

Every Child's Hope Volunteer Job Description

May 2023

Purpose: The Treatment Center Volunteer is responsible for assisting as needed at the Front Desk of the Treatment Center.

Job Title: Treatment Center Front Desk Volunteer (Client Contact & Recurring)

Location: The Treatment Center is located at the top of the circle drive on the main campus on St. Charles Rock Rd.

Reports to: Residential Treatment Supervisor

Schedule: Year-round; during the work week (Monday – Friday, 9 a.m. – 4 p.m.); minimum of 1/2 day per week

Key Responsibilities:

- Orient to phone system & remote entry
- Receive visitors to the Treatment Center
- Help visitors find their way around the campus with map
- Provide directions to deliveries &/or sign for deliveries
- Communicate with staff regarding deliveries received
- Make sure restrooms by desk are clean & stocked; call for restocking
- Special projects as assigned

Qualities & Qualifications:

- Must be self-starter
- Strong customer service skills
- Feel comfortable asking questions, talking with families, staff & volunteers independently
- Be able to operate with minimal or little supervision at times
- Energetic, outgoing, service-oriented, problem-solving ability, pleasant manner, dependable, flexible, with the ability to react positively and quickly, displaying initiative, patience, maturity, and good judgment.
- A willingness to learn and do what is needed
- An acute sense of awareness for surroundings
- Abide by all Confidentiality, HIPPA, Health, Safety practices

Support: Training for this position will be provided. The Residential Treatment Supervisor will be available for questions and assistance.

Age Requirement: 18

Dress Code: Appropriate business casual