



# LOUISVILLE Rescue Mission

## Position Description: Emergency Day Shelter Volunteer

**Purpose:** Emergency day shelter volunteers oversee all daily operations of Louisville Rescue Mission's day shelter, ensuring guests receive the services they need in a loving, caring, and hospitable environment.

### Responsibilities:

- Check in guests and add new guests to the web-based database.
- Sort mail and distribute to guests as they check in.
- Check in and out guests' baggage.
- Manage schedule for guests to utilize laundry services and ensure a smooth flow between appointments.
- Distribute personal toiletries for guests to utilize shower services.
- Refer guests to other services available to the homeless community.
- Share the Gospel openly with clients as opportunities arise.
- Answer phone calls from prospective guests and other service providers.
- Manage conflict involving guests and be prepared to notify public safety officials in cases of emergency.
- Maintain Christ-like relationships with staff, interns, volunteers, and residents/guests at all times.
- Keep confidential all information obtained while volunteering. This is particularly important in handling details related to residents/guests and donors.

### Qualifications:

- Be at least 18 years old
- Exceptional interpersonal, conflict management, organizational, and computer skills
- Have a love for people who are homeless and hurting as well as a desire for them to be reconciled to God, their family/friends, and their community
- Be in full agreement with – or agree not to be divisive about – the Mission's core values, statement of faith, and philosophy of ministry (please see volunteer handbook)

**Time Commitment:** The emergency day shelter is open weekdays from 7 a.m. to 12 p.m. (men and women) and 1 to 3 p.m. (women only). Day shelter volunteers must commit to at least one shift every two weeks for a period of six months or more. We strongly encourage day shelter volunteers to serve an entire shift – whether in the morning or afternoon – though some flexibility is available.

**Supervision:** Emergency day shelter volunteers report to the Public Relations Manager with regard to onboarding and scheduling. The Emergency Day Shelter Coordinator provides all other necessary support to active day shelter volunteers.