



House Volunteer Job Description

As the first face of Hospitality House of Charlotte, these volunteers should be warm, friendly, and helpful while respecting the needs, privacy and, burdens of our guests and visitors. House Volunteers are an integral part of keeping our organization running smoothly by assisting with daily operations and upkeep.

Availability:

- Should be able to volunteer once per month at a minimum.
- Support is needed from volunteers 7 days a week, 365 days a year
- Two-hour shifts available:
 - Mon – Fri: 9:00am – 9:00pm
 - Sat – Sun: 10:00am – 4:00pm

Responsibilities – Guest Interaction

- Answer general questions about HHOC from visitors and guests
- Warmly greet new guests, visitors and volunteer groups and offer house tours
- Look for ways to assist all guests (help with luggage, make coffee, etc.)
- Communicate with shuttles to arrange transportation for guests to the hospital
- Complete receipts for in-kind donations given to us by community members
- Prepare for volunteer groups and assist them upon arrival
- Assist office staff with tasks when needed (make copies, assemble packets, etc.)

Responsibilities – House Operations

- Assist with daily light cleaning duties
- Keep all storage areas in order
- Fold, sort, and put away clean laundry
- Inventory, sort, and store in-kind donations
- Assist with upkeep of grounds (weeding, sweeping sidewalks, etc.)
- Complete other tasks as directed by staff

Requirements:

- Must be 18 or older
- Must be willing to make a **6-month minimum commitment** to volunteering
- Must pass a criminal background check
- Must be comfortable using various forms of technology
- Must show kindness and patience toward guests who are navigating stressful circumstances
- Must possess good communication skills (verbal and written)
- Attend one Volunteer Orientation and Training shift
- Complete new volunteer paperwork