



## KARM Volunteer Position Description

**Title:** Welcome Center Hospitality

**Reports to:** Designated Outreach Coordinator

**Purpose/Overview:** To stand as the first line of contact for the men and women who come into Crossroads daily by welcoming them in and providing direction and guidance for any needs they may have. The Welcome Center Hospitality team member will help in assessing the magnitude of guest needs and assist in seeing guests individually, and will also refer guests to other staff, volunteers, agencies, and partnering ministries in relating to those who pass through Crossroads.

### Responsibilities:

- Engaging guests willingly and patiently; building relationships while acquainting new guests with procedures, facilities, and guidelines
- Working closely with the Crossroads Staff to organize daily operations
- Scanning guests' HMIS cards as they enter
- Working the Counter...i.e. answering the phone, taking messages, completing referral letters, mail distribution, etc.
- Data entry
- Meet with supervising staff at least once per month or as needed for ongoing problem solving, training and/or updates
- Being willing to provide feedback to fellow staff concerning any improvements or changes that may be made to assist guests more fully and efficiently

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

### Qualifications:

- Mature follower of Christ
- Great boundaries
- Flexibility
- Some organizational capacity
- General office skills
- Relational and interpersonal warmth
- Some familiarity with basic computer functions

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

- KARM Volunteer Orientation
- Initial meeting and orientation with supervising Outreach Team Member
- On the job training done by Crossroads Staff
- HMIS (data entry) training when provided
- Frontline Training I,II,& III (off-site training provided by the Compassion Coalition)
- Participating in further opportunities for learning and growth, including Team meetings and training sessions
- Suggested Reading: **Same Kind of Different as Me; Under the Overpass; When Helping Hurts**

***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.***