

## Check-in Volunteer Job Description

*We provide open doors to safety,  
wellness and dignity for our city's  
homeless. [www.bdhh.org](http://www.bdhh.org)*



**POSITION OVERVIEW:** Guest check-in for an overnight stay takes place from 6:30-8 p.m. each evening, 365 days a year. Volunteers may greet guests as they arrive, assist staff with the check-in process or help guests with required paperwork. Volunteers may also assist staff with the distribution of sheets, towels and toiletries. BDHH is closed from 5:30-6:30 p.m. each evening; many guests walk across the street and have supper at The Banquet during this time. A staff person will admit volunteers when they arrive at 6 p.m. Guests line up at the front door and are admitted a few at a time beginning at 6:30 p.m.

**Note:** This position requires a tour and meeting with the volunteer coordinator prior to a first shift. Your first shift will be to shadow a staff member or experienced check-in volunteer.

**Time required:** Weekdays and weekends: 6 to 8 p.m. **Volunteers needed:** Flexible, individuals and group

### RESPONSIBILITIES

- Arrive at 6 p.m. and check in with the shift supervisor for specific instructions.
- Assist staff as they check in guests – ask guests for first and last name, check them in on the BDHH using tablets and assign them a bunk. Guests then get a top and fitted sheet bundle (during winter months, blankets are also available). A new guest will be asked to complete paperwork and sign guest handbook.
- Distribute towels and toiletries and assist with laundry requests.
- Assist staff as needed. You may be asked to check temperatures, use the security metal detector wand or answer phone calls.

### EXPECTATIONS

- Complete a brief orientation and tour with the Volunteer Coordinator prior to your first shift.
- Contact us if you are unable to come; stay home if you are not feeling well.
- Come with an open heart to best serve the needs of the day.
- Dress appropriately: no tank tops or revealing shorts. Closed toe shoes are recommended. We recommend wearing gloves, which will be provided.
- *Love thy neighbor.* Respect the dignity of others.
- Before departing, log out and list volunteer hours in the volunteer binder at the front desk.
- Have fun, smile and enjoy your time with us. We and the guests are grateful you are here!

### QUESTIONS?

- Contact the Volunteer Coordinator at [volunteer@bdhh.org](mailto:volunteer@bdhh.org) or 605-809-8423
- General questions about BDHH: [info@bdhh.org](mailto:info@bdhh.org)

**TO SIGN-UP TO VOLUNTEER, PLEASE VISIT OUR WEBSITE:**

<http://www.bdhh.org/volunteer/volunteer-options/>