

ST. TIMOTHY'S LUTHERAN CHURCH – VILLAGE HOUSE DAILY HOSTING VOLUNTEER POSITIONS - SEPTEMBER, 2017

All volunteers must:

- * Perform requisite screening for engaged positions.
- * Attend requisite volunteer training.
- * Review STLC Village House Operations Manual.
- * Review rules, responsibilities and schedules guests must follow.

- * Check in at intake desk upon arrival and prior to departure.
- * Become familiar with STLC safety and security plans, facilities and emergency evacuation procedures and routes.
- * Wear Village House volunteer ID badges during shifts.
- * Participate with a warm heart led by the Holy Spirit.

Daily

<i>Role</i>	<i>Description</i>	<i>Time</i>	<i># of Volunteers</i>	<i>Responsible Director</i>	<i>Frequency</i>	<i>Requisite Screening</i>
Overnight Supervisor - 1:00am - 5:30am	Must be at least 18 years of age.**Overnight Supervisors are expected to be awake for their entire shift 1. Check in with previous Supervisor/intake desk when starting shift. 2. Provide oversight during overnight hours and monitor guest activity. 3. Address and manage face-to-face issues as they arise during overnight guest stays. 4. Monitor Network phone for incoming messages and return as required to facilitate guest needs. 5. Accompany guests needing to go outside to smoke if necessary. 6. Confirm that bathrooms are generally clean and well stocked. 7. Perform hourly Fire Watch/Security check during shift. 8. Wake overnight medical volunteer in case of medical emergency. 9. Review and update log book as needed. 10. Check in with next shift of volunteers or Morning Supervisor prior to leaving.	1:00AM - 5:30AM	1	Intake	Daily	Tier 1
Overnight Host - 1:00am - 5:30am	Must be at least 18 years of age.**Volunteers are expected to be awake for their entire shift 1. Check in with the Evening/Overnight Supervisor or previous shift volunteers at beginning of shift. 2. Assist guests as required with any overnight needs. 3. Accompany guests needing to go outside to smoke if necessary. 4. Make sure that bathrooms are generally clean and well stocked. 5. Take trash out as needed. 6. Perform hourly Fire Watch/Security check during shift. 7. Review and update log book as needed. 8. Check in with next shift of volunteers or Morning Supervisor prior to leaving.	1:00AM - 5:30AM	1	Intake	Daily	Tier 1
Morning Supervisor	Must be at least 18 years of age. 1. Manage the shelter procedures, rules and operations in a way that creates a welcoming and safe environment for our guests and volunteers. 2. Provide on-site training and direction of shelter volunteers throughout the morning, including meals, lockers, laundry, morning clean-up and check-out. 3. Oversee the shelter schedule, waking guests and helping guests move from sleeping area to breakfast and prepare to leave campus for the day. 4. Be prepared to cover vacant shifts as necessary. 5. Communicate with Shelter Team about needs of guests and facilities. 6. Contact on-call Daily Site Manager or other emergency contact should issues arise during operation. 7. Monitors activities of guests and volunteers to ensure safety of all. 8. Helps guests feel welcome and resolve any issues as they arise.	Weekdays 5:30AM - 7:30AM Sundays 5:30AM - 9:30AM	1	Intake	Daily	Tier 1
Daily Laundry	1. Sign Laundry log to keep track of shelter laundry during the day. 2. Pick up bag(s) or baskets of towels, linens or personal laundry from STLC by 8:00AM. 3. Linens and laundry bags may be laundered either at a laundromat or in the volunteer's home. 4. Fold towels, linens or personal laundry and place in clean laundry bag or provided baskets. 5. Return clean laundry to STLC prior to 6:00p.	Per Laundry Schedule	8-Jun	Laundry	Per Laundry Schedule	Tier 2
Morning Shepherd	Must be at least 18 years of age. Assist with waking up shelter guests and getting their day started well. 1. Check in with Morning Supervisor when starting shift 2. Review rules and responsibilities that guests must follow 3. Help guests get up and ready for their day. Monitor morning activities to encourage timely departure. 4. Remind guests about their laundry days. 5. Supervise personal lockers space. Do not leave Lockers unattended. 6. Share meal with guests and meal volunteers. 7. Confirm daily check-out of guests and volunteers including name badge collection. 8. Provide morning prayer with guests as opportunities arise. 9. Review and update log book at the end of each shift. 10. Check in with Morning Supervisor/intake desk prior to leaving.	Weekdays 5:30AM - 7:30AM Sundays 7:00AM - 9:30AM	1	Intake	Daily	Tier 1

