



Egan Warming Center

Volunteer Intake/Exit Lead

Job Description

Goal:

To ensure orderly intake and exit systems for guests and their belongings

Reporting:

The Intake/Exit Lead reports to the Site lead
Intake/Exit volunteers report to the Intake/Exit Lead

Specific Duties:

- Trains and assigns volunteers to areas and duties
- Supervises volunteers throughout the intake and exit process
- Designates a bike lock up area and ensures check in of bikes
- Oversees the check in and storage of personal belongings
- Ensure that all guest complete an intake form upon admittance
- Ensure that guests are introduced to the *guest support team*.
- Coordinate with security regarding storage
- Ensures all check out procedures are followed and reports are completed

Shift Specifics:

Shift ONE:

- Post guest agreement in multiple locations throughout site.
- Make sure guests use hand sanitizer when they enter.
- Oversee guest registration.
- Make sure volunteers go over guest agreement with guests.
- Ensure that health questions are asked.
- Send sick people to health station to have their temperature taken.
- Make sure all guests receive a set of number tags, for bags, bike, registration. (3 tickets per guest, all the same number)
- Make sure volunteers sign in.

Shift TWO:

- Organize and log all guest information

- Monitor entrance area
- Check guests out and in for smoke breaks
- Register late arrivals
- Sign out anyone who leaves during the night
- Provide and monitor baggage access
- Make sure volunteers sign in/out

Shift THREE:

- Collect/bag up blankets for returning guests, label
- Return personal sleeping bags and packs to guest (No personal items should be left at the site)
- Return bikes
- Ensure guest sign-out
- Ensure volunteer sign-out
- Distribute LTD passes
- Oversee site clean up
- Complete reports on forms

Special Considerations:

1. Sleeping bags or blankets can be placed on cots before guests arrive
2. Warm sleeping bags should be on hand in the event a guest insists upon or is asked to leave during the night
3. Laptops at each site are very desirable for accurate data entry.

Basic Shelter Schedule:

5:00 PM	Site Prep: Site Lead and Facility Liaison report
5:30 PM	Set Up: Area Leads report
6:00 PM	Shift ONE Volunteers Report (Shift ONE: 6:00 PM – 10:30 PM)
7:00 PM	Shelter Opens for guests
10:00 PM	Lights Out for guests
10:00 PM	Shift TWO Volunteers Report (Shift TWO: 10:00 PM - 6:00 AM)
5:30 AM	Shift THREE Volunteers Report (Shift THREE: 5:30 AM – 9:00 AM)
6:00 AM	Wake Up guests
6:30 AM	Begin Check Out procedures
8:00 AM	Close Shelter & Clean Up
9:00 AM	Lock Up Facility