

Interfaith Hospitality Network Urbandale United Church of Christ

Coordinator Job Descriptions

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Interfaith Hospitality Network
Urbandale United Church of Christ

Job Title: IHN Coordinator

Reports to: Community Concerns Team, Leadership Team, Pastor and IHN Director

Position Overview:

The IHN Coordinator is responsible for the overall coordination of the IHN effort while the guests are in residence at the church. The IHN Coordinator works with each of the service coordinators to ensure that all responsibilities are covered and the jobs are being carried out completely and faithfully.

Job Responsibilities

The IHN Coordinator is responsible for:

- Recruiting all service coordinator positions (Transportation Coordinator, Set-up/Tear Down Coordinator, Meals Coordinator, Overnight Hosts Coordinator and Supplies Coordinator)
- Ensuring that all service coordinator positions understand their responsibilities and faithfully carry them out.
- Being available to support the service coordinator positions in the event that one or more are not able to carry out their duties. In other words, while you should rely on others to help or do the work, it is the responsibility of the coordinator to ensure the work is completed.
- Being the liaison between the church and IHN staff.
- Communicating with all the service coordinators about the particulars of the guests, and ensuring all coordinators are aware of any change in status among the guests.
- Oversees an annual training for volunteers and others interested in the IHN.
- Serving as the final authority in ensuring the church provides a safe and hospitable stay for the guests.

Job Duties

The IHN Coordinator will

- 1) Recruit each of the service coordinators at least one month before the IHN guests scheduled stay.
- 2) Provide training or briefing to each of the service coordinators to ensure they are aware of their responsibilities and duties.
- 3) Support the service coordinators as needed to ensure all volunteer positions are filled including ensuring that a call for volunteers is made in The Call and in weekly bulletins leading up to guests' scheduled stay, as well as placing the white board in the narthex with all needed and pertinent information
- 4) Create a schedule of all volunteer positions.

- 5) Prepare a notebook of information for volunteers that includes an IHN manual, a church directory, a schedule of volunteers, volunteer sign-up sheet, information about the families (if available) and keys to the IHN van and church.
- 6) Ensure that the church secretary, pastors and moderator are aware that the IHN Coordinator is the point person for the IHN project and provide all with contract information in the event on an emergency; or any incident/injury occurring especially when an Incident/Injury Report has been filled out.
- 7) Be available at the time the guests arrive to greet them, introduce yourself, introduce them to their surroundings and be clear about church rules and expectations. This can be done in conjunction with another designated "Greeter Person" (see Item #9 under IHN Set-up/Tear-down Coordinator).
- 8) Be on call, or designate an on-call person, during the entire time the guests are in residence at the church.
- 9) Ensure an evaluation form is filled out by guests at the conclusion of their stay.
- 10) Schedule and facilitate a follow-up meeting at the conclusion of the guests stay at our church to debrief, provide volunteers a chance to discuss their experiences with IHN and explore changes in practice to improve services.
- 11) Schedule every three years or so an adult education event with the IHN director or a representative.
- 12) Promote IHN stories and successes in church communication vehicles
- 13) Attend all Des Moines area IHN meetings.
- 14) Sign in on the volunteer sign sheet each day for any work performed on behalf of IHN and remind all volunteers to do the same. The sheets are located in the IHN Volunteer Information Notebook prepared under #5 above. At the end of the week, collect the signed sheets and turn them in the IHN Office
- 15) At the annual volunteer training, the following issues should be covered:
 - a. The purpose of IHN
 - b. How UCC organizes and operates IHN
 - c. The responsibilities for each of the volunteer jobs
 - d. Review "Universal Precautions for Administering First Aid or Handling Bodily Fluids" (found in IHN Volunteer Information Notebook.)
 - e. Assisting volunteers in being familiar with basic things in the church: location of fire extinguishers, how to operate the elevator, location of light switches, etc .

