

VOLUNTEER POSITION DESCRIPTION

Drop-In Center Assistant

Reports to Program Manager



Position purpose:

Drop-in center assistants serve as healthy adult role models to LGBTQ youth, providing emotional, educational, and problem-solving support. Following Lambert House policies and procedure, drop-in center volunteers assist in the day-to-day functioning of the drop-in center and maintain youth confidentiality and safety during their shift.

Duties and responsibilities:

- Read and maintain shift log notes
- Interact with and support center youth
- Conduct new youth orientations
- Answer the phone & manage calls per Lambert House procedure
- Interact with youth and direct them to services needed
- Enforce and follow Lambert House rules, policies, and procedures
- Carry out shift-specific housekeeping and administrative duties, including opening or closing
- Make a concerted effort to fill any previously-scheduled shifts you are unable to make – volunteers are responsible for their shift
- Checking in youth and maintaining youth records

Skills:

- Good communication skills
- Ability to create and maintain boundaries
- Basic computer and word processing skills

Qualifications:

- Interested in the welfare of LGBTQ youth
- Ability to work both independently and on a team
- 23 years of age and older, unless approved by Executive Director
- Able to make a weekly commitment for a minimum of one year
- Previous work with adolescents desired but not required

Time commitment:

2.75-3.25 hours per week, depending on your shift, for a minimum of one year

Physical requirements:

While performing the duties of this position, the volunteer is regularly required to sit, use hands, reach with hands and arms, talk, see, and hear. The volunteer is also required to regularly push, pull and lift objects weighing up to 30 pounds unassisted, and to climb one flight of stairs 5–10 times per day. The volunteer is frequently required to stand and walk. Lambert House is a smoke-free space; no smoking by adults is allowed on the premises.

Our direct-service volunteers are provided 20 hours of free, intensive training that can enhance your understanding of how to work with LGBTQ youth. In addition, volunteers are scheduled on teams which can lead to the development of friendships that continue outside of Lambert House. Most importantly, volunteering at Lambert House provides our volunteers with the sense of satisfaction that they are making a difference. Indeed, many of our youth feel that the adult volunteers are making a big difference in their lives!