

# DROP-IN CENTER SUPPORT VOLUNTEER

## OUR MISSION

Provide pathways to end youth homelessness.

## WHAT DOES A SUPPORT VOLUNTEER DO?

As a Drop-In Center Support Volunteer, you assist with all needs in the Drop-In Center!

- Greet youth coming in to the center.
- Complete administrative tasks as needed, such as answering phones.
- Assist youth participants during their visit to the clothing closet, food pantry, evening meal, and other resources as requested.
- Support meal service; may include cooking and serving.
- Complete daily projects as needed; including restocking the pantry, cleaning, and organizing.



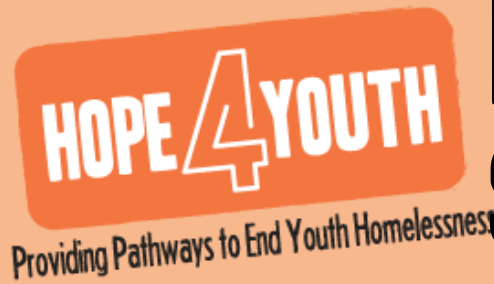
## QUALIFICATIONS

- A passionate believer in the Mission of HOPE 4 Youth
- Ability to maintain boundaries and enforce Drop-In Center rules
- Strong verbal communication skills
- Multi-tasking with basic office and computer skills
- Establish and maintain effective relationships with youth, volunteers, and staff.
- Honor data privacy and privacy of youth information
- Ability to work independently and in team environments.

## DROP-IN CENTER IMPACT

### 2022 Statistics

- 2,983 Visits to the Drop-In Center
- 2,012 Visits to the Pantry for Food and Hygiene
- 1,016 Visits to the Clothing Closet
- 209 Loads of Laundry
- 135 Hot Showers



# DROP-IN CENTER SUPPORT VOLUNTEER

## REQUIRED TRAINING

- Three training shifts with staff at the Drop-In Center
- Background check completion
- YIPA online trainings including:
  - Mandated reporter training
  - One training focused on "Youth Development"
  - One training focused on "Intercultural Engagement"
- Training in "Data Privacy"
- Participate in annual volunteer meetings and trainings

## WHO:

Individuals who are 24 years or older  
Background check required

## WHAT SHOULD I WEAR?

Choose comfortable clothing that is easy to move in. Most people choose jeans and comfortable shoes. This is a business casual environment for staff.

## REPORTS TO:

This position reports to:

- Program Manager and Drop-In Center Coordinator.
- Case Managers when on duty are available for questions.
- Community Engagement Coordinator for volunteering questions

## SHIFT TIME

Varies by day Monday through Friday  
11:00 am-2:00 pm, 2:00 pm-5:00 pm,  
5:00 pm-7:00 pm

## LOCATION

The HOPE 4 Youth Drop-In Center  
2665 4th Ave, Suite #40, Anoka, MN 55303