Interfaith Hospitality Network
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Job Title: IHN Supply Coordinator

Reports to: IHN Coordinator

Position Overview:

Provides food and other supplies needed for IHN guests

Job Responsibilities

The Supply Coordinator provides the food supplies, condiments for meals and snacks other than the evening meal (typically provided and served by other church volunteers). Food should also include lunch making items and breakfast food (if needed). The supply coordinator also provides for or arranges other guest needs including but not limited to diapers, infant formula, personal care products, school supplies and homework project materials.

All volunteers are responsible to informing the IHN Coordinator as soon as possible in the event of any church property or van damage, evidence of alcohol or drug use, physical violence or unusually high levels of verbal altercations. Such events warrant the filling out of an Incident/Accident Report which is found in the IHN Volunteer Information Notebook. The IHN Coordinator may request that the person reporting the incident fill out the report.

Job Duties

The IHN Supply Coordinator will:

- 1) Meet and greet the guests when they arrive at the church on Sunday afternoon/evening and introduce yourself. Give them 15-30 minutes to get settled in their rooms and find their way around the facility.
- 2) Interview guests for specific needs and preferences, e.g., diapers (sizes, quantity needed), food allergies, whether or not guests will be preparing sack lunches during the week, and general preferences for breakfasts, beverages and evening snacks
- 3) Remember to ask about needs for supplies other than food items (personal care including shampoo, envelopes, stamps, school projects etc.)
- 4) Acquire the items needed, label food and supplies with IHN, and stock the kitchen.
- 5) When purchasing items for IHN, you have three options: 1) pay for it yourself; 2) pay for it yourself but request that it be considered a donation to the church; 3) pay for it and request reimbursement. In the event of options #2 and #3, be sure to fill out a Reimbursement Request Form found on the Urbandale United Church of Christ website (<http://www.urbandaleucc.org/>). If you want to consider your purchase as a donation, please note that clearly on the form.
- 6) Leave contact information with the IHN coordinator and in the Volunteer Information Notebook in the kitchen in case other items or needs are revealed throughout the week.
- 7) Revisit the supply needs mid-week (Tues or Wednesday evening) and replenish if necessary. Make sure they have a plan for Saturday meals and snacks and Sunday a.m. breakfast.

- 8) Sign in on the volunteer sign sheet each day for any work performed on behalf of IHN. The sign in sheet is located in the IHN Volunteer Information Notebook usually located in the kitchen.

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Position: Overnight Host Coordinator

Reports to: IHN Coordinator

Position Overview:

The overnight host coordinator schedules overnight hosts. The coordinator recruits interested church members to spend the evening and overnight at the church to provide support and security for the guest families.

Job Responsibilities:

The IHN Overnight Coordinator is responsible for:

- Recruiting all overnight hosts. Encourage multiple night stays, if possible, because a continuity of hosts helps families and children, especially, to feel more comfortable at the church as they become more familiar with the volunteers.
- Ensuring that all overnight hosts understand their responsibilities and faithfully carry them out. It may be helpful to walk through the job description in the Volunteer Information Notebook. Be sure to tell them about the Incident/Accident Report.
- Confirming when the families need to be up in the morning (times vary depending on when school or work schedules require them to be at the IHN day shelter) and communicating this to the overnight hosts.
- Being available to fill in as an overnight host in the event that one or more are not able to carry out their duties. In other words, while you should rely on others to help or do the work, it is the responsibility of the coordinator to ensure the work is completed.
- All volunteers are responsible to informing the IHN Coordinator as soon as possible in the event of any church property or van damage, evidence of alcohol or drug use, physical violence or unusually high levels of verbal altercations. Such events warrant the filling out of an Incident/Accident Report which is found in the IHN Volunteer Information Notebook. The IHN Coordinator may request that the person reporting the incident fill out the report.

