



3657 Michigan Ave • Colorado Springs CO • 80910 • 719.301.5411

DREAM CENTERS HOSPITALITY TEAM MEMBER POSITION DESCRIPTION

Title: Hospitality Team Member
Accountable To: Associate Program Director
Status: Volunteer position without opportunity for employment

Organizational Background

Dream Centers is a faith-based non-profit organization founded in 2011 to provide health and hope to people of Colorado Springs who are working to rebuild their dreams. The two entities of Dream Centers are the Women's Clinic and Mary's Home. Mary's Home is a long-term, educationally-focused, in-depth program for single mother families working to exit homelessness permanently.

Position Purpose & Overview

The Hospitality Team is an essential piece of the mission of Dream Centers Mary's Home. The act of hospitality is an amazing way to demonstrate the love of Jesus and bless others. Through our Hospitality Team, volunteers are able to create a safe space for the residents at Mary's Home when they come to the Family Services Center, ensuring that they feel seen and encouraged. The Hospitality Team has an eye on the safety and cleanliness of the Family Services Center and maintains order by being a gatekeeper, helping the staff immensely by minimizing distractions. The Hospitality Team ensures a professional and kind presence at the entry to the office space at Mary's Home.

Responsibilities

- Provide a welcoming, kind presence during weekly shift, helping manage the flow in the Family Services Center
- Carry out all tasks and events with love and care towards staff, volunteers, and resident families
- Attend Hospitality Team training and times of connection quarterly
- Maintain safety and order in the Family Services Center
- Follow through with given tasks
- Practice excellent self-care and hold necessary boundaries with other volunteers and non-staff members who request assistance
- Communicate any questions or concerns you may have to the Hospitality Team Coordinator
- Find your own replacement when you cannot make it to any of your shifts
- Send out encouraging handwritten notes to resident families
- Spot-clean the Family Services Center and occasionally the Family Life Center, including emptying the dishwasher, wiping down surfaces that need a touch up, straightening things, etc.
- Carry out additional tasks listed in the Hospitality Team detailed procedures document, including mailing thank you notes to donors

Requirements and Qualifications

Updated May 2020



3657 Michigan Ave • Colorado Springs CO • 80910 • 719.301.5411

- Follower/disciple of Jesus Christ and committed to personal spiritual growth, in agreement with the Nicene Creed
- Have a desire to serve and love the resident families and staff
- Have a willingness to be coached in serving with excellence
- High commitment to confidentiality while working with the families, volunteers, and staff
- Has received training or is in the process of receiving training in trauma-informed engagement
- Be available for occasional tour needs
- Be a welcoming/professional presence to volunteers, staff, executive team, etc.

Time Commitment

Minimum of 3 to 4 hours per week, a commitment to one shift

Physical Requirements:

Working Environment	Seldom	Occasional	Frequent
Cold (50° F or less)	X		
Heat (90° F or more)	X		
Gases/Fumes/Dust	X		
Heights	X		
Noise		X	
Climbing (Stairs/Ladders)		X	
Driving		X	
Standing			X
Sitting			X
Walking			X
Bending		X	
Work with Others			X
Working Alone		X	
Crawling or Kneeling	X		
Repetitive Movements		X	
Office Machines			
Telephone	X		
Fax	X		
Calculator	X		
Computer/Mouse/Printer			X
Copier		X	
Dictaphone	X		
Scanner		X	
Moving Heavy Items			
Lifting/Lowering	X		
Pushing	X		
Reaching Over Shoulder	X		
Reaching Forward	X		
Carrying	X		
Other Requirements			
Visual Acuity: Near			X
Visual Acuity: Far			X
Color Discrimination			X
Hearing			X
Speech			X
Manual Dexterity			X
Eye-Hand Coordination			X

Updated May 2020