<i>Role</i>	<i>Description</i>	<i>Time</i>	<i># of Volunteers</i>	<i>Responsible Director</i>	<i>Frequency</i>	<i>Requisite Screening</i>
Morning Meal Host	<ol style="list-style-type: none"> 1. Check in with Morning Supervisor/intake desk upon arrival to STLC. 2. Set up continental breakfast between 5:45AM and 6:30AM weekdays and Saturday. Sunday prepare and serve hot breakfast 7:30AM - 9:00AM. 3. Welcome and assist guests, share meal with guests and encourage guests to clean up afterwards. 4. Note any pantry needs on pantry inventory list. 5. After breakfast, work with guests to ensure all dishes, counters, tables, etc., are clean. Please leave dirty kitchen towels on one end of the kitchen island to be laundered. 6. Clean kitchen prior to departure. For Sunday morning breakfast, If using church equipment (oven, stove, microwave, etc.) to prepare your menu items, you are responsible for making sure equipment is clean prior to leaving your shift. 7. Coordinate with Meals Director donation of leftover food as required. 8. Review and update log book at the end of your shift with any specific comments/concerns. 9. Check out with Morning Supervisor/intake desk prior to leaving. 	Weekdays 5:30AM - 7:30AM Sundays 7:30AM - 9:00AM	1	Meals	Daily	Tier 1
Morning Transportation	<p>Must be at least 18 years of age.</p> <p>**Proof of valid driver's license and insurance will be required for any individual providing transportation.</p> <ol style="list-style-type: none"> 1. Check in with Morning Supervisor/intake desk upon arrival to STLC prior to transportation shift. 2. Using personal vehicles, transport shelter guests from the STLC Night Shelter to the Day Use Center, Ohlone/Chynoweth Light Rail Station from Pearl Ave. or Camden Park & Ride as needed. Repeat trip if necessary. 3. Follow all applicable traffic and safety laws at all times, whether or not passengers are present. 4. Follow rule of three – minimum of two volunteers and one guest or one volunteer and two guests. Do not transport single guest alone. 5. Check in with day use center staff upon arrival at day use center. 6. Communicate any concerns, questions, etc., with Shelter Supervisors and/or morning shelter staff. 	6:30AM - 7:30AM	2	Transportation	Daily	Tier 1
Evening Supervisor	<p>Must be at least 18 years of age.</p> <ol style="list-style-type: none"> 1. Manage the shelter procedures, rules and operations in a way that creates a welcoming and safe environment for our guests and volunteers. 2. Supervise intake process, direct volunteers, oversee schedule, monitor guest activities and engage guests. 3. Welcome new guests, assist with completing forms, review rules, facilitate introductions to other guests and volunteers and help them with situated with cots and lockers. 4. Provide on-site training and direction of shelter volunteers throughout evening, including intake, meals, showers, hosts, lockers and activities. 5. Oversee the shelter schedule, helping guests move from dinner to sleeping area and participate in activities and tasks as available. 6. Be prepared to cover vacant shifts as necessary. 7. Communicate with Shelter Team about needs of guests and facilities. 8. Contact on-call Daily Site Manager or other emergency contact should issues arise during operation. 9. Monitors activities of guests and volunteers to ensure safety of all. 10. Helps guests feel welcome and resolve any issues as they arise. 11. Check out at intake desk prior to leaving. 	6:00PM - 10:30PM	1	Intake	Daily	Tier 1
Evening Transportation	<p>Must be at least 18 years of age.</p> <p>**Proof of valid driver's license and insurance will be required for any individual providing transportation.</p> <ol style="list-style-type: none"> 1. Check in with Evening Supervisor/intake desk prior to departure to pick up guests. 2. Check in with day use center staff upon arrival at day use center. 3. Using personal vehicles, transport shelter guests from the Day Use Center, the Ohlone/Chynoweth Light Rail Station from Pearl Ave. or the Camden Park & Ride as needed to the Night Shelter at STLC. Repeat Trip as needed. 4. Follow all applicable traffic and safety laws at all times, whether or not passengers are present. 5. Follow rule of three – minimum of two volunteers and one guest or one volunteer and two guests. Do not transport single guest alone. 6. Communicate any concerns, questions, etc., with Shelter Supervisors. 7. Review and update the daily log at the end shift with any comments, concerns. 8. Check out with Evening Supervisor/intake desk prior upon completion of transportation shift. 	6:00PM - 7:00PM	2	Transportation	Daily	Tier 1
Evening Intake	<p>Must be at least 18 years of age.</p> <ol style="list-style-type: none"> 1. Check in with Evening Supervisor/intake desk when starting shift. 2. Register guests – make sure each guest signs in and distribute name badge and locker key. 3. Welcome guests and help them to understand rules and expectations as guests. 4. Assist volunteers with sign in and name tags as required. 5. Distribute toiletry or hygiene products and/or shower towels as required. 6. Monitor Network phone for incoming messages and return as required to facilitate guest needs. 7. Share meal with guests and encourage them to engage in scheduled activities. 8. Assist with hourly Fire Watch/Security check during shift. 9. Gather used towels from showers and place in used towel bag for laundry pickup. 10. Log any noteworthy activities, absences or tardiness in Village House guest log as well as incoming calls/texts in phone log. 11. Check in with Evening Supervisor prior to leaving. 	6:00PM - 8.45PM	1	Intake	Daily	Tier 1

