

# HOPE 4 YOUTH 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 Coordinator.
- Notify Coordinator when the youth has arrived for their appointment.
- Complete administrative tasks as needed, like answering phones.
- Multi-tasking with basic office and computer skills.



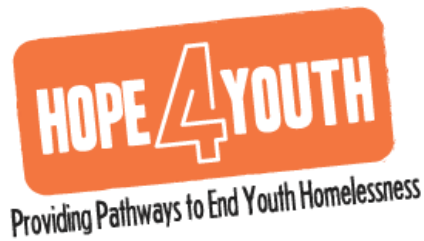
## QUALIFICATIONS

- A passionate believer in the Mission of HOPE 4 Youth
- Ability to maintain boundaries and enforce HOPE 4 Youth Center Procedures.
- 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.

## HOPE 4 YOUTH CENTER IMPACT

### 2024 Statistics

- 4,375 Visits to the HOPE 4 Youth Center
- 3,471 Visits to the Pantry for Food and Hygiene
- 1,552 Visits to the Clothing Closet
- 180 Loads of Laundry
- 122 Hot Showers



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## REQUIRED TRAINING

- Two or three training shifts with staff at the 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:

- HOPE 4 Youth Center Supervisor
- Case Managers when on duty are available for questions.
- Community Engagement Coordinator for volunteering questions

## SHIFT TIME

Monday, Tuesday, and Thursday  
9:00-11:00 a.m.

## LOCATION

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