



# ST. JOHN'S VOLUNTEER MANUAL 2021-2022

## Mission Statement

*To honor the dignity, restore hope, and create lasting change for the homeless and those at-risk in the Green Bay area*

## Vision

*Through a spirit of familiarity, rapport, and trust, each person will leave better than they came.*

## Values

*Justice, Integrity, Compassion, Servant Leadership, Humility, Love, Family, Hope*

*Effective 10/11/2021*

## NOTE FROM THE VOLUNTEER COORDINATOR

Dear Volunteer,

We're so glad that YOU are here! You are essential to accomplishing the full measure of what we do to support our brothers and sisters experiencing homelessness here in Green Bay.

It is our hope that the information in this manual will help to equip you for your role(s). In an everchanging world (thank you, 2020!), we want you to have as much of the information you need to be successful, right at your fingertips. In this manual, you will find information about St. John's Ministries, our volunteer policies and our volunteer opportunities.

As always, if you have questions, please contact me!

Thanks again for your service!

Sincerely,

*Brooke*

Brooke Graham

Volunteer Coordinator

TABLE OF CONTENTS

WHO WE ARE.....4

VOLUNTEER APPLCATION PROCESS..... 5

SCHEDULING PROCEDURE, CANCELLATIONS..... 6

CONFIDENTIALITY POLICY, VOLUNTEER BOUNDARIES..... 7

COMMUNICATING WITH THE VOLUNTEER COORDINATOR, RESIGNING FROM VOLUNTEERING..... 8

TERMINATION OF VOLUNTEER STATUS..... 9

SERVICE GROUPS, SCHEDULED AND UNSCHEDULED ACTIVITIES..... 10

OPERATIONAL AND NON-OPERATIONAL VOLUNTEERS..... 11

ST. JOHN’S SHELTER.....11

    LEAD VOLUNTEERS.....12

    HOSPITALITY VOLUNTEERS.....15

    FLOOR SUPPORT VOLUNTEERS..... 16

    BREAKFAST SERVERS..... 18

    MEAL SERVERS.....19

    OFFICE RECEPTION..... 20

    LAUNDRY VOLUNTEERS.....21

    DONATIONS..... 23

    FILL REQUESTS..... 24

THE MICAH CENTER

    FRONT DESK VOLUNTEER..... 25

WELLSPRING.

    HOSPITALITY..... 26

## Who We Are

St. John the Evangelist Homeless Shelter provides seasonal, night-to-night emergency shelter to adult men and women. St. John's believes in meeting each guest right where they are at. Programs and services are then offered in the context of the furtherance of human dignity to assist each guest in goal attainment and self-sufficiency.

The Micah Center provides a daytime resource center to adult men currently experiencing homelessness or at-risk for homelessness in the Green Bay community. The Micah Center combines a compassionate drop-in feel with rigorous programming to ensure that each guest is supported in their journey towards self-sufficiency.

Wellspring is a daytime resource center just for women in the heart of downtown Green Bay. Wellspring offers services to adult women who are homeless, living with mental illness, disabled, facing financial issues or in broken relationships. We provide safety, security and belonging through peer support, personal growth opportunities, resources and referrals. We foster an atmosphere of dignity and respect through networking, empathetic listening and mentoring.

Thank you for your interest in volunteering at St. John's Homeless Shelter, the Micah Center and Wellspring! There are numerous ways and various times of the day that you can get involved with our ministry.

## Volunteer Application Process

Volunteers over the age of 18 must complete an application and agree to a background check. The application is completed electronically on our website here: <https://www.stjohnhomelessshelter.org/volunteer/> by clicking "Apply Now" and completing the form.

For potential volunteers who do not use a computer, paper copies are available upon request. Once a background check is completed, the Volunteer Coordinator will contact you and you will be able to select the way(s) that you would like to volunteer and utilize our online scheduling system.

Please allow up to three weeks to process your application. If you do not hear back three weeks after submitting your application, please contact the Volunteer Coordinator, Brooke at (920) 301-0909 or email [bgraham@sjehs.org](mailto:bgraham@sjehs.org). Feel free to contact her at any time with questions, concerns or assistance in determining your volunteer niche.

