

Central Night Shelter

Volunteer Positions

Street Crew

The members of the Street Crew open the doors to the shelter at both sites and take responsibility for the admission of guests each night. These individuals are seasoned veterans who have served as volunteers at the Central Night Shelter for several years.

The "Street Crew Person" responsibilities include:

- Arriving no later than 6:00 p.m. to admit the volunteers and trainer.
- Standing outside visiting with our guests while they wait for the shelter to open, sorting out special problems, calming everyone before they come into the shelter, and being the "first line" for greeting, welcoming, and offering the warmest possible hospitality to our guests; guests will be admitted from the loading dock at Central and from the MLK entrance to the Shrine Church Hall.
- Working with the trainers and/or Volunteer Captains at Central and at the Shrine to admit the guests in an orderly fashion, check picture IDs, and sign names in the guest book.
- Facilitating communication between the two shelter spaces as to needs ("help--we're out of cups and plates over here!!!").
- Making the "judgment call" that the weather conditions (cold and/or wet) are so bad that the Trainer and Volunteers should let the men in as quickly as possible (before our 7:00 p.m. opening time).
- Making the "judgment call" that someone needs to go in early to wait (e.g., men on crutches/walkers/wheel chairs, etc.).

Ordinarily the Street Crew Person goes home when the men are inside and the shelter is "closed" for the night (7:15 p.m.). **No guests should be admitted after the Street Crew Person leaves.**

Trainer

The Trainer provides the immediate leadership to each group of volunteers, and by example and through instruction must instill in the Volunteers the knowledge, experience, judgment, and confidence necessary to deal with typical (and atypical) shelter experiences.

Trainer responsibilities include:

- Arriving no later than 6:00 p.m., thoroughly familiar with the shelter rules, procedures and facilities, ready to train new (and used) Volunteers.
- Assisting the Volunteers in setting up the shelter for the night.
- Ensuring that Volunteers understand all rules, procedures, and responsibilities, including the absolute need to be consistent in the application of the rules and procedures from night to night.
- Ensuring that a Captain of the Volunteer crew is selected or appointed, and that the Volunteer Captain understands his or her "extra" responsibilities.
- Working with the Street Crew Person and Volunteers to get the guests admitted and welcomed in an orderly fashion.
- At all times, providing the warmest possible hospitality to our guests.
- The Trainer ordinarily stays until "lights out" (8:30 p.m.), but may and should remain beyond that

time if the volunteers desire or need "extra help" until the shelter settles down for the night.

Meal Volunteer

Each night, a group of volunteers prepares a meal for shelter guests at each location. Responsibilities include:

- Planning and providing the evening meal for a large number of guests and volunteers (either 71 at Central or 30 at the Shrine).
- Arrive at the shelter at 6:00 PM.
- Reheat the meal and have it ready to serve by 7:15.
- Serve the meal.
- Clean up the kitchen.
- Contact one of our food coordinators to volunteer.

Sack Lunch Providers

Each night, volunteers must provide sack lunches that will be distributed to guests the following morning when the guests depart the shelter. The sack lunch providers may be meal volunteers or the overnight volunteers for the night, or a separate group of volunteers. Different groups may provide lunches for each shelter location.

Since each location requires a large number of sandwiches, this is an excellent service opportunity for a group of volunteers to provide one or more nights' sandwiches for one or more locations. Please refer to the Sack Lunch Guidelines posted on the website prior to purchasing ingredients.

Overnight Volunteer

Each shelter requires a group of volunteers to stay overnight. A minimum of five volunteers (including at least 2 men) are needed for the early part of the evening (7:00-9:00 pm), when so much is going on (dinner, showers, etc.); two or three volunteers are needed for overnight, although having more than three helps everyone, since it means more sleep time for those not "on duty."

Overnight Volunteer Responsibilities Include:

- General oversight from 6:00 p.m. to 6:00 a.m. and clean-up and set-up from 6:00 -6:30 a.m.
- Before guests arrive, preparing the sleeping area, arranging mats on the floor. [NOTE: Members of the cleanup crew may come in early and help with the setup; ask your Street Crew Person about your night].
- Setting up the dining area and preparing to serve the evening meal.
- In the rare event that no meal volunteers are available, you may be asked to do meal preparation, serving, and cleanup. Note: guests should be encouraged to clean up their own place at the table after the meal.
- Staying awake during the night in shifts of at least two to handle emergencies, escort out guests leaving early, and making sure that guests cannot wander off into closed areas.
- Putting together a bagged breakfast/lunch for guests departing in the morning if the sack lunch providers have not already done this.
- Waking guests, organizing clean-up (inside and outside), assuring that the building is cleared by 6:00 a.m., cleaned by 6:30 a.m. with mats stacked out of the way, and all windows and doors closed and locked.
- At all times, providing the warmest possible hospitality to our guests and to one another.

What to bring: Sleeping bag, pillow, toiletries, change of clothes, cheerful attitude!

How much sleep will you get? It depends...the more overnight volunteers you have in your group, the more sleep each of you will receive. One or two volunteers must always be awake overnight.

If needed, how do I get proof of volunteer hours? The Central Presbyterian Church Outreach Office will mail you proof of hours. Contact them at 404-659-7119.