



## House Volunteer Job Description

*These volunteers should be warm, friendly, and helpful while respecting the needs, privacy, and burdens of our guests. 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
- Shifts available Monday - Friday

### Responsibilities – Guest Interaction

- Answer general questions about HHOC in-person or by answering phones
- Assist with guest needs and provide hours tours and information
- Communicate with shuttles to arrange transportation for guests to the hospital
- Prepare for volunteer groups and assist them upon arrival
- Assist with front desk duties as needed

### Responsibilities – House Operations

- Assist with daily light cleaning duties
- Keep all storage areas in order
- Fold, sort, and put away clean laundry
- Complete receipts for in-kind donations given to us by community members
- Sort and store in-kind supply donations
- 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)
- Must attend virtual Volunteer Orientation and return completed paperwork
- Must complete two training shifts