Volunteers who are under the age of 18 will not fill out a volunteer application online, but rather can reach out directly to the Volunteer Coordinator to sign up to volunteer. When serving in an onsite operational role, minor volunteers will serve with a parent or guardian who is an approved volunteer. For

questions or to discuss youth roles further, please speak with the Volunteer Coordinator.

### Scheduling Procedure

Once you are approved as a volunteer, you will be granted access to Better Impact, our online volunteer scheduling system. The web link is: [www.MyImpactPage.Com](http://www.MyImpactPage.Com) . Here you can view the specific volunteer needs for St. John's Shelter, The Micah Center and Wellspring, and sign up for shifts that match your availability and interest. If you do not have an email or do not use the internet, please call the Volunteer Coordinator at (920) 301-0909 to schedule a time to volunteer. If you plan on coming in for the same shift each week and do not intend on signing up on Better Impact, please let the Volunteer Coordinator know. It is important that we account for who is coming volunteering within our scheduling system so that we can ensure adequate coverage, and so volunteers who do sign up know they are needed.

### Cancellations

If for some reason you need to cancel your scheduled volunteer time you can do so using Better Impact. If it is less than 24 hours before you are scheduled to volunteer, please call the Volunteer Coordinator at (920) 301-0909 or call direct to the site of your shift (Shelter, Micah or Wellspring) and speak with a staff member so that a replacement can be found.

## Confidentiality Policy

St. John's asks every volunteer to sign a Confidentiality Agreement that protects the privacy of all guests who utilize our services. It is vital that volunteers understand the importance of respecting the privacy of each person utilizing our services and that the sharing of any information regarding a guest be done only necessary for the proper provision of service to that guest. Volunteers should not ask for any personal information about a guest from the staff or from the guest themselves. Guests and/or their personal situations should not be discussed outside of St. John's with others.

## Volunteer Boundaries

Volunteers are not to provide any personal information of their own including last name, phone number and address. Volunteers should not be "friends" with a St. John's guest on social media or offer guests rides. Personal contact with a St. John's guest outside of St. John's can lead to complications and volunteers are required to refrain from doing so. Volunteers developing personal relationships with guests outside of St. John's programming may be removed from active volunteer status. If you find yourself faced with a situation where someone has been a friend or acquaintance prior to your encountering them with us, please bring this to the attention of the Volunteer Coordinator so we can help you establish appropriate boundaries. This policy is in effect to protect both our volunteers and our guests. Any questions regarding this policy may be directed to the Volunteer Coordinator.

## Communication from Volunteer Coordinator and St. John's

Volunteers who provide an email address on their volunteer profile in Better Impact will receive email updates from the Volunteer Coordinator which can include volunteering needs, supply needs, general updates, volunteer orientation dates, scheduling, etc.

In addition, volunteers can find more information and updates from St. John's via our social media pages (Facebook, Instagram, Twitter) a "real time" way to stay connected to events within our organization. Finally, volunteers can browse our website to learn more about our services and upcoming events: [www.stjohnhomelesshelter.org](http://www.stjohnhomelesshelter.org) . Don't forget to read our blog posts while you're there.

Finally, volunteers serving at St. John's Shelter can find information posted on the bulletin boards and/or whiteboard in the "Volunteer Hub" located next to the kitchen.

## Resigning from Volunteering

To resign from volunteering at St. John's for any reason, simply communicate to the Volunteer Coordinator in person, via email or by phone, that you wish to resign from volunteering. Your volunteer profile will be deactivated and you will not longer be able to sign up for volunteer shifts. If you wish to be reinstated in the future, a new background check will be required.

## Termination of Volunteer Status

If a St. John's volunteer engages in unacceptable conduct or breaches the St. John's confidentiality or boundaries policies, then corrective action or termination of volunteer status may be required.