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Evening Shepherd	<p>Must be at least 18 years of age.</p> <ol style="list-style-type: none"> 1. Check in with Evening Supervisor/intake desk when starting shift. 2. Greet guests after intake. 3. Help guests get settled, ready for shower and dinner. 4. Supervise guest locker usage. 5. Assist with getting guests to dinner and share meal with guests and meal volunteers. 6. Be aware of available activities during the evening and inform guests of offered programming. 7. Assist with scheduled activities as required. 8. Perform hourly Fire Watch/Security check during shift. 9. Assist in other areas as required. 10. Check out with Evening Supervisor/intake desk prior to leaving. 	6:00PM - 9:30PM	1	Intake	Daily	Tier 1
Evening Meal Team	<ol style="list-style-type: none"> 1. Check in with Meals Director prior to arrival regarding current number of guests and specific dietary considerations (food allergies, etc.) and label menu items clearly and legibly. When considering your meal servings, please add 3-5 servings for meal and evening volunteers. 2. Check in with Evening Supervisor/intake desk when starting shift. 3. Coordinate preparation and cooking (either off-site or on-site) and serving guests for buffet style meals. 4. Share meal with guests and encourage guests to clean up afterwards. 5. After dinner, work with guests to ensure all dishes, counters, tables, etc., are clean. Please leave dirty kitchen towels on one end of the kitchen island to be laundered. 6. Clean kitchen prior to departure. If using church equipment (oven, stove, microwave, etc.) to prepare your menu items, you are responsible for making sure equipment is clean prior to leaving your shift. 7. Put out food for guest prepared bag lunches for next day and put away as required. 8. Review and update log book at the end of your shift. 9. Coordinate with Meals Director donation of leftover food as required. 10. Check out with Evening Supervisor/intake desk prior to leaving. 	6:30PM - 8:30PM	3 - 4	Meals	Daily	Tier 2
Activity Host	<p>Activity host to coordinate scheduled activities including bible study, prayer time, games, movie night, yoga and other activities per established activity schedule.</p> <ol style="list-style-type: none"> 1. Check in with Evening Supervisor/intake desk when starting shift. 2. Share meal with guests and encourage them to engage in scheduled activities as time allows. 3. Coordinate and participate in scheduled activities. 4. Engage guests and share in Christian fellowship. 5. Assist with other hosting activities as required. 6. Review and update log book at the end of each shift. 7. Check out with Evening Supervisor/intake desk prior to leaving. 	Varies	1	Activities	3 to 4 Nights per Week	Tier 1
Overnight Medical Supervisor	<p>Must be at least 18 years of age. Requires EMT or higher training.</p> <ol style="list-style-type: none"> 1. Check in with Evening Supervisor/intake desk when starting shift. 2. Check medical bag under the medical volunteer's cot at beginning of each shift. 3. Review medical records of each guest to ascertain health issues of the guests. 4. Provide initial medical assessment and support of overnight guest related health issues. 5. Call 911 in event of major health emergency. 6. Review and update log book as needed. 7. Check out with next Morning Supervisor prior to leaving. 	9:30PM - 5:30AM	1	Medical	Daily	Tier 1
Overnight Supervisor - 9:30pm-1:00am	<p>Must be at least 18 years of age. **Overnight Supervisors are expected to be awake for their entire shift</p> <ol style="list-style-type: none"> 1. Check in with previous Supervisor/intake desk when starting shift. 2. Provide oversight during overnight hours and monitor guest activity. 3. Address and manage face-to-face issues as they arise during overnight guest stays. 4. Monitor Network phone for incoming messages and return as required to facilitate guest needs. 5. Accompany guests needing to go outside to smoke if necessary. 6. Confirm that bathrooms are generally clean and well stocked. 7. Perform hourly Fire Watch/Security check during shift. 8. Wake overnight medical volunteer in case of medical emergency. 9. Review and update log book as needed. 10. Check in with next shift of volunteers or Morning Supervisor prior to leaving. 	9:30PM - 1:00AM	1	Intake	Daily	Tier 1

