



## KARM Volunteer Position Description

**Title:** Crossroads Utility Team Member

**Reports to:** Designated Outreach Team Member

**Purpose/Overview:** Familiar and capable of performing all functions, services, and tasks of Crossroads Welcome Center so as to serve where needed.

### Responsibilities:

- Bag check in
- Scanning guest's HMIS cards as they enter
- Mail Distribution
- Working the Counter (answering the phone, taking messages, completing referral letters, etc.)
- Data entry
- Leading a 15 minute public devotion & prayer
- Being an extra set of eyes & ears for indoor or outdoor supervision
- Substitute driver for transportation runs
- Meet with supervising staff at least once per month or as needed for ongoing problem solving, training and or updates

**Time Commitment:** One 3.5 hr shift per week for one year

### Qualifications:

- Mature follower of Christ
- Great boundaries
- Flexible
- Capable of multi-tasking
- Sociable
- Good interpersonal skills

**Training/Preparation** (several components are ongoing and accomplished throughout the year):

- KARM Volunteer Orientation
- Initial meeting and orientation with supervising Outreach Team Member
- Onsite participation in all phases and processes of Welcome Center services, including opening or closing procedures
- HMIS (data entry) training when provided
- Frontline Training I,II,& III (off-site training offered by Compassion Coalition)
- Ongoing as it relates to the job
- Required reading: **Same Kind of Different as Me**
- Suggested reading: **Under the Overpass**  
**Divine Nobodies**

***Interested in this position? Click [here](#) register to attend the next KARM Encounter to learn more about KARM and for more information on how to apply.***