

## Volunteer Position Description: Front Desk/Guest Services

**Title:** Guest Services Volunteer

**Purpose/Objective:** Guest Services Volunteers provide a welcoming experience for all who enter InterAct's doors, by greeting individuals with kindness and guiding them based on the purpose for their visit. Guest services volunteers are knowledgeable about everyday operations and can support the Director of Guest Services by managing the daily tasks of the front desk.

**Description:** Guest Services Volunteers manage front desk activities as required throughout their shift. Front desk tasks include, but are not limited to: Answering phone, greeting and assisting "walk-in" clients and those with scheduled appointments, greeting vendors and building maintenance representatives, greeting visitors for administration, greeting donors and assisting with donations, as needed, and providing safe building access for all guests. Guest Services Volunteers use active listening skills, and provide information, as needed, or requested, when appropriate and know when to rely on counselors and the Director on Call for support when interacting with survivors. Guest Services Volunteers help InterAct fulfill its mission of saving lives, rebuilding lives, and securing safer futures by supporting counselors and case managers as they provide direct services to survivors.

### **Volunteer Duties:**

- ❖ Providing supportive, trauma-informed communication to individuals impacted by domestic and / or sexual violence by communicating in a clear, compassionate, and non-judgmental way.
- ❖ Maintaining strict adherence to InterAct's policies, procedures, professional standards of conduct, and codes of ethics and those that govern applicable fields of human service practice.
- ❖ Connecting clients who present to the front desk to appropriate next steps in a timely manner.
- ❖ Connecting all others who present to the front desk to the appropriate individuals in a timely manner in accordance with written procedures.
- ❖ Monitoring the entrance and exit of individuals to/from InterAct for appropriate permissions, identification and security procedures.

### **Skills:**

- ❖ Ability to communicate clearly, compassionately, and in a nonjudgmental manner with all guests and survivors seeking services.
- ❖ Solid grasp on the complexities of domestic and sexual violence and able to refrain from any victim-blaming or shaming to which survivors are already vulnerable.

- ❖ Must demonstrate maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- ❖ Ability to understand and address the specific needs of marginalized communities – that is, be able to understand how various identities and intersections affect a survivor’s experience - and respond appropriately.
- ❖ Ability to effectively solve problems through accessing appropriate supervision and using appropriate channels of communication. Ability to handle crises and function calmly during crisis situations.
- ❖ Ability to prioritize the responsibilities and activities of front desk operations to provide kind, competent, and timely care to all of InterAct’s guests.
- ❖ Excellent interpersonal skills.
- ❖ Ability to integrate feedback from a supervisor to promote positive changes.

*Note: InterAct offers a robust onboarding experience to new advocates to provide foundational knowledge / skills required to successfully perform any assigned duties.*

**Qualifications:**

- ❖ Must be at least 21 years old.
- ❖ Must be committed to violence-free relationships and ending the cycle of violence in our community.
- ❖ Must have reliable transportation.
- ❖ Must be fully vaccinated against COVID-19.

**Key Responsibilities:**

- ❖ Sign up for at least one 4-hour shift per week, during weekdays.
- ❖ Must be able to commit to the role for at least 12 months.
- ❖ Handle crises calmly and maturely.
- ❖ Be a team player with staff, interns, and fellow volunteers.
- ❖ Alert your supervisors when assistance or additional training is needed.
- ❖ Completion and documentation of 20 hours of continued education (CE) training per fiscal year (July 1 – June 30), including 5 hours of anti-racism training.

**Training & Support:**

- ❖ Over 20 hours of onboarding training covering topics such as the Neurobiology of Trauma, Boundaries and Self-Care, Cultural Competence, Domestic Violence 101, Sexual Violence 101, Legal Topics, and Considerations for Survivors, and more.
- ❖ Minimum 3 shifts of shadowing.
- ❖ Additional training sessions as needed with Crisis Intervention Supervisory team members.
- ❖ Ongoing supervision and support from Guest Services Coordinator and Volunteer coordinator.

**Location and Hours:** All Guest Services Volunteers complete their shifts in-person at InterAct's offices - 1012 Oberlin Road, Raleigh NC. and provide support M-F between 10 AM-2 PM or morning or afternoon shifts as determined with supervisor.

**Supervisory Staff:**

- ❖ Guest Services Coordinator
- ❖ Volunteer Coordinator