

SERVICE-LEARNING YELLOW PAGES
PLACEMENT SITE

Updated: 8/8/2024

Name of Agency: Wellspring Family Services – Family Store

Volunteer Site Address: 1900 Rainier Ave S, Seattle, 98144

Mailing Address: 1900 Rainier Ave S, Seattle, 98144

Agency Hours: Mon-Fri, 9am-4:30pm

Contact: Karly Lee

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Website: <https://wellspringfs.org/>

BEST WAY TO APPLY (phone, e-mail, drop-in): Email

Agency Description: Wellspring Family Services exists to end family homelessness by preventing it before it happens and intervening early when it does. We have three family services programs (Housing, Early Learning Center, Family Store) that work together to address the needs of families experiencing or facing homelessness.

Position Descriptions: Service-learning students who volunteer in the Family Store will have a variety of admin tasks to work on, including the following:

- Call families who want to place Family Store orders over the phone and take their orders. This includes gathering demographic information on the family along with asking for their list of needed items, submitting the order and scheduling a pick up date with the family.
- Call and/or email families and case managers to remind them of their order pick up date and reschedule pick ups as needed.
- Enter Family Store data into Salesforce, including entering demographic data, order pick up dates, and inventory data.
- Pack orders for families, which includes gathering available items such as clothes, diapers, toys, etc. and preparing them for family pick up.

Background check required

Days and hours students can serve in this position: Monday, Tuesday, Wednesday, Thursday, Friday; 9am-4:30pm each day

Minimum time commitment required of volunteers: 16 hours (1 weekly shift of 2-3 hours is ideal)

What qualities, abilities and skills are important to your agency? Volunteers should be comfortable interacting with clients from diverse backgrounds directly on the phone and be comfortable using a computer, email, and learning how databases work. Regular walking, bending, lifting, and moving are required as well.

Is volunteer orientation provided? Yes (can be done virtually or during their first shift)

Length of time students should budget for it: 30 minutes

Is volunteer training provided? Yes

Length of time students should budget for it: 1 hour

Is on-site supervision provided? Yes, there will always be an on-site supervisor.

Number of Service-Learning position available per quarter: 1

***Please return to: Service-Learning Program, Seattle Central College,
1701 Broadway, BE1117, Seattle, WA 98122***