

DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

OPPORTUNITY TITLE: Homework Helper

DEPT: Volunteer Services Public Services
Administration

REPORTS TO: Volunteer Services Manager
Branch Manager

DATE: 5/2017

BASIC FUNCTION: This volunteer opportunity is responsible for actively listening and assisting students with their homework or project questions.

ESSENTIAL DUTIES:

1. Assists students with homework and project needs by actively listening and having an open-ended discussion. Reviews homework assignments and provides constructive feedback.
2. Assists students in developing skills in a variety of school subjects and creating a culture of higher learning.
3. Discusses and teaches effective study skills as in, organizing homework, proofreading, using study guides, taking notes from a textbook, and more.
4. Shows students how to use the Library as a tool for research and homework needs.
5. Refers students to Library staff who request assistance on researching Library databases and finding various Library materials within the Library.
6. Shares knowledge and experiences on certain subject matters.

COMPETENCIES: To successfully serve as a volunteer Homework Helper, an individual should demonstrate the following competencies.

Attendance/Punctuality: Demonstrates reliability by regularly arriving to volunteer assignment work on time and by taking breaks in expected time frames.

Customer Service: Strives to maintain positive internal and external customer service relationships. Represents the library professionally when dealing with staff, managers, vendors, contractors, colleagues and members of the public.

Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position. Exhibits objectivity and openness to others views.

Initiative: Prioritizes and plans assigned activities. Uses time efficiently. Asks for and offers help when needed. Informs supervisor of problems or concerns.

Organizational Support /Ethics: Demonstrates support for ALA's Code of Ethics and DML's Material Selection Policy. Follows Library policies and procedures; meets requirements stated in the Volunteer Handbook.

Safety and Security: Observes safety and security procedures. Reports potentially unsafe conditions. Uses equipment and materials properly.

Teamwork: Demonstrates team behavior and willingness to promote a team oriented environment. Exhibits cooperative attitude while working on all job tasks and willingly assists others.

Performs other duties as assigned.

QUALIFICATIONS:

Communication Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to speak effectively when addressing individuals and apply active listening skills.

Education and experience: Ability to determine a student's information needs. Ability to actively listen and understand directions to assist students. Completion of at least one year of college or vocational school preferred; or one to two years related tutoring experience.

Equipment, Tools and Materials: Ability to use computer equipment and standard office equipment required.

Physical Requirements: Ability to periodically bend, lift, reach, turn, hold, carry, grasp, walk, stand, and use keyboard. Specific vision abilities required by this job include close vision and distance vision. Ability to speak and hear required.

Technical Skills: Ability to use computer equipment to view volunteer schedule and to log volunteer hours. Proficient in using email, Microsoft Office products and the Internet.

*To perform this volunteer opportunity successfully, an individual must be able to perform each essential duty satisfactorily, and must demonstrate the necessary skills, knowledge, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above reflects general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities or requirements that may be inherent in the job.