



Front Desk Volunteer

Job Description

As the initial points of contact with the guests of the Lamb Center (TLC), front desk volunteers are a critical aspect of the mission of TLC. Volunteers are scheduled in shifts, two at a time when possible, so that there is always someone available to greet our guests.

Each guest should be warmly greeted at the front door when they arrive and welcomed with a smile. *The front desk should have a volunteer or staff member at every moment of the day.*

- At the start of the day, make sure you are logged into TLCIS.
- Make sure all appropriate **sign-up sheets** are available for use.
(Times annotated are approximate and depend totally on the availability of providers)
 - Examples of Sign-ups: Clothing Closet, Nurse, FACETS case managers, Art Room
- At the start of the day an Operations staff member will use the master guest list to check people in. The guests checked in on that paper copy list will then need to be checked into TLCIS.
- As guests arrive check them into TLCIS. If a guest who is banned or on a break attempts to check-in please ask them to wait at the front desk and please notify a member of the Operations staff.
- If a first-time guest is checking in, please ask for their first and last name and add them to TLCIS. Also give them a Guest Guidebook and if they are interested speak to them briefly about the services that we offer. Please also let them know to see the Director of Case Management if they would like to see a case manager.
- Guests are not welcome if they have been banned or appear to be under the influence of drugs or alcohol.
Notify a staff member immediately if you think a guest is intoxicated, under the influence of drugs, or creating a disturbance.
- If the guest indicates he/she has an appointment with a staff member, annotate the appropriate list and invite them to have something to eat and/or use the other resources available until the staff member is ready to see them.
 - Notify the staff member the guest is waiting for them.
 - Let the guest know when he/she can expect to hear from the staff member.
- Guests are not allowed behind the front desk or to linger longer than a few minutes in conversation with front desk volunteers. If this occurs and you cannot get the guest to leave, please ask an Operations staff member for assistance.
- During Bible Study each day, front desk volunteers may ask guests to lower their voices out of respect during this time frame.
 - On Thursdays, guests will have to wait for all services until the Chapel service is completed.

- Bible Study and Chapel typically run from 10:30-11:30
- The telephone should be set to “night” during Chapel service.

- **Mail and Message Service**
 - Delivered mail should be date stamped and sorted alphabetically.
 - Packages are annotated with a short description on a colored card.
 - Small packages are stored in the cabinet under the desk; larger packages are placed behind the desk chair.
 - Take the new sorted mail to an Operations staff member so TLCIS can be updated.
 - Mail addressed to The Lamb Center should be handed directly to an Operations staff member.
 - File the sorted mail in the cubbies when it is returned from Operations.
 - Volunteers should never open or throw away guests’ mail.
 - Volunteers should never answer a phone request regarding the type of mail on hand – this is because you cannot be sure who is calling to ask about the mail.
 - Mail will be stored for 30 days – after that time it will be returned to the sender.
 - Guests can provide a forwarding address when they will no longer be coming into TLC.

- **Telephone Calls**
 - Answer the telephone line with “Good Morning/Afternoon, this is the Lamb Center, how can I help you?”
 - If the call is for a guest, ask the guest if they wish to receive the call and transfer the call to the guest phone.
 - If the call is for a staff member, transfer the call to the appropriate extension annotated on the card.