

Volunteer Shelter Host Assistant Duties and Expectations

Volunteers assist County of Santa Cruz Staff to maintain a safe and welcoming shelter for participants. Stay informed of and communicate with staff about best practices related to the shelter, local COVID-19 resources, and homeless services system. During this Public Health Emergency, we expect protocol and policies to shift as needs are identified. At the beginning of each shift please review updated procedures with shelter staff. Your duties and tasks will vary based on your shift and training on all tasks will be provided.

Environment and Community

- Promote a positive and respectful community including participants, staff, and visitors.
- Assist staff to maintain a clean, safe, and well-maintained facility that is welcoming for program participants.
- Administer shelter operations in accordance with policies and procedures.

Greet / Check-In Participants

- Screen and check-in participants to ensure that only registered participants access shelter, dorm spaces, and common areas.
 - Ask their name and check it against the list while maintaining social distancing
 - Direct participants to the hand washing station to wash their hands before entering common areas.

Provide Guidance / Support to Participants

- Maintain respectful relationships with each participant including learning names, engaging daily, and being available to listen, answer questions, and provide information.
- Provide feedback and coaching to participants to follow guidelines.
- Assist Staff to facilitate use of all shelter amenities: meals, bathrooms, bed, storage, etc.
- Distributes stock of hygiene supplies, bedding, and other supplies.
- Assist participants in accessing outside resources by using the resource guide.
- Complete frequent walk-throughs of shelter spaces.
- Assist Staff to enforce shelter rules in a consistent and trauma informed manner (training will be provided).
- Educate participants on social distancing and shelter-in-place using the info sheet.
- Assist Staff to facilitate lights out and quiet hours in dorm spaces.
- Assist staff with dining and common area activities.

Operations

- Coordinate with staff to maintain consistent operations.
- Assist with eligibility and intake.
- Collaborate with service providers to assist shelter participants.
- Help maintain clean dorm and common area through regular disinfecting of frequently touched surfaces and sweeping and mopping.
- Assist staff with preparing and serving food, and monitoring the dining hall.
- Notify site supervisor of supply and maintenance needs.
- Answer questions and requests from participants and other staff to the best of your ability and find staff to help if needed.
- Stays informed of best practices related to shelter, local COVID-19 resources, and homeless services system (Information provided by your supervisor)