

# DROP-IN CENTER FRONT DESK SUPPORT

## OUR MISSION

Provide pathways to end youth homelessness.

## WHAT DOES A CENTER ADMIN DO?

As a Front Desk Support Volunteer, you provide a welcoming a safe place for youth experiencing homelessness.

- Greet youth coming and going into the facility to meet with the Case Manager.
- Notify Case Manager when the youth has arrived for their appointment.
- Complete administrative tasks as needed, like answering phones.
- Multi-tasking with basic office and computer skills.



## 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.

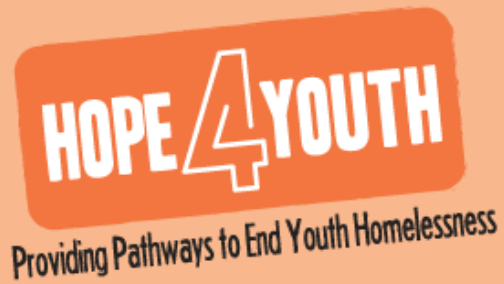
## SHIFT TIME

Monday, Tuesday, Thursdays  
9:00 a.m. - 11 a.m.

## 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 FRONT DESK SUPPORT

## REQUIRED TRAINING

- Two or 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

## LOCATION

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