Corrective action is intended to encourage individuals to improve their performance. There are a variety of types of corrective action that may be taken in any particular situation. Forms of corrective action may include verbal instructions or warnings, written warnings, additional training requirements, apologies or termination as a volunteer. The type of correction action taken will depend on the circumstances of the individual case.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for volunteer assignment under the influence of drugs or alcohol
- Theft of property or misuse of agency funds, equipment, or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent, or unsafe acts
- Abuse or mistreatment of guests, staff, or volunteers
- Releasing confidential information, including photos
- Breach of boundary agreement
- Unwillingness to support and further the mission of the organization
- Unwillingness to comply with agreed-upon previous corrective action

## Service Groups

Groups of individuals who wish to serve together may fill out our service group inquiry form, available here:

<https://www.stjohnhomelesshelter.org/service-groups/> . Filling out the form helps us better understand more information about the group's availability and task preference. When we receive an inquiry form, we will reach back out to talk about scheduling. Project opportunities include deep cleaning and organizing projects, painting, and when available, special/seasonal opportunities. Time opportunities are daytime, evening and limited weekend, dependent on adequate staff/volunteer supervision and availability of projects. Groups size of 10 or less preferred, but can be discussed with the Volunteer Coordinator.

## Scheduled and Unscheduled Activities

The volunteer opportunities you see listed below across all three locations are "scheduled activities." This means that the volunteer activities occur at a specific day and time. There are also "unscheduled activities" (not listed in this manual) that do not necessarily happen at a specific day and time. These may include landscaping, maintenance, painting, cleaning, organizing, etc. or other "as needed" opportunities. Service groups also fall into this category. Please speak with the Volunteer Coordinator for more information on unscheduled activities.

## Operational vs. Non-operational Volunteers

St. John's has numerous ways for volunteers to get involved based upon their interests, comfort levels and availability. Operational volunteers are primarily present while the guests are present allowing a volunteer a lot of time for relationship building with guests utilizing services. Meanwhile, non-operational volunteers are "behind the scenes" working to ensure the flow and operations when guests are not present. Volunteer position descriptions, outlined as follows, highlight opportunities available to volunteer both operationally and non-operationally.

### ST. JOHN'S SHELTER

*NOTE: Because St. John's is a seasonal shelter, we run different programming in the cold weather season (Nov-Apr) than in the warm weather season (May-Oct). Most of the opportunities below occur in the cold weather season.*

All Shelter volunteers: At the beginning of your shift, sign in at the white book in the Volunteer Hub (located next to the kitchen) and put on name tag. If you do not have a name tag, please make one. Take your name tag home with you and bring it back each time you volunteer. Remember to sign out at the end of your shift.

## LEAD VOLUNTEERS (Operational; Cold Weather Season)

The evening can be a busy time, with the guests arriving and the meal being served. Many volunteers are needed to assist staff and to serve the guests. The staffs' first responsibility is to respond to the needs of the guests, and often cannot give the volunteers the full attention they need to get oriented to their tasks and provide answers to their questions. The Lead Volunteer is a knowledgeable, experienced person in oversight of the volunteers so that volunteers can get the attention and guidance they need. The Lead serves as a link between the volunteers and shelter staff. The Lead will serve as a support person for the volunteers, welcoming them, providing them direction, and answering any questions they may have along the way. Lead Volunteers are identified with a yellow lanyard name tag necklace.

### First Shift Lead (4:00 – 7:00 PM)

#### Responsibilities:

- Arrive by 4:00 PM to get ready for the arrival of evening volunteers.
- Begin brewing coffee (instructions posted near coffee machine)
- Check in with evening staff to see if there is anything specific they need help with that shift, and check the schedule (posted in the Volunteer Hub) to see which volunteers are signed up
- Check meal schedule (posted on fridge) and white board on fridge for info on that night's snack and/or meal
- Hospitality volunteers come in at 4:30 PM. Welcome them, make sure that they sign in and wear their name badge. See if any of them are first time volunteers and if there are any questions from the group. Lead a discussion among the volunteers as to who will cover what tasks during the shift. Let the volunteers know that they can come to you with any

questions or concerns. You oversee facilitating their volunteer experience so it is important that they feel they can come to you with anything.

