



## HOUSE SUPPORT VOLUNTEER POSITION DESCRIPTION

### **Purpose**

Caring for families with children who are ill or injured

### **Mission**

We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

### **Service Description**

House Support Volunteers help support our programs by answering phone calls, giving tours, preparing guest rooms, greeting our families, providing attentive and compassionate service, and other tasks. This volunteer role requires many "soft skills," sometimes used under stressful circumstances. It is an active position and hospitality focused.

### **Requirements for All Volunteer Positions**

- Be at least 18 years of age and pass a criminal background check
- Demonstrate a commitment to the RMHC NEO mission
- Be able to both take direction and work independently
- Maintain confidentiality regarding family information, be able to work effectively and sensitively with diverse populations, and maintain healthy boundaries (not take on families' troubles as one's own)

### **Required Tasks**

- Greet and welcome guest families, visitors, and donors; make everyone feel at home.
- Answer or direct incoming telephone calls and provide tours to guests and visitors.
- Serve as an initial point person for guest needs and requests including basic concierge services, such as locating resources for everyday needs within and outside the House.
- Help with House laundry (guest room and kitchen linens) and prepare rooms for check-ins, including making beds.
- Help keep the family and guest services common areas clean and organized.
- Perform additional daily House and administrative tasks as requested by staff.

### **Skills Needed**

- Excellent customer service and interpersonal skills
- Attention to detail and the ability to multi-task
- Ability to operate basic office equipment, including telephones, computers, and printers
- Physical needs: the ability to sit or stand for extended periods of time and lift 10 lbs.

### **Schedule/Commitment**

- One 3-hour shift per week or every other week
- Must be able to commit to 3 months of service minimum

### **Supervisor**

- Volunteer Manager or manager on duty