



SENIORS' RESOURCE CENTER

SRC VOLUNTEER PROGRAM -POSITION DESCRIPTION ADRS Volunteer Receptionist

Date of Request: Start after August 15, 2011

Program/Project: Adult Day and Respite Service (ADRS) / Central

Staff Contact/ Supervisor: Linda Johnston

Position Location: New ADRS Wheat Ridge Site/ 3227 Chase Street/ Wheat Ridge, CO

Position Title: ADRS Receptionist

Position Overview:

Provide the first welcoming presence and connection for participants, caregivers, visitors and callers to ADRS Central Site

Key Responsibilities:

- Serve as an ambassador for ADRS
- Greet people as they enter
- Answer phones
- Sign participants in and out of program; p.m. position will coordinate pick up of clients with transportation
- Perform tasks as requested from program staff, may include projects on the computer
- Redirect clients away from the front door as needed

Initial Impact (immediate difference this will this make to the clients and service)

- People will feel welcome and acknowledged

Sustained Outcomes (long term results of the position)

- Will provide a professional flow of visitors, participants and staff

Required Training

- SRC Volunteer Orientation

- Information on working with various senior and special needs populations
- OSHA/ HIPPA
- Training on redirecting clients in a kind, effective manner

Support Provided

- Staff will be available for back up support

Qualifications Sought:

- Pleasant personality
- Good communication skills
- Good phone skills
- Basic computer skills
- Attention to detail
- Ability to work well with diverse population

Benefits to Volunteer:

- Will be “where the action is”
- Opportunity to learn computer skills
- Enjoy the interaction
- Know you will provide a welcoming presence for the program participants, family, staff and visitors

Time Commitment (hours per week): 4.5 hours per week

Length of time (short or long term): 1-2 shifts per week
Monday – Friday
8:00-12:30 or 12:30-5:00

Number of Volunteers needed for the position: 10