- Put out snack. Try to use up whatever leftovers we have around without putting out an entire meal. Focus on fruits, veggies, salads, half sandwiches or maybe a light soup leftover. The meal groups expect our guests to be hungry, so we need to make sure that there is still some room in their stomachs for the actual meal. Anything in the fridge, freezers or pantry not marked for specific use is fair game.
- Watch for the group bringing in the meal. Meal groups have been instructed *not* to park their cars in the Parish lot near the kitchen door, but to park in our back lot and walk the meal to the kitchen door or the back door. They may desire help carrying the meal in. Make sure the meal volunteers sign in in the kitchen meal server book (located in the Volunteer Hub) and put on sticky name tags when they arrive. Write what meal group will be serving and their menu on white board outside of serving window.
- You may designate one hospitality volunteer to help in/near the kitchen and one hospitality volunteer to help on the floor. The helper in the kitchen should answer any questions the meal volunteers have and advise them on policy (i.e., serving until 7:15 PM, no seconds until 6:30 PM, etc.). Orient them to where things are located in the kitchen. Help in whatever needs arise. If it looks like we will run out of food before 7:15 PM, it is up to the Lead to assess what other foods can be put out.
- Check in with volunteers throughout the shift, making sure they are comfortable with task(s) and answer any questions they have. Make sure the Floor Support Volunteer stays present on the gym floor and is keeping an eye on guest activity

- Set an example for other volunteers by engaging guests in friendly conversation.
- Help clean up in kitchen after the meal if needed. The goal is to leave the kitchen neater than you found it.

Second shift Lead: (7:00-9:30 PM)

Responsibilities:

- Check with first shift Lead volunteer regarding any issues from first shift
- Help clean-up kitchen from dinner if needed. Dirty dishes should not be left in the sink.
- Gather light snacks to serve at window as an evening snack
- Sweep and mop kitchen floor
- Feel free to visit with guests
- If needed, fill clothing orders if there are orders to fill
- If needed, restock plates, cups, napkins, plasticware
- If the meal team used the hot table, check that the water has been drained. Check that the oven and hot box are also switched “off.”
- Check refrigerator and freezer for outdated food
- Second Shift Hospitality volunteers come in at 7:00 PM. Welcome them, make sure that they sign in and put on a name badge. See if any of them are first time volunteers and if there are any questions from the group. Lead a discussion among the volunteers as to who will cover what tasks during the shift. Let the volunteers know that they can come to you with any questions or concerns. You are responsible for facilitating their volunteer experience ,so it is important that they feel they can come to you with any questions or concerns.

Qualifications:

We ask that all Volunteers have significant volunteering experience in Shelter prior to engaging in a Lead role. Volunteer can discuss this option with the Volunteer Coordinator and then shadow a Lead Volunteer if desired.

Commitment/Hours:

7 Days a Week (Nov. 1-Apr. 30)

First Shift Lead: 4:00-7:00 PM

Second Shift Lead: 7:00-9:30 PM

Leads can volunteer regularly throughout the week on a set schedule or intermittently.

#### HOSPITALITY VOLUNTEERS (Operational; Cold Weather Season)

##### First Shift Hospitality Volunteers

Hospitality Volunteering is an opportunity to create a warm, inviting environment for guests and to connect on a one-on-one basis whether by sharing a meal, playing cards, or simple conversation. Carry out simple tasks to support our guests. Hospitality volunteers can escort non-volunteer approved meal servers to share a meal with guests.

Responsibilities:

- Check in with Lead Volunteer and see what tasks need to be done.  
Potential tasks include:
- Put away food and donations
- Get snack ready and put out in the second serving window
- Check bathrooms for hygiene items, toilet paper, etc. and restocking if necessary
- Check to see if any loads of laundry (towels, sheets) need to be done

- On Wednesday and Sunday hand out clean sheets, collect & bag dirty linens
- Please feel free to sit down and visit with guests when they arrive. Ask them how their day was, how they are doing, etc. St. John's emphasizes community, and what a better way to do so than by conversing with one another!
- If needed, fill guest requests by gathering donation slips near kitchen window and log items given (if there isn't a volunteer signed up to do so)
- If needed, help serve the meal (if there are not enough meal servers present)

## Second Shift Hospitality Volunteers

### Responsibilities:

- Check in with Lead Volunteer and see what tasks need to be done.
- Fill guest requests if needed
- Clean up kitchen area
- Put out evening snack
- Warm up meals for late-arriving guests who have proof of employment or are late arriving new guests (check with staff)
- Make lunches for guests on the 'Approved Lunch List'
- Help with guest laundry if necessary
- Check bathrooms and replenish toilet paper, hand soap, and paper toweling when needed.
- Chat with guests. Play a card or board game. Get to know the individuals you are serving!

