



FLAGSTAFF SHELTER SERVICES VOLUNTEER DUTY HIGHLIGHTS

We would like to genuinely thank you for your interest in volunteering with Flagstaff Shelter Services. FSS is an organization that recognizes the inherent value of every person. We recognize the homeless people using our services as community members or clients and not as guests or consumers—because in reality they do live and affect our community. Flagstaff Shelter Services appreciates your willingness to give your time and energy to assist us in realizing our mission. To be effective, volunteers need to be able to commit to volunteering at least three days a month in 2 to 4 hour increments for each volunteer shift. Flagstaff Shelter Services also has a more detailed information packet that is available as a resource to all of our volunteers. If you were to run into any situations or questions that are not covered in the packet, there will always be a staff member on site to provide guidance and/or assistance when necessary. Below is a list of the basic duties:

What do Volunteers do?

Check with staff when you first arrive to see if there are any special projects with which we would like your assistance. The needs of the Day Center and Overnight Shelter change daily and by the time of day. Below are some of the daily anticipated needs.

Greeting / Checking-in FSS MEMBERS

When people arrive at the Day Center / Overnight Shelter volunteers should greet them with a friendly smile and find out what we can do for them. If they are in need of our services, staff will complete an intake form. Volunteers are responsible for ensuring that each homeless community member is recognized and signed in. If you aren't sure how to help them or answer a homeless community member's questions, simply refer them to staff.

Answering Phones

There are two FSS phones: a main office phone and one for member use. Volunteers can answer the office phone when staff are busy. Please take messages or consult a staff member if you don't have the answer. There is another phone that is for members to use for outgoing calls and is also a message phone. Any messages left for FSS members are filed in the "Client Messages" basket. We maintain member confidentiality by never identifying whether a person is an FSS member when speaking to a caller or visitor.

General Supervision and Interaction with FSS members

It is helpful to have volunteers walk through the facility periodically to make sure that FSS members are following Day Center rules. Volunteers are encouraged to walk around the outside of the facility every 30 minutes to see that our FSS members are abiding by our Good Neighbor Agreement (not drinking, littering, loitering, or panhandling in the area).

But beyond client monitoring, volunteers should interact with the FSS members as human beings. Talk to them; find out who they are by getting to know them. By engaging with FSS members, volunteers will build a relationship that makes them feel valued, and will also allow FSS to better understand their individual needs so that we can offer them appropriate assistance.

Maintaining and Organizing Donations

FSS relies heavily on "in-kind" donations (items such as books, clothes, hygiene supplies, and coffee), basically any non-cash item, of any value, that can be used by or for our FSS members. These donations come in sporadically, and sometimes it is a chore to organize the items that we receive. Also, sometimes we receive items that are not practical for our needs, such as dirty or raggedy clothes or children's clothes (as we serve adults). These items are to be sorted for donation to other agencies or thrown out if they are unusable.

Please feel free to contact Flagstaff Shelter Services at anytime. We are located at 216 W. Phoenix. Staff is present and available 7 days a week as we provide direct services to homeless adults 22.5 hours each and every day. **THANK YOU FOR YOUR INTEREST AND YOUR SUPPORT!**



VOLUNTEER OPPORTUNITIES:

Volunteers need to be able to commit to volunteering at least three days a month in 2 to 4 hour increments for each volunteer shift. A basic volunteer schedule is shown below. It includes a basic description of anticipated duties based on time slots.

Time of Day	Name	Duties	Number of Volunteers	Duties
6am- 8am		Check out / Registration for day center use	2	Serve breakfast / Clean up Help create and maintain a positive, safe and relaxing environment
8am-10am		Mentor/Office	1-2	Help create and maintain a positive, safe and relaxing environment. Help residents connect with services
10am-12noon		Mentor/Office	1-2	Help create and maintain a positive, safe and relaxing environment. Help residents connect with services
12noon-2pm		Mentor/Office	1-2	Help create and maintain a positive, safe and relaxing environment. Help residents connect with services
2pm - 5pm		Mentor/Office	1-2	Help create and maintain a positive, safe and relaxing environment. Help residents connect with services
5pm-8pm		Check-in Overnight	2-3	Serve dinner, monitor lines, clean up
8pm -10pm		supervision	0-1	Mingle with FSS Members.
10 pm- midnight		supervision	0-1	Sleep over—assist staff with any emergency.
Midnight - 6am		supervision	0-1	Sleep over—assist staff with any emergency.