

Mary's Home



3657 Michigan Ave • Colorado Springs CO • 80910 • 719.301.5411

MARY'S HOME FIRST IMPRESSIONS TEAM VOLUNTEER POSITION DESCRIPTION

Title:	First Impressions Team Volunteer
Accountable To:	First Impressions Volunteer Coordinator
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 First Impressions Team is an essential piece of the mission of Dream Centers Mary's Home. Being part of the First Impressions Team is an amazing way to demonstrate the love of Jesus and bless others. Through our team, Volunteers are able to create a welcoming space for residents, volunteers, staff and community partners when they come to the Family Services Center, ensuring that they feel heard and encouraged. The team has a heart for service and compassion for the residents and the community. The First Impressions Team represents a professional and kind atmosphere at the entry to the office space at Mary's Home.

Responsibilities

- Provide a welcoming, kind presence during your weekly shift, helping greet guests in the Family Services Center
- Carry out all tasks and events with love and care towards staff, volunteers, and residents.
- Attend First Impressions training
- Completing phone screenings, providing other community resources to help each inquiry and praying with them
- Maintain safety and order in the Family Services Center
- Complete tasks given by staff or the First Impressions Team
- Practice excellent self-care and hold necessary boundaries with other volunteers, staff and residents
- Communicate any questions or concerns you may have to the First Impressions Team Coordinator
- Write an encouraging note to the residents during their birthday month with the First Impressions Team
- Ensure a clean environment in the Family Service Center. Includes emptying dishwasher, straightening up around the work area (minimal)
- Carry out additional tasks listed in the First Impressions Binder, including checking the mail, writing and mailing thank you notes to donors, copying folders for application paperwork
- Answer the phone and respond to possible applicants and donors wanting to donate to Mary's Home

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- Keep up to date on local resources and places to stay so they can be passed along to those in need

Requirements and Qualifications

- Follower/disciple of Jesus Christ and committed to personal spiritual growth, in agreement with the Nicene Creed
- Have effective interpersonal, conflict management, and problem-solving skills
- Have administrative strengths and strong ability to follow through
- High commitment of confidentiality while working with the families, volunteers, and staff
- Has received training or is in the process of receiving training in trauma-informed care
- Be proficient on computers, especially when working with Microsoft Word and Google Calendar
- Be available for occasional tour needs
- Be a welcoming/professional presence to volunteers, staff, executive team, etc.

Time Commitment

Minimum of 4 hours per week

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	

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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