



Keeping families close™

WELCOME DESK VOLUNTEER ROLE

Holcombe House

SUPERVISOR: Holcombe House Manager on Duty, Holcombe House Operations Coordinator

LOCATION: 70 Bedroom, free-standing house located at Holcombe House, 1907 Holcombe Blvd. Houston, TX 77030.

SCHEDULE:

Shifts for this volunteer position are three hours long, for a minimum of two shifts per month. Shift time options seven days per week are 9am-12pm, 12pm-3pm, 3pm-6pm or 6pm-9pm.

ORGANIZATIONAL MISSION:

Ronald McDonald House Houston offers a *home away from home providing care, compassion and hope* to families with seriously ill children being treated in Texas Medical Center member institutions.

VOLUNTEER ROLE PURPOSE:

The Welcome Desk volunteer curates a warm, hospitable environment for our families by ensuring they are cared for during their stay. By providing families with the physical items for a comfortable stay, as well as providing a listening ear, families will feel welcomed, known, and supported. Welcome Desk Volunteers help lower the stress of parents and family members in a time where it is needed most, creating a culture of hope in our *home away from home*.

DUTIES AND RESPONSIBILITIES:

The responsibilities will vary depending the particular needs of the House during the designated shift. However, duties may include any of these things:

- Welcome families and guests and assist with deliveries by monitoring the door
- Answer phones and transfer calls to appropriate staff
- Assemble welcome bags for new families.
- Restock family supply bags and masks
- Assist guest or groups with registration on Breezin system
- Assemble welcome bags for new families.
- Restock snacks and make coffee in the community kitchen area.
- Assist with logging and storing package deliveries
- Walk community room and dining area to ensure it is clean and tidy

- Help families find materials and utilize resources in family kitchen areas
- Provide tours to in-kind donor and family activity volunteer groups.
- Sort donated in-kind donations, organize in storage closet spaces.
- Assist family members with loading/unloading their belongings from their cars.
- Provide a warm, friendly, atmosphere for guests by greeting them and visiting with them informally.
- Answer phones and transfer calls to appropriate staff
- Check out video games, bikes,
- Ensures Welcome Desk area is clean and organized

QUALIFICATIONS AND REQUIREMENTS:

- Excellent organizational skills. If you like to color-code, you are speaking our language!
- Self-starter who takes initiative and can work independently.
- Good listener. Actively listening to our family members without giving advice is a wonderful gift! We also want you to be receptive to feedback, coaching and experimentation – we are always learning.
- Collaborative team-player. We are a small team that works very hard – and we look forward to having another player join us.
- Empathetic and compassionate. We serve families with varying cultural backgrounds and children of various ages who may be very ill.

The following skills are not required but would be very beneficial.

- ✓ Other language -fluent or beginner

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the volunteer is regularly required to walk distances, sit and stand, use hands to finger manipulation, handle, feel, reach with arms and hands, and talk or hear.
- The volunteer may be required to lift up to 25 pounds.
- The vision requirements include close, distance, peripheral, and depth perception.

APPLICATION SUBMISSION:

Complete a volunteer application online at www.rmhhouston.org/individual-volunteer-application/
After reviewing your completed application, our staff will contact you to discuss next steps.