|  |  |
| --- | --- |
| **Homeless Shelter Volunteer Job Descriptions** | |
| Supervisor: **Shelter Manager** | |
| Mission: | **Mission:**  To provide safe shelter, food, support services, and an avenue to self-sufficiency for homeless adults in our community.  **Purpose:**  We believe that all people deserve the basic necessities of life, and the community in which we live is called to serve this purpose.  **Core Values:**   * Treat all with dignity * Offer support and opportunity * Practice responsible stewardship * Achieve results through competence and creativity |
| *Skills needed: Kindness, patience, respect for others*  *Ability to remain calm in potentially stressful and chaotic situations. Good communication and problem solving skills. Desire and ability to learn in detail about the shelter’s programs, procedures, services, and facility. Willingness to take direction and work independently. May be required to stand for up to 2 hours and lift at least 15 pounds* | |
|  | |
| **Staff Assistant** is responsible for helping Program Staff during nightly resident intake by assisting new residents with demographic forms, giving tours of the building, answering phone calls, receiving donations, and other duties as needed. Assist new residents with demographic forms and provide tours of the building. Provide information about shelter services and procedures. Answer incoming phone calls, respond as appropriate or request staff assistance, and take messages for staff or residents. Accept donations at the door, offer donation receipts, and sort items, taking them to the appropriate area in the shelter. Assign available lockers to residents upon request and remind residents of their assigned locker combination from the Locker Log. Other duties as requested by staff. | |
| **Linens volunteer** is responsible for helping Program Staff during nightly resident intake by preparing and distributing one set of bedding for each resident as they enter the shelter.  Greet residents as they enter the shelter. Fold and distribute one set of linens (one flat sheet and one blanket) to each resident. Limit the supplies provided to one set of linens per resident, so that there is enough to go around. Retrieve clean linens from the basement laundry room as necessary. Remind residents that towels are distributed at dorm supply. Other duties as requested by staff. | |
| **Kitchen Lead** is responsible for supporting and supervising volunteer groups in the meal preparation and serving process for up to 200 people, ensuring that all food safety guidelines are satisfied and acting as the liaison between the kitchen and Program Staff on duty. Unlock the knife cabinet, review the menu, and locate the food for your meal. When other volunteers arrive, make sure no one is sick and that everyone has closed toed shoes and proper kitchen volunteer hygiene. Brief volunteers on the menu and what preparation needs to be done - make sure everyone has a task to complete and supervise or help with the tasks assigned to other volunteers. Ensure food safety guidelines are satisfied – hand washing, glove use, and temperature testing dishes to match Health Dept. food group recommendation. Clean up the food preparation areas and wash, dry, and lock all knives  and other sharp objects in the knife cabinet before meal service. Serve dinner and make to-go meals and late meals after asking staff for required number; Offer second helpings or food to pack for lunch 15 minutes before the meal ends. Monitor the kitchen, serving line and dining room - alert staff to any problems. Properly cool, seal, and store or compost leftovers and turn off all appliances. | |
| **Kitchen Assistant** is responsible for helping the kitchen staff with the various aspects of maintaining a safe kitchen that provides safe, ample, good food to Shelter clients. Food preparation Sorting food donations, Cleaning kitchen and Special projects as needed | |
| **Breakfast Cook** is responsible for working in a team to prepare and serve a morning meal for up to 200 people, while upholding all food safety guidelines. Food is provided by the Shelter, unless volunteers wish to provide specific items. Wear closed toed shoes and maintain proper kitchen volunteer hygiene. Review the menu with the Kitchen Lead and locate the food for your meal. Complete your food preparation and cooking task, while following all food safety guidelines – hand washing, glove use, prevent food group cross-contamination. Clean up the food preparation areas and wash, dry, and lock all knives and other sharp objects in the knife cabinet before meal service. Set out self-serve beverages, pastries, breads, and condiments at the end of the serving line (No need to set out dining room chairs). Serve breakfast and offer second helpings or food to pack for lunch 15 minutes before the meal ends. Properly cool, seal, and store or compost leftovers and turn off all appliances. | |
| **Dinner Cook** is responsible for working in a team to prepare and serve an evening meal for up to 100 people, while upholding all food safety guidelines. Food is provided by the Shelter, unless volunteers wish to provide specific items. Wear closed toed shoes and maintain proper kitchen volunteer hygiene. Review the menu with the Kitchen Lead and locate the food for your meal. Complete your food preparation and cooking task, while following all food safety guidelines – hand washing, glove use, prevent food group cross-contamination. Clean up the food preparation areas and wash, dry, and lock all knives and other sharp objects in the knife cabinet before meal service. Set out self-serve beverages, desserts, breads, and condiments at the end of the serving line (No need to set out dining room chairs). Serve dinner and make to-go meals and late meals after asking staff for required number - offer residents second helpings or food to pack for lunch 15 minutes before the meal ends. Properly cool, seal, and store or compost leftovers and turn off all appliances. | |
| **The Intake Assistant** is responsible for helping Program Staff during nightly resident intake by providing information about shelter services and resident access to the bathroom, drinks and snacks, lockers, to-go dinners, and bus tickets as necessary. Provide information about shelter services and procedures. Assist residents with demographic forms outside on the intake line and provide tours inside the shelter for new residents. Offer residents access to the intake bathroom as needed. Manage warm drinks and snacks available for residents waiting on intake line. Coordinate the delivery of to-go dinners between the kitchen and intake line. Provide residents with access to their lockers and bus tickets as needed. Other duties and volunteer positions as requested by staff. | |