Job Duties

The IHN Overnight Coordinator will

- 1) Identify two overnight hosts for each night the guests will be spending at the church. Many volunteer by placing their name on the white board which is set up in the narthex.
- 2) At least a week prior to the arrival of the guests, fill any unfilled vacancies by contacting individuals directly. Potential volunteers can be found among past volunteers (contact the

Urbandale IHN Coordinator for a list) or from those indicating an interest in working with IHN or with individuals who are homeless (church secretary has those lists).

- 3) Educate the volunteers on the responsibilities of the overnight host (see overnight hosts job description)
- 4) Remind overnight hosts to bring a sleeping bag and a pillow.
- 5) Be available (on-call or in person) to the hosts each evening to address any concerns or problems that may arise
- 6) Solicit feedback and comments from the volunteers about the host experience and passes them on to the IHN Coordinator for the purpose of improving Urbandale UCC's IHN services.
- 7) Sign in on the volunteer sign sheet each day for any work performed on behalf of IHN (yes, that means work done as coordinator!) and remind all overnight host volunteers to do the same. The sign in sheet is located in the IHN Volunteer Information Notebook usually located in the kitchen.

Interfaith Hospitality Network
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Job Title: IHN Meal Coordinator

Reports to: IHN Site Coordinator

Position Overview:

The Meal Coordinator schedules meal preparers and servers during the IHN hosting week. The coordinator recruits interested church members to prepare meals and serve food.

Job Responsibilities:

The Meal Coordinator is responsible for:

- Recruiting all meal preparers and meal servers. Encourage evenings, if possible, for servers because a continuity of servers helps families and children, especially, to feel more comfortable at the church as they become more familiar with the volunteers.
- Ensuring that volunteer meal preparers and meal servers understand their responsibilities and faithfully carry them out.
- Being available to fill in as a preparer or meal server in the event that one or more are not able to carry out their duties. In other words, while you should rely on others to help or do the work, it is the responsibility of the coordinator to ensure the work is completed.
- Determining with the volunteers an appropriate menu that addresses the needs of the guests (e.g., avoiding foods to which guests may be allergic; taking guest food preferences into consideration; planning special meals in conjunctions with birthdays or holidays, etc.) Communicating with all the service coordinators about the particulars of the guests, and ensuring all coordinators are aware of any change in status among the guests.
- All volunteers are responsible to informing the IHN Coordinator as soon as possible in the event of any church property or van damage, evidence of alcohol or drug use, physical violence or unusually high levels of verbal altercations. Such events warrant the filling out of an Incident/Accident Report which is found in the IHN Volunteer Information Notebook. The IHN Coordinator may request that the person reporting the incident fill out the report.

Job Duties

The IHN Meal Coordinator will

1. Identify a meal preparer and meal server for each night the guests will be spending at the church. Many volunteer by placing their name on the white board which is set up in the narthex.
2. At least a week prior to the arrival of the guests, fill any unfilled vacancies by contacting individuals directly. Potential volunteers can be found among past volunteers (contact the Urbandale IHN Coordinator for a list) or from those indicating an interest in working with IHN or with individuals who are homeless (church secretary has those lists).

