

VOLUNTEERING



Part of Rainbow Health's mission is to stop the spread of HIV, and harm reduction via syringe services is vital to achieve our goal. Volunteers keep our Mainline Syringe Services Program open, which allows us to serve more community members.

TIME COMMITMENT

A 6-month time commitment is required. During this time, volunteers should work at least 1 shift per month, unless all shifts are full. After the 6-month period, the volunteer may continue if they choose.

RESPONSIBILITIES

- Work at the check-in desk and assist in the exchange room if needed. Fill out existing client forms to track how many syringes are being exchanged.
- Ask clients if they need HIV or HCV testing and offer resources from our free food pantry.
- Create new client forms as needed, which includes asking demographic and health-related questions. This information is highly sensitive and personal and must be handled in accordance with HIPAA and confidentiality guidelines.
- Set up and tear down the check-in table at the beginning and end of each shift.
- If needed, complete various tasks while waiting for clients to enter, such as making safer sex kits, Narcan Kits, Cotton Kits or other kits needed for the Exchange Room.
- During downtime, the volunteer is permitted to study, use their phone, read, etc., as long as they immediately attend to clients when they enter.

QUALIFICATIONS*

- Be attentive and treat all clients with respect as volunteers will be the first point of interaction for all our clients.
- Be able to navigate Microsoft Teams and Google Drive. Volunteers will be trained on documentation procedure.
- Be able to perform light lifting- ex: setting up and moving folding table and chairs.
- Greet and screen clients in a friendly and professional manner. Volunteers are privy to extremely sensitive and personal information and must be able to follow confidentiality guidelines.
- Have a passion for harm reduction work and health equity.
- Volunteers who speak a second language are encouraged to apply.
- Volunteers with lived experience of substance use, addiction, and recovery are preferred and encouraged to apply, but anyone with a passion for Rainbow Health's mission and harm reduction may apply.

**If there are any questions or concerns about meeting these qualifications, please contact the Volunteer Coordinator.*

SUPERVISION

Volunteers will shadow another volunteer or staff member for 2-4 hours before volunteering alone. Volunteers will be supervised by the Mainline staff during each shift.

BENEFITS

- Volunteers will have a direct role in harm reduction in their community.
- Volunteers will gain firsthand knowledge of harm reduction, which may be used as professional experience.
- Volunteers will be able to connect with other folks who share a passion for harm reduction work and start building their network.
- Volunteers will have access to other volunteer roles within the organization in addition to opportunities in harm reduction work.

CONTACT

Please email volunteer@rainbowhealth.org or call (612) 373-2444 for more information.