



Clothing Closet Volunteer

Job Description

The clothing closet is open on Tuesdays and Thursdays. Please warmly greet our guests when you assist them with the clothing closet.

- In order to visit our clothing closet, guests need to sign up at the front desk. Clothing closet volunteers will meet with guests to fill out a voucher and escort them to the clothing closet.
- Guests can visit the clothing closet once every four weeks to select up to ten items of clothing, but only one coat and pair of shoes each visit. Case managers must approve any exceptions. When a guest has an emergency need for clothing, please ask a staff member to assist the guest.
- Please stay with the guest that you are helping the entire time that they are in the clothing closet. Please offer to hold the items the guests have selected so that they have both hands free to shop. You may also offer to take the clothes they have selected up to the front table, but please return to the guest immediately.
- As guests shop, please offer to take the items they do not select in order to return items to their proper place and keep the clothing closet organized. Guests left to themselves to shop often take things off hangers and leave them on the floor or over the rack, hang pants back up wrong, put items back facing the wrong way and/or with the wrong size, separate pairs of shoes, etc.
- Please don't feel like you are smothering a guest by staying with them. It is a way to show them respect and have thoughtful conversation as well as serve them well.
- Guests are only allowed to take up to 4 items into the bathroom at a time to try on.
- Please do not take an item downstairs for a guest who stops you in the lobby asking for something, without filling out a voucher and following the proper procedure. This may seem thoughtful and helpful, but it has caused problems with concerns of favoritism and volunteers being swarmed as they come off the elevator and being overwhelmed with requests.
- At the end of each day, please scan all vouchers for the day and put the paper copies in a manila folder (write the date on the tab), and file it in the black box on the floor.
- At the end of each day, please shut down the computer. Do not just close the lid. This is done by clicking the circle icon at the bottom left of the screen and selecting the "shut down" option from the list that comes up.