consistency in the children's lives. Additionally, preference is given to volunteers with experience working in a daycare setting or to those enrolled in Social and Human Services or Education classes.

Youth Volunteering

Unfortunately, we only allow youth over the age of 16 to volunteer at our Emergency Shelter because of the sensitive nature of the issues that residents and children face during their stay here. If you're looking for a volunteer project for youth, we can discuss opportunities such as making hygiene bags or assembling food boxes; however, they would not be able to work directly with our clients.

Ending Your Service

Upon making the decision to end your service with our organization, please inform the Volunteer and Donations Coordinator. You will be asked to complete a very brief survey/interview form regarding your time spent volunteering with us. This process helps our organization improve volunteer processes and services provided to clients and gives volunteers the opportunity to provide invaluable feedback and input. This form must be completed before you receive written documentation proving to your professors or service organizations that you satisfied your service requirements.

When can you volunteer?

At orientation you will discuss your availability and interests with the Volunteer Coordinator. At that time you will decide together what position best suits your unique needs and schedule. Most volunteer positions are available Monday – Friday from 8:00am to 5:00pm; however, some are available in the evenings and on weekends. Each program and position has different availability and needs. Please keep in mind that we are very flexible with scheduling and you should be too!

YWCA Cass Clay Volunteer Opportunities

Administrative Assistant – Volunteers must be customer service oriented, highly-organized and possess excellent communication skills. Duties include: answering a multi-line phone, accepting and organizing donations, sorting mail, attending to security doorbells, handing out food boxes and writing thank-you notes. There is also a possibility of volunteers working on an on-call basis. Previous office experience preferred but not required.

Clothing Room Coordinator – A volunteer is needed to assist the Volunteer and Donations Coordinator in managing our clothing storage area. Duties would include organizing clothing on racks, ensuring that items are neatly folded, facing hanging items, and general organization. This position could be done by a pair or small group. Experience working retail is preferred but not required.

Donations Coordinator Assistant – The Volunteer and Donations Coordinator needs someone who is highly-organized and self-motivated to assist in maintaining our donation storage areas and keeping inventory organized. Responsibilities would include rotating stock to ensure items are stored in proper areas, problem solving, and updating donation needs lists.

Donation Sorting and Organizing – Our most flexible volunteer opportunity! If you love to organize then this is the perfect job for you. Donations are collected at our Emergency Shelter all day, every day. Volunteers are typically needed in the afternoon and evening to help our staff sort for needed items, check for quality, and store/organize donations.

Food Pantry – Responsibilities include preparing food boxes for community members in need, restocking, cleaning, and rotating inventory. Volunteers for this position must be self-motivated and highly organized.

If volunteers are unable to help us fill our orders, staff can dedicate up to 6 hours a day doing so, severely limiting the one-on-one time spent with clients living in our Emergency Shelter.

Hair Stylist – Licensed stylists are needed to give Emergency Shelter residents and their children haircuts, colors and perms. Many of our clients haven't been able to afford regular trips to the salon – transforming their appearance could be just the boost in self-confidence our clients need to continue on the path to independence. Stylists must provide their own sheers; however, all other supplies will be provided. Our salon has professional equipment and everything needed to do perms, colors, highlights and waxing. Ideally, stylists would be on-site on Fridays, but this opportunity is flexible.

Kitchen Assistant – Help our Kitchen Manager prepare the evening meal served to our Emergency Shelter residents. Your duties could include (but are not limited to) food preparation, washing dishes, and kitchen clean-up. Volunteers are required to have previous food service experience. Volunteers are needed Monday – Friday from 2:00 – 4:00 pm.

Rotating Volunteer – If you're not sure what specific area you'd like to volunteer in, this is the position for you! You will assist with any high-priority needs at the Emergency Shelter; jobs range from donations and working in the food pantry to office work and playing with kids. This opportunity has no set time and is very flexible!

