



Position Description: Volunteer Ally

About Open Hearts Place

Mission

The Mission of Open Hearts Place is to provide homes and purposeful opportunities for families to increase life skills, gain stability, and become more self-sufficient.

Vision

Moving hardworking families from financial uncertainty to a place of stability and home ownership.

Values

COMMITMENT We are dedicated to having a long-term positive impact on the lives of hardworking people in our community.

COMPASSION We strive to treat all people with kindness and respect, and we seek to understand and value the diverse knowledge, perspectives and experiences of others.

EQUITY AND INCLUSION We are committed to educating ourselves on the diverse cultural, ethnic, racial and social experiences of our families and respond according to their unique or shared needs.

INNOVATION We are continuously learning and actively adapting our approach based on new knowledge, perspectives and experiences.

TRANSPARENCY We are dedicated to operating with the highest level of integrity.

COLLABORATION We collaborate and build community through partnerships founded on integrity and trust. Our work is centered around our program participants, and we invite them into our decision-making processes.

Purpose

Allies are mentors and supporters of Open Hearts Place participants. Our goal is not just to take people through a structured program. We also want to help them build a supportive community. In addition to connecting participants with community partners, we provide each participant with

someone who walks alongside them to support and advocate. We like the term “Ally” because it reflects who they are to our participants: someone who is there to support, advocate, celebrate and encourage them!

Allies work in partnership with the Program Director to help foster success for our participants—in life and in the OHP program.

Primary Responsibilities

- Build a trusting relationship with your assigned participant and their family
- Connect with your assigned participant regularly. In the first six months, we ask that you connect with your assigned participant at least twice monthly in person. As you build a strong relationship, you can transition to once monthly in person, as long as you are also connecting via phone or text at least once monthly
- Understand your participant's personal and family development plan, and OHP's policies and procedures
- Identify gaps in support for your assigned participants and work with your participant and OHP staff to identify outside services and referrals that might support their success
- Report on participant progress and the strengths and challenges of your match relationship to the Program Director at least monthly
- Attend quarterly Volunteer Ally trainings
- Ensure confidentiality of participants and OHP files at all times

Qualifications

- Able to work successfully with socioeconomically and culturally diverse populations
- Excellent communications and interpersonal skills
- Basic understanding of how systemic inequities and trauma can influence an individual's development
- Customer service or case management experience preferred
- Relevant personal lived experience or first-hand knowledge of the challenges faced by OHP participants preferred

Commitment

Volunteers should be prepared to dedicate 2-4 hours each month to ensure a successful match.