



## **VOLUNTEER DESCRIPTION**

**Volunteer Title:** Front Desk Support Volunteer  
**Location:** 910 Forest Street, Saint Paul, MN 55106  
**Time:** Tuesdays, 1:00 pm – 3:00 pm  
**Commitment:** Bi-weekly with a 6 month commitment  
**Site Supervisor:** Naomi Family Program Staff

### **PURPOSE:**

Naomi Family Program (NFP) houses women and women with children (usually ages 10 and younger). Tuesday afternoons NFP has their staff meetings and is looking for support at the front desk. The Front Desk Volunteer will have support close by if any questions or needs arise.

### **RESPONSIBILITIES MAY INCLUDE:**

1. Answering the phone
2. Greeting and interacting with residents
3. Buzzing people in (optional in conversation with staff)
4. Minimal admin support such as stuffing envelopes, preparing craft materials, etc. (optional in conversation with staff)

### **MINIMUM QUALIFICATIONS:**

1. Pass a background check (paid and provided by Union Gospel Mission Twin Cities)
2. Ability to answer phones
3. Experience with children and women who have experienced trauma
4. Ability to be flexible in the moment

### **WORKING CONDITIONS & PHYSICAL EFFORT:**

- This is a sitting and standing role in a home shelter environment

### **TRAINING:**

- Orientation and training is provided by NFP staff
- More training opportunities may be provided in the future