

## Volunteer Service Descriptions

### Check-In (one person per shift)

This person will greet our homeless guests. They would then either-

- 1) be presented with an ID card from a returning guest and allow them in to use the facility; or
- 2) if greeting a new guest, will escort them to the in-take specialist if available; or
- 3) show the guest where to wait if all in-take specialists are busy.

This person will also answer and re-direct phone calls for The Harbor or take messages.

In the future, it is anticipated that this person will also receive & sort mail, and call guests to inform them that mail had been received.

### Lunch / Kitchen Attendant (two persons per shift)

This person will prepare and serve beverages and food to the guests. This may be prepared sandwiches that could be heated up in the microwave. It may require preparing a sandwich or heating other prepared meals. Some cooking is required. There will be a kitchen team that this person will work with **for training, and possibly preparing/serving meals with various congregations. This service is in the early stages and will evolve over time as the needs are assessed.**

This volunteer is encouraged to interact with the guests, if other meals are not needed at that time.

### Shower Monitor (two persons per shift)

There needs to be one male and one female at all available shower times. There is one shower located in the basement. Guests may sign up for 15-minute intervals. Guests must be escorted down to the showers. A male volunteer will escort a male guest and a female volunteer will escort a female guest.

Guests are not permitted in the basement without a volunteer. The volunteer will provide the guest with a towel and hygiene kit. This person will sit in a chair outside of the shower room to guard the guest's privacy, and then escort them back upstairs.

This volunteer is encouraged to interact with the guests, if other showers are not needed at that time.

### Washing of Towels & Wash cloths (one person)

This person will pick-up, wash and dry the towels and return them to The Harbor, **once weekly. This program is in the early stages. The frequency or number of persons needed may change over time as the needs grow.**