

Volunteer Position Description

Family Visit Greeter

Purpose of the Position	<p>Family Time is a program at Amara that contracts with the Department of Children Youth and Families to provide visitation for families separated by the foster care system. Family visits help maintain and strengthen the parent-child relationship, increasing the likelihood that kids will reunify. Family Time staff coordinate scheduling, assist with transportation, supervise visits, and do required reporting to the state.</p> <p>The Volunteer Greeter position has been designed to support the operations of our Family Time Team by helping us create a safe space for parents and kids to visit.</p>
Duties and Responsibilities	<ul style="list-style-type: none"> • Provide a warm, welcoming first impression for families. • Assist families with signing in. • Direct families to their visit rooms. • Notify staff of guest arrival. • Sanitize visit space per COVID-19 cleaning guidelines. • Depending on the shift, volunteers will be required to open or secure the building. • When necessary, volunteers may be asked to help de-escalate and/or perform emergency procedures. • Other tasks as directed
Work Location	<p>Seattle Office – 5907 Martin Luther King Jr Way S, Seattle, WA 98118 Tacoma Office – 3501 104th St E, Tacoma, WA 98445 Tacoma Sanctuary – Proctor area of Tacoma. Exact location remains confidential until volunteers are cleared to begin service.</p>
Commitment of Time	<p>Volunteers are asked to commit to a minimum of two shift per month for six months.</p>
Hours Volunteer can Work	<p>Front desk coverage is needed Monday through Friday in between the hours of 8:00am and 7:30pm. Shifts typically range from 3-4.5 hours. Occasional weekend coverage may be needed, though it is rare. Scheduling will be completed via email coordination with your Site Contact.</p>
Skills/Experience	<p>Required:</p> <ul style="list-style-type: none"> • Comfortable communicating with visitors • Ability to field questions from visitors • Capable of independently performing duties <p>Desired:</p> <ul style="list-style-type: none"> • Customer service experience • Administrative experience
Accessibility Considerations	<p>Volunteer may be asked to talk, hear, read, write/type, communicate in person while volunteering at Amara. In addition, while scheduling shift they will need to do so over the phone or by email. The working conditions described here are representative of those a volunteer encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>
Tools and equipment provided	<p>All required supplies provided</p>

Tools and equipment volunteer must provide	A face mask is required at this time. Masks can be provided if needed.
Project Start Date	Ongoing
Orientation/Training	Volunteers must complete the following virtual trainings: <ul style="list-style-type: none"> • Volunteer Information Meeting • Greeter Orientation • Mandated Reporter Training • COVID-19 Safety Training
Learning Opportunities (Skills/Knowledge)	<ul style="list-style-type: none"> • Strengthen communication skills. • Increased knowledge of child welfare system.
Qualifications and Requirements	<p>Qualifications:</p> <ul style="list-style-type: none"> • Must be at least 21 years of age or older <p>Requirements:</p> <ul style="list-style-type: none"> • Volunteer application • In-state background check • High School Diploma/Transcript or GED • TB Test • Must be able to learn and follow Amara guidelines and policies and follow directions given by staff
Site Contact	Cristina Tzintzun, Family Time Visitation Specialist Lead
Extra Comments	<p>This position has a lot of down time between welcoming visitors and occasionally supporting the Family Time Team. Volunteers are encouraged to bring a book, knitting, work, studying or other activity to occupy their time between interruptions.</p> <p>COVID-19 Considerations: At this time, volunteers are required to watch the COVID-19 Office Safety training and follow all safety protocol. This includes completing health screening document before each shift, wearing face mask, social distancing, and sanitization of all equipment used.</p>
Last updated	1/25/2021