



Resource and Day Center Program Assistant Volunteer Description

Title: Resource and Day Center Program Assistant (volunteer)

Department: Resource and Day Center; Warming Center, other assigned program

Reports to: Resource and Day Center Director

Description of Role: The Resource and Day Center Program Assistant support individuals experiencing homelessness by assisting with daily operations and programming at the Resource and Day Center or Warming Center.

Responsibilities May Include:

- Greet visitors and participants and direct them to appropriate staff members or services
- Check participants in and assist with sign-in procedures
- Provide new participant orientation, including an overview of available services, policies, and procedures (e.g., laundry, showers, case management)
- Answer phones, respond to basic inquiries, and direct callers to appropriate staff
- Help maintain a safe and welcoming environment by supporting and reinforcing program policies, procedures, and participant expectations.
- Assist with distributing essential supplies to participants, such as clothing, hygiene items, and other basic necessities.
- Assist with events held at the center, including lunch services, by helping with event setup, cleanup, etc.

Secondary Responsibilities:

- Help maintain cleanliness and organization of program areas
- Report concerns, incidents, or participant needs to staff in a timely manner

Skills/Qualifications Needed:

- Respectful and professional demeanor
- Strong communication and interpersonal skills
- Reliability and ability to follow policies and staff direction
- Ability to work with individuals from diverse backgrounds
- Commitment to maintaining appropriate boundaries and confidentiality

Desired Experience:

- Experience working or volunteering with vulnerable populations is helpful but not required.
- Experience in customer service, social services, education, healthcare, or community programs is a plus.
- Lived experience relevant to homelessness or recovery is welcomed.

Time Commitment:

- Flexible scheduling based on program needs.
- Minimum 3-month commitment.