These are just a few of the tasks that a hospitality volunteer may assist with. There are sometime day-specific tasks that staff will ask for help with as well.

If you are new to the role, focus on engaging with guests and learn the tasks over time.

Qualifications: Able to work around large groups of people. Friendly and outgoing.

Commitment/Hours:

7 Days a Week (Nov. 1-Apr. 30)

First Shift: 4:30-7:00 PM

Second Shift: 7:00-9:30 PM

Volunteers can serve regularly or intermittently.

#### FLOOR SUPPORT VOLUNTEERS (Operational; Cold Weather Season)

Floor Support Volunteers lend a critical pair of eyes and extra set of hands on the gym floor. Shelter staff are constantly pulled in multiple directions (intake, check-in, staff office, etc) so the floor support volunteer can provide a constant presence on the gym floor to monitor guest activity.

Responsibilities:

- Remain present on the gym floor to monitor guest activity and answer guest questions.
- Report any concerns to staff/security.
- Be available to plug in phones for guests in the staff office, bring meals to guests doing intakes as requested by staff, and anything else the shift lead (staff) might need help with
- Engage the guests in conversation.

Qualifications: Able to work around large groups of people and confidence to engage with guests.

Commitment/Hours:

7 Days a Week (Nov. 1-Apr. 30)

First Shift: 4:30-7:00 PM

Second Shift: 7:00-9:00 PM

Volunteers can serve regularly or intermittently.

BREAKFAST SERVER (Operational; Cold Weather Season)

The Breakfast Servers are often the first interaction a guest has each morning. As guests wake up in an emergency shelter and prepare to start their day, they can be filled with stress and apprehension. A warm smile and light conversation as you serve the food and coffee can set an individual on the right track to leave the shelter motivated to take the steps necessary to move towards self-sufficiency.

Responsibilities:

- Arrive at 5:45 AM and ensure the coffee has been started. Instructions are posted near the coffee machine.
- Warm up any leftovers that can provide protein for the morning meal
- Heat any casseroles or hot breakfast items that have been donated to the shelter
- Set up juice, milk, cereal, fruit, toast & hard-boiled eggs and toast for continental breakfast. Make do with what is available. A light, cold-item breakfast is perfectly acceptable!
- Ensure the paper products, cups, napkins and flatware are stocked

- Open the metal window doors and begin serving breakfast at approximately 6:15 AM
- Replenish food as necessary
- Serve guests until 7:45 AM- allow for seconds as quantities allow
- Close up serving window and return items to their original location, but leave out a small selection of continental items for late comers (donuts, toast, etc)
- Wash up dishes and serving utensils
- Wipe down all counters and sweep floor

#### Qualifications:

Able to serve with a smile on your face bright and early! Must be at least 18 years of age, OR be a minor who was previously approved to serve with a parent or guardian by the Volunteer Coordinator (More information below in the “Meal Servers” section.)

#### Commitment/Hours:

7 Days a Week (Nov. 1-Apr. 30) 5:45- 8:00 AM

Many volunteers serve breakfast on the same day each week. Volunteers are able to join the regular rotation or serve intermittently.

#### MEAL SERVERS (Operational; Cold Weather Season):

The shelter provides guests with a hot meal each evening Nov. 1-Apr. 30. Our meals are donated by groups or individuals who show their support for the shelter and guests through their gift of cooking. Since the shelter isn't coded to cook meals on-site, all meals must be prepared off-site prior to serving.

Meal teams typically serve the meals they prepare, but in some cases they drop off their meal; in which case, we would seek separate meal server volunteers.

Dinner Meal Serving does not require one to be an approved volunteer. For more information on signing up to provide and serve dinner, please contact the Meal Coordinator, Mike Westenberg, at [mwestenberg@stmattsgb.org](mailto:mwestenberg@stmattsgb.org) or 920-435-6811, ext 306. You can also visit [www.stjohnhomelesshelter.org/meal-schedule/](http://www.stjohnhomelesshelter.org/meal-schedule/) for a current list of meal provider sign-ups.

