



Program Ambassador

Job Summary

Are you willing to be a good friend? Program ambassadors make friends and help those friends get the help they need. Here is how: First of all greeting potential guests in person and on the phone, during this stage you may encourage them to join our program or refer the person to a program or facility that could better meet their needs. Secondly, you will assist guests that decide to join our program to fill out their intake paper work and become oriented with the facility and our rules. Finally, you will meet with the program participants, listen to their situation and pray with them, present to gospel to them, and help them to understand how to best get the help they need. We will also ask you for recommendations to be shared with our case managers to follow up on. This position takes basically takes three things; the desire to help people, the ability to be a good listener, and a passion to share the gospel and lead other to Christ.

Knowledge & Skills

1. Knowledge of the programs offered by Trinity Rescue Mission
2. Good reflective listening skills
3. Good communication and phone skills
4. Able to present the Gospel in a variety of situations
5. Ability to establish and maintain effective working relationships with others
6. Ability to teach and train other potential volunteers.

Training Process

We want your service as a volunteer at Trinity Rescue Mission to be rewarding. We trust our volunteers to do important jobs and they trust us to use their time and talents effectively. To ensure this process takes place we follow a simple but effective training process:

Knowledge:

1. Tour our facilities, read programs descriptions, and ask questions so you are familiar with the programs and the services we offer and how they all work together.
2. Become familiar with our service provider partners and the programs and services they offer for referral purposes.
3. Learn the details of your job position.

Experience:

1. You will be placed with an experienced volunteer or staff member to observe and gain experience. This may take a while or in some cases may only take a few minutes.
2. When you are feel comfortable doing the job on your own we will step back and be there to support you and help you with questions or problems.
3. Eventually you will be asked to train a new volunteer and share your experience!

Review & Evaluation: Every quarter you will be asked to fill out an evaluation on how we are doing and we will have your staff or volunteer supervisor provide you with a review. Don't get nervous... we know you are going to do a great job we just want to continually improve and need your feedback on how we can do that.