

**Room At The Inn  
Volunteer  
Job Descriptions**

## Coordinator

**Job Title:** Local Church Coordinator (At least two for each church)

**Hours:** Variable

**Duties:** The Church Coordinator plays the role of host or hostess for their church and can direct the smooth success of managing the shelter for the week. It is the coordinator that provides continuity between the guests and volunteers while staying at a particular site.

**Tasks:**

- Serve as the liaison between the shelter and local church site.
- Recruit and schedule volunteers for the week.
- Oversee schedule, post schedule and update as needed. ( A current schedule should always be available on site with volunteer contact information)
- Call volunteers 1-2 days prior to assigned shift to confirm
- Serve as contact person for problem management and crisis issues that arise during the week.
- Communicate crisis issues to office
- Monitor and report low shelter supplies
- Call in Want and Warrant and sex offender check on new guest arrivals to the Marquette Police Department: 228-0400. Report new guest arrival to office.(This can be done by another worker)
- Coordinate the Sunday transfer of shelter with new hosting church

**Intake Worker** Hours: 5:30-10:00 PM  
3 staff per shift (men and women)

Upon Arrival:

- Write your first name on a name tag, use same color tag as your shift peers (guests will have a different color tag)
- Receive a debriefing of previous day by speaking with others and reviewing the log book.
- Check to see that phones are recharged and turned on
- Set up check-in area with sign in book, nametags, markers, and search gloves
- Check to see that the guest areas are open and lights turned on
- Check to see that the bathrooms are open and stocked with supplies
- Unlock doors if needed at 6:00 for guest arrival

In take Duties:

- Welcome guests to the “Room” If new intake follow the “New guest arrival” procedures as described on following page
- Have guest sign in and conduct a search as described in the search guidelines
- Monitor guests during smoke breaks, each church designates their smoking areas and times
- Assist dinner crew if necessary
- Lock shelter doors at 9:00
- Turn lights out in sleeping areas at 10:00 pm
- Enter a note in staff log book each shift
- Assist in maintaining shelter space such as putting away materials and minor clean up during shift

## Intake Worker Cont.

### New Guest Arrival:

- If family with minor children arrives, provide a voucher for motel room and direct them to contact Salvation Army the following business day for further assistance.
- Offer guest something to drink and a snack
- Be prepared to let the guest settle in and acclimate before doing the intake. You may wait till after dinner or coffee before starting.
- Verify that guest is at least 18 years old
- Verify that guest meets other eligibility criteria, prior to starting the intake procedure. Notify the guest that you will be calling the police to check on wants/warrants and sex offender registry. Some people may choose to leave at this point.
- Review the Intake Part I packet and fill in appropriate information. Review shelter rules and expectations from the intake packet with the guest and get signatures for shelter participation and waiver liability from intake packet.
- Give guest copy of shelter rules and contract
- Log in prescription and OTC medication on medical alert card and intake packet
- Instruct guest of search procedure and provide them with a copy of the search guidelines from intake packet
- Search guest and belongings according to guidelines
- Assign a bed to the guest
- Give a tour of the shelter space and identify any specific rules of hosting church
- Assist guest with making a bed (only if necessary)
- Introduce new guests to other guests and staff
- Call the Marquette Police Department for a Want and Warrant check on the guest, full name and date of birth is needed
- Initial intake form on want and warrant clearance (page1 Intake Packet)
- Call office 227-9171, and leave message of new guest arrival with persons name and date of birth.