Translation Volunteer – Volunteers are needed on a regular basis to help Emergency Shelter residents communicate with their Case Managers. Translation volunteers work with staff and clients to set up schedules. Additionally, translators are needed on an on-call basis to assist new residents during the intake process.

Volunteer Coordinator Assistant – A volunteer is needed to help our Volunteer and Donations Coordinator with volunteer recruitment, orientation, placement, training, and management duties. Responsibilities include: answering phone calls and emails, setting-up group activities, forwarding information, and assisting with general office work. Volunteers should possess the following qualities: excellent communication skills, highly organized, a professional and up-beat attitude.

Website Volunteer – The YWCA Cass Clay needs a technology savvy volunteer to assist our Communications Coordinator in updating our website on a weekly basis. Potential volunteers must have a working knowledge of Dreamweaver.

Opportunities in orange text are leadership volunteer roles.

Northside, Administrative Positions

Administrative Assistant – A volunteer is needed to work in our Administrative Offices while the Administrative Assistant works on Racial Justice Programming. Duties will include office work (filing, sorting, alphabetizing, etc.), bulk mailings, and data entry. *This opportunity is flexible; however, it is located at our north location.*

Childcare Positions

Shelter Children's Services – Help us provide a safe, nurturing, and fun environment for the children living in the Emergency Shelter. Duties include: reading books, doing arts and crafts, playing games, preparing snacks, rocking babies, and assisting the teachers with cleaning and organizing. Previous experience working with children is required. Preference for this opportunity will be given to students in Social or Human Services and Education or Child Development classes. Our childcare area is open Monday – Friday from 8:00am – 5:00pm and volunteers are able to come in during this time for two hour blocks on a recurring, weekly schedule.

Study Buddies – This program offers school-age children the opportunity to receive help with their homework. Volunteers should be interested in making a positive impact in a child's education and improving their study skills. This opportunity is from 3:00 – 5:00 pm Monday through Friday and preference is given to students in Education and Child Development classes. No previous tutoring experience is required.

Maintenance Positions

Auto Mechanic – Volunteers are needed to assist residents of the Emergency Shelter with their car repairs. The majority of our clients do not have the funds available to keep their cars in prime running condition. It is essential for them to have reliable transportation in order to work, go to school, or take care of their families. This is an on-call position.

Moving Volunteer – Help our residents move in to their own apartments and experience the joy of independence. Volunteers will assist residents and staff move personal belongings from the Emergency Shelter or storage into traditional residential settings. This opportunity is perfect for volunteers who are unable to come consistently and are willing to serve on an on-call basis. Volunteers are not expected to drive but this opportunity requires heavy lifting!

Office/Shelter Painting – Volunteers are needed to paint walls in several of our offices and shelter areas. All supplies will be provided. Some previous experience with painting is required.

Wallpapering Volunteer – Volunteers with experience wallpapering are needed to help repair damage to our walls. All supplies will be provided.

Education and Employment Positions

Class Instructor – The YWCA Cass Clay Education and Employment program is always looking for professionals and experts to give presentations on topics such as budgeting, credit, health, customer service, women's history. Other areas of interest include: fitness, yoga & meditation, self-defense classes, and beauty.

Computer Lab Assistant - Volunteers who have computer knowledge and experience are needed to provide one-on-one assistance to residents in our computer lab. Assistance needed typically includes setting up email accounts, using Microsoft Office Suite, and navigating the internet.

ELL Tutors – Help our Emergency Shelter residents learn English. Our clients come from a variety of backgrounds and some may need help with their English and communication skills.

Parent Education – Help the women living in our housing programs expand their knowledge and improve their parenting skills.

Special Event Volunteer Positions

A Child's World Rumpus – Volunteers are needed to help run simple carnival-type games such a cake walk, ring toss, fishing pond, etc.