3. Visit the IHN day shelter (at Westminster Presbyterian Church in Des Moines) the week before the IHN hosting week to discover food preferences or dislikes among the guests.
4. If scheduled, Wednesday Night Alive can serve as the meal for the families on Wednesday and there are usually plenty of friends and members to help out. Be sure someone is responsible to ensure the families know how to get food that evening and are invited to participate in any planned activities that are appropriate. Also make sure that there is a Meal Server who will stay at the church until 8 pm when the Overnight Hosts arrive.
5. At least three days prior to the start of the week, obtain from the Urbandale IHN Coordinator the number of guests and children, and any other information about them and pass that on to the food volunteers.
6. Set up a list of menu items the volunteers are planning to prepare. Ensure that the meals vary and avoid repetitions of similar kinds of food. Also ensure that the menus take into consideration guest preferences (as appropriate), food allergies, ages of children and other considerations. Balance these needs with what meal preparers are willing and desire to prepare.
7. It is customary to have a large and late breakfast on Saturday morning. The guests are typically driven to the day shelter around 9:30 am. Make sure you also have a volunteer to prepare and serve this evening breakfast. Sometimes this a responsibility the Friday overnight hosts are willing to assume, but that is an expectation that should be confirmed with them.
8. Ensure that both the meal preparer and meal servers are aware of all their responsibilities and duties. If there are any meal preparers who have never used the Urbandale UCC kitchen, plan an opportunity to provide an orientation so they know where things are and feel comfortable using it. (You may delegate this to the kitchen team of the church.)
9. Is available to address problems or concerns that arise during the week in preparing and serving the evening meals.
10. Solicits feedback and comments from the volunteers about the meal preparation and serving experience and passes those on to the church's IHN Coordinator to improve the program.
11. Sign in on the volunteer sign sheet each day for any work performed on behalf of IHN (yes, that means works as coordinator lining up folks to volunteer, assisting, etc.) and remind any meal preparers or servers to do the same. The sign in sheet is located in the IHN Volunteer Information Notebook usually located in the kitchen.

Interfaith Hospitality Network
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Job Title: IHN Set-up/Tear-down Coordinator

Reports to: IHN Site Coordinator

Position Overview:

The Set-up/Tear-down Coordinator is responsible for setting up and tearing down the two living areas at the church during IHN week. The two areas include a sleeping area and a living room area.

Job Responsibilities

The Set-up/Tear-down Coordinator is responsible for:

- Setting up the sleeping areas space where the guests will be living while at the church. That includes a sleeping area in the nursery and two primary classrooms on the second floor of the education wing (above the current church office)
- Setting up a “living room” space in the junior/senior high classroom in the northwest corner of the fellowship hall.
- Returning these spaces to their normal condition at the conclusion of IHN week.
- Assuring that linens used during the week are laundered prior to the start of the week and after its conclusion.
- Greeting the guests on their arrival Sunday afternoon, introducing yourself, showing them the spaces they are to occupy, including bathrooms, reviewing the typical schedule and any rules or expectations the church has for its guests
- Being available to fill in to set up or tear down in the event that one or more volunteers are not able to carry out their duties. In other words, while you should rely on others to help or do the work, it is the responsibility of the coordinator to ensure the work is completed.
- All volunteers are responsible to informing the IHN Coordinator as soon as possible in the event of any church property or van damage, evidence of alcohol or drug use, physical violence or unusually high levels of verbal altercations. Such events warrant the filling out of an Incident/Accident Report which is found in the IHN Volunteer Information Notebook. The IHN Coordinator may request that the person reporting the incident fill out the report.

Job Duties

The IHN Set-up/Tear-down Coordinator will

- 1) Identify all needed volunteers to help with the set-up and tear-down. Identify an individual(s) to wash all sheets and blankets used during the week. Many volunteer by placing their name on the white board which is set up in the narthex.
- 2) At least a week prior to the arrival of the guests, fill any unfilled vacancies by contacting individuals directly. Potential volunteers can be found among past volunteers (contact the

Urbandale IHN Coordinator for a list) or from those indicating an interest in working with IHN or with individuals who are homeless (church secretary has those lists).

