



Volunteer Position Description

Title	Staff Assistant – Winter Season
Description	The Staff Assistant is responsible for helping Program Staff during nightly resident intake by assisting new residents with demographic forms, giving tours of the building, answering phone calls, receiving donations, and other duties as needed.
Time Commitment	<ul style="list-style-type: none"> • Weekly or every other week • Evenings (5:15pm – 7:15pm) • One position available per shift
Reports to	Volunteer Manager; Program Staff
Works with	Program Staff; Other Volunteers; Shelter Residents
Primary Duties	<ul style="list-style-type: none"> • Assist new residents with demographic forms and provide tours of the building. • Provide information about shelter services and procedures. • Answer incoming phone calls, respond as appropriate or request staff assistance, and take messages for staff or residents. • Accept donations at the door, offer donation receipts, and sort items, taking them to the appropriate area in the shelter. • Assign available lockers to residents upon request and remind residents of their assigned locker combination from the Locker Log. • Other duties as requested by staff.
Skills Needed	<ul style="list-style-type: none"> • Kindness, patience, respect for others • Ability to remain calm in potentially stressful and chaotic situations • Good communication and problem solving skills • Desire and ability to learn in detail about the shelter’s programs, procedures, services, and facility • Willingness to take direction and work independently • May be required to stand for up to 2 hours and lift at least 15 pounds
Training Provided	<ul style="list-style-type: none"> • Staff Assistant Training • Annual or bi-annual volunteer review and feedback
Benefits	<ul style="list-style-type: none"> • Be a part of and give back to the community • In depth knowledge of the shelter’s programs, procedures, and services • Maximize the staff’s ability to provide high quality services to Shelter clients

- Boulder Shelter Core Values:**
- ❖ Treat all with dignity
 - ❖ Offer support and opportunity
 - ❖ Achieve through competence and creativity
 - ❖ Practice responsible stewardship