**10-2 Shift** (2-3staff per shift) ~  
Hours: 10:00 pm - 2:00 am

Upon Arrival:

- Write your first name on a name tag, use same color tag as your shift peers (guests will have a different color tag)
- Receive a de-briefing of what happened on previous shift and review notes from the staff log book
- Check to see that the phones are charged and turned on

Shift Duties:

- Unlock doors for current guests who have been authorized to arrive late. Conduct a search of their belongings and person as described in the search guidelines
- Welcome any new guests if necessary  
*Note: New guests should not be admitted unless referred by an agency such as the Police, Hospital, Salvation Army*
- Provide an intake for new guest following the new guest arrival procedures as described on previous page
- Monitor guests during smoking breaks
- Turn off lights in the sleeping areas at 10:00 pm Sun -Thurs
- Turn lights out in the sleeping areas at 11:00 Fri and Sat
- Assist guests in finding the bathrooms during the night if needed (This applies when the bathroom is located a distance from the sleeping area where the guest may be disorientated finding it in the middle of night)
- Check sleeping areas periodically to see that all is well
- Attend/visit with guests that may have difficulty sleeping
- Complete an incident form if needed to report any unusual incidents during shift (see incident report procedure page)
- Enter note in staff log book at end of shift
- Assist in keeping the shelter tidy, such as minor clean up

## **2-6 Shift** (2-3 staff per shift)

Hours: 2:00am - 6:00

### Upon Arrival:

- Write your first name on a name tag, use same color tag as your shift peers ( guests will have a different color)
- Receive a de-briefing of what happened on previous shift and review notes from the staff log book
- Check to see that the phones are charged and turned on

### Shift Duties:

- Unlock doors for current guests who have been authorized to arrive late. Conduct a search of their belongings and person as described in the search guidelines
- Welcome any new guests if necessary
  - Note: New guests should not be admitted unless referred by an agency such as the Police, Hospital, or Salvation Army*
- Provide an intake for new guest following the new guest arrival procedures as described on previous page
- Monitor guests during smoking breaks
- Turn off lights in the sleeping areas at 10:00 pm Sun -Thurs
- Turn lights out in the sleeping areas at 11:00 Fri and Sat
- Assist guests in finding the bathrooms during the night if needed (This applies when the bathroom is located a distance from the sleeping area where the guest may be disorientated finding it in the middle of night)
- Check sleeping areas periodically to see that all is well
- Attend/visit with guests that may have difficulty sleeping
- Assist in keeping the shelter tidy, such as minor clean up
- Wake guest up at 5:15 am Mon-Fri, 7:15 am Sat & Sun
- Distribute bus tickets if requested: 2 tickets are allowed per day
- Remind guests of shelter hours and transportation accommodations if at outlying church location
- Remind guests of lunches at Salvation Army Mon-Fri (12-1)
- Remind guest of lunch at Agape Café on Sat & Sun ( 1-2)
- If Sunday morning, remind guest of new shelter location
- If Sunday morning, begin to pack up office and other shelter materials and assist with general clean-up
- Complete an incident form if needed to report any unusual incidents during shift (see incident report procedure page)
- Enter note in staff log book at end of shift

## **Dinner Preparation Staff**

1-2 families

Hours 6-6:30 (arrival) –7:30-8:00

The hours of the dinner shift vary from church to church. Dinner is usually served at 6:30 and goes to 7:30. The meal times may vary among churches but the meal will be served and available to the guests for 1 hour. Guests will be notified that if they want to eat dinner they need to be in the church within the designated time. The dinner staff is also responsible for clean-up/storage of food after the meal. Depending of the policies of the hosting church, guests can be included in the meal clean up. Feel free to stay into the evening and socialize with the guests and other staff if you would like.

### Prior to Arrival:

- Call shelter the evening before to get an estimate of the number for the next evenings meal, you will also need to include the intake staff (3) plus dinner staff in the count
- Plan on serving dinner at 6:30 unless instructed otherwise by church coordinator (cooking facilities are not available at all sites, verify with coordinator how best to handle meal prep).

*Note: Dinner does not need to be fancy. It is assumed that the hosting church or dinner staff volunteers will provide the food and beverages for the meal. Many churches designate more than one person for meal provisions. For more details, please read the “Meals” policy and procedures in handbook.*

### Upon Arrival:

- Write you first name on a name tag, use same color tag as your shift peers (guests will have a different color tag)

### Shift Duties:

- Set up and serve the meal (this is done differently at each location, you may want to check with the coordinator how best to handle serving)
- Clean up and store leftovers if leaving behind. Please date and label leftovers if possible.

