

The Lisa Project

Volunteer roles and descriptions

Star rating system helps identify the intensity and responsibility level of each volunteer

★★★★★ highest level of responsibility and commitment

★★ lowest level of responsibility and commitment

Team Leader ★★★★★

- Will have a global understanding of the full exhibit from beginning to end
- Responsible for all aspects of the building, flow of the exhibit, and technical issues that may arise and how to take care of them
- Responsible for coordination of volunteers that are during your shift (direct volunteers to their appropriate stations and explain what they are responsible for)
- Help exhibit patrons with any needs that may arise. (e.g. helping with audio devices, pushing a wheelchair, directing them to a counselor, etc.)
- Be extremely visitor friendly
- Reports to Volunteer Coordinator/Recruiter and the Project Coordinator

**This position will require some extra time for orientation of these things*

Exterior Greeter & Exit Greeter★★

Exterior Greeter

- Will have a friendly smile and a gift of hospitality
- General working knowledge of the exhibit
- Inform people of the time frames (approx. how long their wait in line will be)
- Be firm and gentle to keep the peace

Exit Greeter

- Will have friendly personality
- Thank guests for coming and make sure they know we appreciate them
- Have a great attitude with guests because what they have seen is a little heavy and overwhelming at times

Interior/Instruction Host★★★

- Welcome all exhibit patrons
- Give brief explanation of how the tour works, brief description about the audio devices (telling visitors that the ear buds are sanitized and once the play button is pushed there is no need to touch the audio device)

**A script will be provided*

- Memorize it and make it your own.

Reflection Room★★★

**In this room, visitors will be invited to take a moment and think about what they have just witnessed and heard. There will be one volunteer for this room.*

- You will suggest that they can stay and read the notes already posted and add their own if they choose
- Let guests know there is a brief survey available on the ipads to fill out if they choose
- Direct guests to the Professional Volunteer if they are in need of counseling or someone to talk to
- Have a calming personality
- Collect audio devices from visitors before leaving this room and hand them to the Tech Team

Tech Team★★★★

- Have a definite knowledge of the MP3 players/audio devices
- Will thoroughly sanitize earbuds and audio devices
- Will be able to cue the program up to the beginning after receiving them from the Reflection Room volunteer and before handing them back to the Interior/Instruction Host
- Will have a knowledge of the story on the MP3 player (from time to time the visitors will skip a track and need to have it re-cued to the point where they were or to the current room they are in within the group)

**This position will have a full training on the device*

Call to Action/Professional or Paraprofessional Counselor★★★★

**This volunteer position must have a complete knowledge of trauma informed care procedures and informed consent procedures*

As a crisis counselor you will:

- Comfort distraught and troubled individuals who have just been through The Lisa Project exhibit (these individuals may be upset for a variety of reasons to include but not limited to: previous exposure to one or more forms of abuse, a victim of abuse, a perpetrator of abuse, shocked by what they have just seen and heard, and/or they have simply been moved by the project)
- Will need to have the ability to demonstrate a calming demeanor, empathy, genuineness, and the overall ability to help the individual find sense of ease and calming effect before leaving the exhibit
- Have a good working knowledge of the exhibit and its contents
- Responsible for assisting each individual to process their reasoning for entering the “comfort room” (room provided for those who want privacy)
- Sign and uphold a confidentiality and informed consent agreement
- Good working knowledge of 1 or more of the following:
 - Crisis intervention
 - Grief and loss
 - Active listening skills
 - Knowledge of community resources
 - A good understanding of working with a diverse group to include but not limited to: age, gender, sexual orientation, religious beliefs, ethnicities, varying disabilities and cultural competency
- Have some form of professional training or current employment in the fields of social work, therapy, counseling, or emergency response and triage as well as counseling in the faith-based community.

Required: ALL volunteers must take The Lisa Project Tour

*Training will be provided prior to volunteer shift. Please make sure your schedule allows for the time it will take to be trained as well as the volunteer time and duties

*Please note that you can volunteer for more than one shift, but please be prompt and available for the times you sign up

If you are interested in volunteering, please email kingspartnership@kfpf.org with your preferred role and availability. For roles with 4-5 stars, please also attach a resume or paragraph with your relevant experience.