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Overnight Host - 9:30pm-1:00am	<p>**Volunteers are expected to be awake for their entire shift</p> <ol style="list-style-type: none"> 1. Check in with the Evening/Overnight Supervisor or previous shift volunteers at beginning of shift. 2. Assist guests as required with any overnight needs. 3. Accompany guests needing to go outside to smoke if necessary. 4. Make sure that bathrooms are generally clean and well stocked. 5. Take trash out as needed. 6. Perform hourly Fire Watch/Security check during shift. 7. Review and update log book as needed. 8. Check in with next shift of volunteers or Morning Supervisor prior to leaving. 	9:30PM - 1:00AM	1	Intake	Daily	Tier 1

Weekly or As Needed

<i>Role</i>	<i>Description</i>	<i>Time</i>	<i># of Volunteers</i>	<i>Responsible Director</i>	<i>Frequency</i>	<i>Requisite Screening</i>
Transfer Inventory Off-Load	<ol style="list-style-type: none"> 1. Unload cots, lockers, bedding and personal belongings and set up in assigned spaces on transfer day. 2. Follow guest bedding layout plan for set up of cots. 3. Set up lockers in number sequence in locker area. 4. Communicate any problems or concerns with inventory or personal belongings to Daily Manager. 	9:00AM - 1:00PM	3	Facilities	1 Time September 6th	NA
Transfer Inventory Load	<ol style="list-style-type: none"> 1. Pick up rental delivery truck. 2. Load cots, lockers, bedding and personal belongings and deliver to next church host site. 3. Assist with unload of cots, lockers, bedding and personal belongings at next church host site. 4. Communicate any problems or concerns with inventory or personal belongings to Daily Manager. 5. Return rental delivery truck. 	9:00AM - 1:00PM	3	Facilities	1 Time October 4th	NA
Pantry/Toiletry Stock	<ol style="list-style-type: none"> 1. Review pantry inventory food list for lunch and continental breakfast supplies and check against current inventory. 2. Purchase pantry inventory and re-stock. 3. Review toiletry and personal hygiene inventory list and check against current inventory. 4. Purchase toiletry and personal hygiene inventory and re-stock. 5. Communicate any problems or concerns with inventory to Meals and/or Intake Director. 	6:00PM -7:30PM	2	Meals/Intake	Weekly	Tier 2
Facility Maintenance	<ol style="list-style-type: none"> 1. Confirm that bathrooms are generally clean and well stocked. 2. Take trash out as needed. 3. Clean and sanitize portable shower stalls thoroughly. 	10:00AM - 12:00PM	1	Facilities	Weekly	Tier 2