**6am-8am Shift** (2 per shift)  
(Warming Center) M-F  
(Hosting church) Sat & Sun

The 6-8 shift is located at the Warming Center M-F. The guests will be leaving the hosting church to go to the Center and arrive around 6:15. On weekends, the guests are welcome to stay in the hosting church until 8:00am.

The Room at the Inn guests are welcome to stay at the Warming Center up to 11:00 AM. The Warming Center opens to the community at 8:00 at which time the Warming Center volunteers will take over. They will be responsible for the final clean-up and closing of the building at 11:00. The 6:00-8:00 AM time is only for Room at the Inn guests, if other people try and enter during this time you can instruct them when the Warming Center opens and invite them. During the 6-8 shift at the Warming Center, we will be providing a continental breakfast. (See notes on meal provisions in the handbook) It is often the responsibility of the 6-8 shift to bring food/beverages, check with church coordinator as to how they are handling the food provisions.

Upon Arrival:

- Unlock the Warming Center, you will need to contact the church coordinator for the door pass code
- Turn on lights in kitchen and café area
- Make coffee and set out continental breakfast

Duties:

- Serve breakfast foods (the cafe is equipped with full kitchen and dining needs)
- Rinse and load dishes in dishwasher
- Monitor café until the warming center staff arrives at 8:00 AM
- The warming center is equipped with a shower facility that guests can use between 6-8am. They can get shower tokens and toiletries upon request.

## **Laundry**

### **1-2 people (Weekly)**

Laundry is done at the end of each week and typically picked up on Sundays. The laundry volunteers are responsible for pick up, wash, and returning of the bedding. Each hosting church has their own bedding and after it is laundered it is stored until their next hosting rotation. The cost of laundering the bedding has typically been the responsibility of the laundry volunteers, but may be different at the various churches. Some churches may have some funds available to assist with laundry costs. Please check with your specific church coordinator to clarify.

Bedding, washcloths and towels are the only items that are laundered by volunteers. Rooms at the Inn guests are responsible for washing their personal laundry.

*NOTE: For infection control, use gloves while handling dirty laundry*

## **Set Up Crew**

3-4 Persons

Sunday morning or afternoon

The set up crew is responsible for picking up the shelter beds and supplies and transporting them to the new shelter location.

*(This usually requires two pick-up trucks or the equivalent).*

It is the responsibility of the hosting church to set up their location site.

- The set up crew should confirm with the coordinator of the outgoing church to verify a time to pick up materials.
- The setup crew will prepare the sleeping areas and set out mattresses and bedding totes at each mattress. Place the current guest belongings in the appropriate dorm.
- Set shelter supplies/totes in the designated Intake area
- Check to see that the bathrooms have adequate supplies and are clean.

## **Break Down Crew**

2-3 People  
Sunday morning

Ask guests to place bedding in plastic bags for the laundry crew, mark bag or otherwise notate that it is laundry. Ask guests to secure and label their personal items tote and place it in the staging area for the pick-up location. Place bags in a convenient area for the laundry crew to pick up, make sure it labeled and separate from the materials being moved to the next hosting church. (We have transported dirty laundry by accident)

Disinfect the beds by wiping vinyl areas down with bleach solution or some other type of disinfectant. Stack beds for the pick up crew from the next hosting church.

Pack up office supplies and other shelter materials in the designated totes and place in the staging area. Reset rooms back to original setting, such placing tables and chairs. Clean site areas, such as bathrooms, sleeping areas and common area and wipe down surfaces with disinfectant if needed.

*Note: Use gloves for infection control*

Assist the next hosting church in loading of mattresses and supplies if possible.