

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 (3pm on Sundays)
- If a resident presents a knife or an item that could be used as a weapon, such as a screwdriver or scissors, place it in a brown envelope with the resident's name and date on it, and put it in the top 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.
- Enter each resident on to the daily sign-in log, completing as indicated, including requests for wake-up calls. **Residents are not required to show their ID.**
- 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 Mon- Sat and 3pm-8pm on Sundays. 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.
- 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.
- **You do not need to answer the phone. If the phone rings, staff will assess and determine if the call will be answered.**
- Clean and organize the volunteer work area when the shift is done.
- **The shelter does not dispense any medication, including Tylenol and cough drops.**
- We do not hold or keep resident's medications or money.