



# Personal Shopper in Harriet's Closet

## Volunteer Position Description

### *Position & Responsibilities*

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#### **Role Summary**

*Harriet's Closet* is an invaluable Tubman resource: a curated selection of clothing for teens and adults of all genders, it offers a personal shopping experience for community members and Tubman clients at no cost to them. Personal Shoppers work one-on-one with individuals who come into the Closet as they shop for and select casual and business-professional attire.

#### **Impact & Benefits**

- Make a difference in someone's life by offering clients a fun, high quality shopping experience while providing them with needed clothes and accessories
- Gain experience providing direct service and support to individuals seeking assistance

#### **Position Responsibilities**

- Follow agency guidelines as you interact with and guide clients in selecting clothing and accessories for job interviews, court appearances, and everyday life
- Offer clients community resources and referrals as needed
- Sort and organize donated clothing
- Communicate and collaborate within your team to provide coordinated services to clients

### *Qualifications & Expectations*

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#### **Position Qualifications**

- Enjoy working one-on-one with individuals, willingness to assist clients with clothing selection with patience, kindness, and respect
- Excellent communication, organizational, and people skills
- Ability to listen actively and respond appropriately to clients
- Ability to maintain confidentiality
- Ability to work with diverse teams and clients to foster a culturally inclusive environment

#### **Time Commitment & Availability**

- Commit to one four-hour shift per week for a minimum of six months, with accommodations made for holiday/seasonal travel ("Snow Birds" welcomed!)
- Attend quarterly Harriet's Closet volunteer team meetings and check-ins with supervisor

#### **Supervision & Training**

- Attend Tubman's Volunteer/Intern Orientation and Training series
- Supervised by the Jobs, Education, and Finance Coordinator

### *Organization*

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For 40 years, Tubman has been leading the way to hope for women, men, youth and families who have experienced relationship violence, sexual exploitation, addiction, mental health challenges or other trauma. We provide countless ways to help including safe shelter, legal services, mental and chemical health counseling, elder abuse resources, youth programs, community education and much more. [www.tubman.org](http://www.tubman.org).

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.