Chocolate Fantasy and Chili, Too! – *Chocolate Fantasy and Chili Too!* is one of the largest fundraisers for the YWCA Cass Clay Emergency Shelter. Guests have the opportunity to sample an enormous variety of chocolate desserts along with chili. Volunteers are needed for set-up, serving desserts, keeping dessert trays full and general customer service. Volunteers are needed on Thursday, September 8, 2011.

Unique Boutique – The holiday season is a busy time for our staff and clients, however we take time to make sure that our clients know how special they are. Unique Boutique allows residents and their children to shop at no cost for presents for their loved ones. Unique Boutique is typically the second weekend in December on Friday and Saturday. Volunteers are needed for set-up starting the week after Thanksgiving.

The Client Party – A special dinner for the women living in our housing programs is prepared by a volunteer kitchen staff and served by professional servers who donate their time. A pizza party for the children is held off-site and includes a special activity or event. Volunteers are needed for set-up, to prepare & serve food, and help with teardown & clean-up. The client party is typically held during the third week of December.

Group Volunteering

The YWCA Cass Clay welcomes service groups of all sizes. We have a variety of opportunities for your service group. Please understand that while we do our best to accommodate groups, there are a limited number of times/dates that work for our staff.

If your group is looking for a long-term, more involved project we are always looking for groups to take on special projects. Olivet Lutheran Church has a ministry that is dedicated to ensuring Emergency Shelter Residents are given a new, complete bath towel set upon check-in and First Presbyterian Church of Fargo has a similar program with pillows. The YWCA Chaplin's Group serves dinner meals on average once a month, plans special entertainment and activities, and has taken residents on field trips. Theta Chi Fraternity on NDSU's campus does everything from unloading large food commodity shipments to playing outside with children to assisting with client moves.

Please contact our Volunteer and Donations Coordinator before planning a date/time for your group project. Your flexibility in scheduling these types of projects is appreciated!

Some Ideas Are:

- ◆ Needs drive
- ◆ Hygiene bags
- ◆ Mom's spa night
- ◆ Kid's game night
- ◆ Summer patio parties
- ◆ Seasonal/holiday parties
- ◆ Kids and adult crafting sessions
- ◆ Lawn and parking lot clean-up
- ◆ Maintenance/cleaning groups
- ◆ Food boxes/food pantry organization
- ◆ Preparing and serving a dinner meal

Donation Request List

Most Urgent Needs

- Bus tickets
- Toilet paper
- Gas and grocery gift cards

Food

- Fresh/frozen meat, fresh produce, dairy
- ANY AND ALL FOOD IS NEEDED

Clothing

- Maternity clothing
- Women's career wear
- Women's and children's socks & underwear
- Women's and children's pajamas & slippers
- Plus-sized women's clothing (everything)
- Seasonally appropriate items (coats, mittens, sweaters, swimsuits, shorts, capris)

Household

- Garbage bags
- Hand/dish soap
- Disinfecting sprays & wipes
- Laundry detergent & fabric softener
- Glass cleaner, counter top spray, bathroom cleaners

Hygiene

- Chapstick
- Deodorant
- Body wash
- Conditioner
- Shaving cream
- Antibiotic cream
- First aid supplies
- Hairspray & mousse
- Unscented lotions/hand cream
- Children's bubble bath & bath toys
- Feminine hygiene products (tampons & pads)
- Diapers and Pull-ups (girls and boys, all sizes)

Other/Desired Items

- Blow-driers
- Arts & crafts
- Alarm clocks
- Batteries 9V, AA
- Stroller and double strollers
- New full and twin sheet sets
- New pot/pan, dish & silverware sets
- Activity passes (Yunker Farm, pool, zoo, movies, etc.)
- Gently-used countertop appliances (microwaves, toasters, etc.)
- Small cable ready televisions, converter boxes, and DVD players
- Gently-used furniture (couches, twin & full beds, dressers, desks)

*All donations can be dropped off at the Emergency Shelter,
located at 3000 S. University Dr. Fargo.*

THANK YOU!