Youth Policy:

**“Youth under 18 years old may volunteer at St. John's Homeless Shelter as part of a meal team as long as they are accompanied by a *parent or guardian* and are previously approved by the St. John's Volunteer Coordinator.”**

Contact Brooke for more information or to seek approval for minors.

OFFICE RECEPTION VOLUNTEERS (Non-operational; Year Round):

Office reception volunteers answer the door and phone and accept donations. There may be light clerical duties, including thank you letters to donors, at times; however, the main objective of the Office Reception Volunteers is to answer the phone and door and relay messages.

General Responsibilities:

- Answer the door and phone and direct people to the correct staff member or location.
- Accept donated goods and complete donation receipts for tax purposes

- Log all financial donations in monetary binder and place secured donations in lock box
- Perform light clerical duties.
- Refer to the Office Reception binder located in the staff office for more information.

Qualifications: Able to perform light clerical duties and reception skills. Must undergo training to be qualified to sign up for this role. Friendly and engaging with callers and community members.

Enhanced Responsibilities as capable/desired:

- Assist staff with data input and update shelter information as necessary. • Assist with filing and record-keeping as identified by staff.
- Enhanced Qualifications: Basic Computer skills and knowledge Word and some software usage.

Commitment/Hours:

**During the Cold Weather Season (Nov. 1-Apr. 30):**

Monday-Friday 9:00 AM to 12:30 PM and 12:30 -4:00 PM

**During the Warm Weather Season (May 1- Oct. 31):**

Monday-Wednesday 9 AM-12 PM and 12-3 PM

May sign up for one or both shifts. Volunteers may serve regularly or intermittently.

LAUNDRY (Non-Operational; Year Round)

Laundry volunteering is a great opportunity to help “behind the scenes.” We all know how nice it is to have clean clothing at our disposal. Help provide

clean clothes for someone in need! When guests come into Shelter they have the opportunity (thanks to you) to have their clothes washed. Also, when guests move on from shelter and leave their clothing to be “recycled,” the items are washed and then re-stocked in the donation room for others to use. Towels, sheets and bedding are also washed.

Responsibilities:

- Wash, dry and fold guest laundry (up to 10 guests per day)
- Wash clothes, pillows, and towels from morning showers.
- Restock items in laundry room, towel rack, and donation room.
- Set up bins with bedding and pillows for new shelter intakes.
- Please reference the more detailed instructions posted in the laundry room for morning laundry and evening laundry tasks.

Qualifications:

Able to neatly fold laundry items. Must be physically able to place and retrieve laundry into stacked washers.

Commitment/Hours:

**During the Cold Weather Season (Nov. 1-Apr. 30):**

Weekday mornings from 9:00 AM -12:00 PM

Evenings 7 days a week (Nov. 1-Apr. 30) 7:00-10:00 PM

**During the Warm Weather Season (May 1- Oct. 31):**

Monday-Wednesday 9:00 AM-12:00 PM

Volunteers may serve regularly or intermittently.

## DONATIONS (Non-Operational; Year Round)

St. John's operates on donations of food, clothing and financial gifts. Donation volunteers accept, sort, and organize donations. Items we choose to keep for guest use are labeled and shelved, and items we choose to pass along to other organizations are bagged and marked.

### Responsibilities:

- Sort, label and organize clothing donations. Reference the keep/do not keep list posted on the bulletin board in the Donation Room.
- Identify and mark items which could be better utilized by another non-profit.
- Remove items that are stained, torn, or in other poor condition
- Identify clothing and hygiene needs and report to Volunteer Coordinator so these items can be requested on wish list.
- When there is time, assist with filling donation requests based on item and size. See "Fill Requests" position description below for details.

### Qualifications:

Must possess an attention to detail and have organizational skills. Must be able to walk up and down stairs.

### Commitment/Hours:

#### **During the Cold Weather Season (Nov. 1-Apr. 30):**

Monday-Friday 9:00 AM -11:00 AM

#### **During the Warm Weather Season (May 1- Oct. 31):**

Monday-Wednesday 9:00 AM-11:00 AM

Volunteers can serve regularly or intermittently.

