

## FRONT DESK VOLUNTEER

Front desk volunteers are responsible for duties including, but not limited to, the following:

- Sign the volunteer log upon arrival.
- Become familiar with the front desk area by locating the daily sign-in sheet, HMIS book, pens, scrap paper, door buzzer (under the desk near telephone) , etc.
- At 7 PM doors open to receive residents.
- To let residents in, pick up the telephone receiver and press the buzzer under the desk.
- Clearly ask each person as they enter the building if they have drugs, alcohol, or weapons in the form of three separate questions.
- If a resident presents a knife or an item that could be used as a weapon, such as a screwdriver, place it in a brown envelope with the resident's name and date on it, and put it in the lower desk drawer to be returned in the morning. Confiscate alcohol and give it to shelter staff to dispose of down the drain. If illegal drugs or guns are discovered, immediately alert staff or coordinator to summon the police.
- Ask each person if they have a car, motorcycle, bicycle, or moped. If so, record the type, year, model, and color on the Vehicle Registration form.
- Remind residents that cell phones and other electronics must be on silent or vibrate upon entering the shelter.
- Check each ID and enter each resident in the daily sign-in log, completing as indicated, including requests for wake-up calls.
- If a resident is new, have the coordinator or a staff member copy their ID.
- Residents are allowed to check in between 7-8 PM. No one is to be allowed entry after 8 PM. Late arrivals must have approval from the shelter manager and the reason for the tardiness must be recorded in the sign-in log and resident book.
- After 8:00 PM, record attendance for each resident in the HMIS book by checking the corresponding date.
- After 8 PM distribute mail to residents who ask.
- The shelter telephone number is 301-733-9185. Answer this telephone line only. Other lines may only be answered for the police or hospital if indicated by the caller ID.
- To answer the phone (733-9185), say "hello". Do not identify REACH. If the call is for a resident, do not confirm or deny that the person is staying at the shelter. Offer to take a message since residents are not allowed to use the telephone. Pass messages to residents according to directions near the phone.
- Clean, organize, and restock the volunteer work area when the shift is done.
- Prior to leaving the shelter make notes (concerns, joys, etc.) in the Pass-Along-Log for subsequent volunteers.
- The shelter does not dispense any medication, including Tylenol and cough drops.
- We do not keep resident's medications.
- If times allows, converse with residents, as most are open to a friendly chat.
- Stay until the overnight volunteer arrives at 10:00 PM.