



Volunteer Care & Support Team Member

Role Purpose

The Volunteer Care & Support Team Member helps ensure that Lakewood Pride volunteers feel informed, supported, and respected in their roles. This position focuses on communication, orientation, and practical care—not counseling, mediation, or crisis response.

The role exists to strengthen sustainability, reduce burnout, and support a culture where volunteers can participate in ways that fit their capacity and needs.

Primary Responsibilities

- Welcome and orient new volunteers to Lakewood Pride roles and expectations
- Share clear information about volunteer schedules, tasks, and points of contact
- Check in with volunteers during or after events regarding practical needs
- Help ensure volunteers know how to ask for breaks, clarification, or support
- Assist with volunteer appreciation and recognition efforts
- Communicate volunteer feedback or concerns to designated leadership when appropriate

Sensory Expectations

- Generally low to moderate sensory input
- May include attending events with varying noise or activity levels
- Primarily conversational environments rather than task-heavy spaces
- Ability to step away from overstimulating environments as needed

Social Expectations

- One-on-one or small-group interactions
- Clear, supportive, non-urgent communication
- Listening and information-sharing rather than problem-solving
- No expectation to manage conflict, provide emotional counseling, or intervene in crises

Energy Expectations

- Emotional attentiveness without emotional labor demands

- **Flexible pacing; tasks may be brief and spread out**
- **Event-based engagement rather than sustained activity**
- **Breaks encouraged and role-sharing supported**

Skills & Qualities (Preferred)

- **Clear and compassionate communication style**
- **Comfort offering information and reassurance**
- **Ability to respect boundaries and role limits**
- **Organizational awareness and follow-through**
- **Lived experience as a volunteer or community participant is valued**

Formal training in counseling, HR, or social work is not required.

Boundaries & Clarifications

- **This role does not involve therapy, crisis response, or conflict mediation**
- **This role does not replace staff or Board responsibilities**
- **Serious concerns are escalated to designated leadership**
- **Volunteers are never required to disclose personal or medical information**

Time Commitment

- **Flexible and event-based**
- **Typically 1–3 hours per event or activity**
- **Some light follow-up may occur after events**

Accessibility & Support

Lakewood Pride supports this role by:

- **Providing clear role boundaries and escalation pathways**
- **Supporting shared responsibility within the Care & Support Team**
- **Encouraging self-care, pacing, and stepping back when needed**
- **Valuing emotional sustainability as part of organizational health**



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Why This Role Matters

Volunteer Care & Support Team Members help Lakewood Pride:

- **Retain volunteers long-term**
- **Reduce burnout and confusion**
- **Build trust and psychological safety**
- **Model a values-driven, human-centered approach to community work**