## FILL REQUESTS (Operational; Year Round)

Do you like to help folks put together an outfit? Figure out what clothing would be warmest? Find a favorite soap or shampoo? .... Volunteers who fill requests are like personal shoppers for our guests. The guest fills out a request for any combination of clothing, hygiene, outerwear and shoes. When this request is submitted you go up to the donation room and select the items for the guest.

### Responsibilities:

- Gather guest request slips from basket by the Shelter Manager's office in the gym
- Go up to donation room and look up guest in Guest Binder.
- Fill guests request based on item and size
- Log all donation requests in Guest Binder and notify staff of excessive requests
- Place filled guest request on shelf by the Shelter Manager's office in the gym
- Log guest 1st name and 1st Initial of last name on dry erase board with a hold until date (2 days from today)

### Qualifications:

Must possess an attention to detail and have organizational skills. Must be able to walk up and down stairs.

### Commitment/Hours:

#### **During the Cold Weather Season (Nov. 1-Apr. 30):**

Monday-Friday 9:00-11:00AM

Sunday-Saturday 5:00 -7:00 PM

**During the Warm Weather Season (May 1- Oct. 31):**

Monday-Wednesday 9:00 AM-11:00 AM

Volunteers can serve regularly or intermittently.

THE MICAH CENTER

FRONT DESK VOLUNTEER (Operational; Year Round)

This challenging volunteer role requires spending tandem time at the front desk with the Office Manager to get confident with the myriad things that happen constantly at the front desk. If you enjoy a dynamic, fast-paced environment, excel in multi-tasking, and love interacting with guests, this is the opportunity for you!

Responsibilities:

- Greet guests as they sign in
- Facilitate guest sign-in and chore assignment
- Answer guest inquiries and connect them to answers and resources
- Answer the phone and direct callers to the correct staff member or community resource
- As needed, help with “errands” like serving lunch, prepping snacks, etc

Qualifications:

Must work well in a fast-paced environment and excel in multitasking. Must undergo intensive training with the Office Manager.

Commitment/Hours:

**During the Cold Weather Season (Nov. 1-Apr. 30):**

Flexible, Monday-Friday between 8:30 AM and 4:30 PM (10 AM-2PM preferred)

**During the Warm Weather Season (May 1- Oct. 31):**

Flexible, Monday-Friday between 7:00 AM and 3:00 PM (10 AM-2PM preferred)

Volunteers can serve regularly or intermittently.

WELLSPRING

HOSPITALITY VOLUNTEERS (Operational)

Wellspring volunteers interact with guests on a one-on-one and small group basis to make meaningful and significant connections through conversation and activities. For many of our guests, Wellspring is their only means of positive socialization. For others, it is a place to get a healthy meal or a cup of coffee, a place to escape the weather or seek the vital connection to community resources. You may help fill these needs and keep Wellspring running smoothly in the following ways.

Wellspring serves women, and volunteers must also be women.

Hospitality Volunteers:

- Greet guests and engage all guests
- Remind guests to sign in
- Light cleaning and organizing tasks
- Light lunch prep
- Put donations out / Organize donation area
- Answer phone, send faxes per request and file mail
- Closing procedures shared by all (afternoon shift)

Qualifications:

There is no experience or skill required. Just come with compassion, acceptance and a willing to meet each guest where they are, free of judgement or expectation.

Commitment/Hours:

Shifts run as shown below on a once weekly, bi-weekly, once monthly basis or substitute basis. However, we are happy to see if we can find something that fits both of our needs if you are willing to help.

**During the Cold Weather Season (Nov. 1-Apr. 30):**

Monday-Friday Morning Shift: 8:30AM-12:30PM; Afternoon Shift: 12:30-4:30PM

**During the Warm Weather Season (May 1- Oct. 31):**

Monday, Wednesday-Friday Morning Shift: 9:00AM-12:00PM; Afternoon Shift: 12:00-3:00PM

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The list of volunteer opportunities above is NOT an exhaustive list! Our desire is that your volunteer experience with us both benefits our brothers and sisters experiencing homelessness AND is fulfilling to you. If you desire to use your time and giftings in different ways than those listed above, please contact the Volunteer Coordinator to tailor an individual volunteer plan.

All of us at St. John's heartily welcome you into our volunteer family!