



### Volunteer Position Description

Title	Intake Assistant – Winter Season
Description	The Intake Assistant is responsible for helping Program Staff during nightly resident intake by providing information about shelter services and resident access to the bathroom, drinks and snacks, lockers, to-go dinners, and bus tickets as necessary.
Time Commitment	<ul style="list-style-type: none"> <li>• Weekly or every other week</li> <li>• <b>Evenings (5:15pm – 7:15pm)</b></li> <li>• One position available per shift</li> </ul>
Reports to	Volunteer Manager; Program Staff
Works with	Program Staff; Other Volunteers; Shelter Residents
Primary Duties	<ul style="list-style-type: none"> <li>• Provide information about shelter services and procedures.</li> <li>• Assist residents with demographic forms outside on the intake line and provide tours inside the shelter for new residents.</li> <li>• Offer residents access to the intake bathroom as needed.</li> <li>• Manage warm drinks and snacks available for residents waiting on intake line.</li> <li>• Coordinate the delivery of to-go dinners between the kitchen and intake line.</li> <li>• Provide residents with access to their lockers and bus tickets as needed.</li> <li>• Other duties and volunteer positions as requested by staff.</li> </ul>
Skills Needed	<ul style="list-style-type: none"> <li>• Kindness, patience, respect for others</li> <li>• Ability to remain calm in potentially stressful and chaotic situations</li> <li>• Good communication and problem solving skills</li> <li>• Desire and ability to learn in detail about the shelter’s programs, procedures, services, and facility</li> <li>• Willingness to take direction and work independently</li> <li>• May be required to stand for up to 2 hours and lift at least 15 pounds</li> </ul>
Training Provided	<ul style="list-style-type: none"> <li>• Intake Assistant Training</li> <li>• Staff Assistant Training</li> <li>• Dorm Supply Training</li> <li>• Annual or bi-annual volunteer review and feedback</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>• Be a part of and give back to the community</li> <li>• In depth knowledge of the shelter’s programs, procedures, and services</li> <li>• Maximize the staff’s ability to provide high quality services to Shelter clients</li> </ul>

**Boulder Shelter Core Values:**

- ❖ Treat all with dignity
- ❖ Offer support and opportunity
- ❖ Achieve through competence and creativity
  - ❖ Practice responsible stewardship