



## WELCOME DESK VOLUNTEER

### Holcombe House

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#### **ORGANIZATIONAL MISSION**

Ronald McDonald House Charities Greater Houston (RMHC-GH) offers a *home away from home* providing care, compassion and hope to families with seriously ill children being treated in Texas Medical Center member institutions.

#### **LOCATION**

Holcombe House: 1907 Holcombe Blvd, Houston, TX 77030.

#### **SCHEDULE**

Volunteer shifts are three hours long, at least two shifts per month. Shift times are seven days a week: 9am-12pm, 12pm-3pm, 3pm-6pm or 6pm-9pm.

#### **SUPERVISOR**

Holcombe House Manager on Duty and Volunteer Manager

#### **VOLUNTEER ROLE PURPOSE**

The Welcome Desk volunteer curates a warm, hospitable environment for our families by ensuring they are cared for during their stay. By providing families with the physical items for a comfortable stay and a listening ear, families will feel welcomed, known, and supported. Welcome Desk Volunteers help lower the stress of parents and family members in a time when it is needed most, creating a culture of hope in our *home away from home*.

#### **DUTIES AND RESPONSIBILITIES**

The responsibilities will vary depending on the needs of the House during the designated shift. However, duties may include any of these things:

- Welcome families and guests and assist with deliveries by monitoring the door
- Answer phones and transfer calls to appropriate staff
- Assemble welcome bags for new families.
- Restock family supply cart
- Assist guests or groups with registration on Breez'n system
- Assemble welcome bags for new families.
- Restock snacks and make coffee in the community kitchen area.
- Assist with logging and storing package deliveries
- Walk community room and dining area to ensure it is clean and tidy
- Help families find materials and utilize resources in family kitchen areas
- Provide tours to in-kind donors and family activity volunteer groups.
- Sort donated in-kind donations, organize in storage closet spaces.
- Assist family members with loading/unloading their belongings from their cars.

- Provide a warm, friendly atmosphere for guests by greeting them and visiting with them informally.
- Answer phones and transfer calls to appropriate staff
- Ensures Welcome Desk area is clean and organized.

## **QUALIFICATIONS**

- Excellent organizational skills.
- Self-starter who takes initiative and can work independently.
- Good listener. Actively listening to our family members without giving advice is a wonderful gift! We also want you to be receptive to feedback, coaching and experimentation – we are always learning.
- Collaborative team-player. We are a small team that works very hard – and we look forward to having another player join us.
- Empathetic and compassionate. We serve families with varying cultural backgrounds and children of various ages who may be very ill.

## **REQUIREMENTS**

- At least 18 years old
- Complete a background check
- Complete general orientation and specific role training

***The following skills are not required but would be very beneficial.***

- ✓ Other language -fluent or beginner

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to regularly walk long distances.
- Able to stand for long periods of time.
- Able to lift up to 25 pounds.
- Good vision including close, distance, peripheral, and depth perception.

## **APPLICATION SUBMISSION**

Complete a volunteer application online by visiting [rmhhouston.volunteerhub.com](http://rmhhouston.volunteerhub.com) or visit our website at [rmhchouston.org](http://rmhchouston.org) to learn about more volunteer opportunities.