

HOPE 4 YOUTH FRONT DESK SUPPORT

OUR MISSION

Provide pathways to end youth homelessness.

WHAT DOES A CENTER ADMIN DO?

As a Front Desk Support Volunteer, you provide a welcoming a safe place for youth experiencing homelessness.

- Greet youth coming and going into the facility to meet with the Case Manager.
- Notify Case Manager when the youth has arrived for their appointment.
- Complete administrative tasks as needed, like answering phones.
- Multi-tasking with basic office and computer skills.



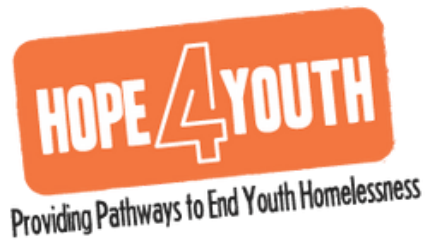
QUALIFICATIONS

- A passionate believer in the Mission of HOPE 4 Youth
- Ability to maintain boundaries and enforce HOPE 4 Youth Center Procedures.
- Strong verbal communication skills
- Multi-tasking with basic office and computer skills
- Establish and maintain effective relationships with youth, volunteers, and staff.
- Honor data privacy and privacy of youth information
- Ability to work independently and in team environments.

HOPE 4 YOUTH CENTER IMPACT

2023 Statistics

- 3,053 Visits to the HOPE 4 Youth Center
- 2,431 Visits to the Pantry for Food and Hygiene
- 1,166 Visits to the Clothing Closet
- 177 Loads of Laundry
- 136 Hot Showers



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REQUIRED TRAINING

- Two or three training shifts with staff at the Center.
- Background check completion
- YIPA online trainings including:
 - Mandated reporter training
 - One training focused on "Youth Development"
 - One training focused on "Intercultural Engagement"
- Training in "Data Privacy"
- Participate in annual volunteer meetings and trainings

WHO:

Individuals who are 24 years or older
Background check required

WHAT SHOULD I WEAR?

Choose comfortable clothing that is easy to move in. Most people choose jeans and comfortable shoes. This is a business casual environment for staff.

REPORTS TO:

This position reports to:

- HOPE 4 Youth Center Supervisor
- Case Managers when on duty are available for questions.
- Community Engagement Coordinator for volunteering questions

SHIFT TIME

Monday, Tuesday, and Thursday
9:00-11:00 a.m.

LOCATION

The HOPE 4 Youth Center
2665 4th Ave, Suite #40, Anoka, MN 55303