- 3) At least three days prior to the arrival of the guests, obtain from the church's IHN Coordinator the guests names and their family sizes and compositions. This will help you assign an appropriate space for each family.
- 4) On the Sunday afternoon when the guests arrive, at the conclusion of church activities involving the classroom upstairs or the northwest classroom in the fellowship hall, supervise the assembling of sleeping spaces, assigning a family to one of three available rooms on the second floor of the education wing. Large families do best in the nursery because of space and its access to a private bathroom.
- 5) To set up the room, all toys, unneeded furniture and educational materials in the rooms you plan to use should be removed and stored in the closet at the end of the second floor of the education wing hallway (on your left as you enter the hallway from the stairwell that connects the second floor with the fellowship hall and the west parking lot entrance.)
- 6) In each room there should be:
 - a. bed linens for each bed that will occupy a person (infants and toddlers can use the cribs already in the nursery). The bed linens are found in the cupboard to your right as you enter the hallway (from the stairwell that connects the second floor with the fellowship hall and the west parking lot entrance).
 - b. an alarm clock (found in the IHN closet located in the classroom opposite the associate pastor's office)
 - c. night lights (also found in the IHN closet)
- 7) Oversee the set up of the living room space in the northwest corner of the fellowship hall. Make sure the TV/DVD/VCR are there along with some videos also in the IHN closet. Also put games, puzzles and drawing materials, using church school supplies as necessary. The TV/DVD/VCR is usually stored in the basement closet next to the 4th/5th grade classroom.
- 8) Ensure that someone is at the church by 4:45PM prior to the arrival of the guests to welcome them and show them to their room, helping them move their belongings as needed. They should bring air mattresses and pumps with them from the day shelter. (If needed, there are some mattresses in the IHN linen closet.)
- 9) After they have moved their belongings into their rooms, ensure someone provides a brief orientation, noting (following is a complete list of orientation topics):
 - a. location of bathrooms
 - b. location of the "living room" space
 - c. how to exit in the case of a fire
 - d. the schedule
 - e. what volunteers will be present during the time they are at the church
 - f. the expectation that they will keep an eye on their children or at least ask for help of a church volunteer in the event they are not able to
 - g. our desire that they stay mainly in their sleeping room, the "living room", or the fellowship hall, avoiding the sanctuary, the office area and the lower level. If desired, they may visit the "Everyone is Welcome" room, but ask permission first so the volunteers on duty know.

- 10) In the event a new guest arrives or guests leave the program during the hosting week, the Set-up/Tear-down Coordinator should be informed by the IHN Coordinator. The Set-up/Tear-down Coordinator should ensure any new rooms needed are set up with fresh linens.
- 11) At the end of the week, ensure someone returns both sleeping areas and “living room” area to their normal condition, returning toys, furniture and educational materials back into the rooms, as well as an IHN material (alarm clocks, nightlights, etc.) back into the IHN closet. This needs to happen between the time the guests leave on Sunday morning (before 7AM) and the start of church (8:30AM).
- 12) Ensure all used linens should be bundled up, washed and dried, and returned to the IHN linen closet. The linens should be washed within 3 weeks of the end of the IHN hosting week. Please do not knot the bags as it is very difficult to open when they have been secured in this way.
- 13) Sign in on the volunteer sign sheet each day for any work performed on behalf of IHN and remind set-up/tear-down volunteers to do the same.

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Job Title: IHN Transportation Coordinator

Reports to: IHN Site Coordinator

Position Overview:

The Transportation coordinator is responsible for coordinating transportation, using the IHN van, between the IHN day shelter at Westminster Presbyterian Church (4114 Allison Avenue) and the church.

Job Responsibilities

The Transportation Coordinator is responsible for:

- Identifying all needed volunteers who can drive the IHN van to transport guests in the morning from the church to the IHN day shelter at Westminster Presbyterian Church in Des Moines, and to make the reverse trip in the late afternoon. Note that some guests have access to their own transportation. In this case, providing transportation is not necessary but the coordinator is responsible to ensure that the guests have maps and directions to get to the church.
- Ensuring that the IHN office at Westminster has a photocopy of the drivers licenses of any volunteer drivers prior to the start of the IHN host week.
- Retrieving the key to the van from the IHN office on the Sunday the host week begins and returning the key at the end of the guests stay the following Sunday. The coordinator should also assure that the van key is passed from one volunteer to another so all drivers know when and where to pick up the keys prior to their appointed time of providing transportation for the guests.
- Communicating to all drivers that the guests stay at our church begins in the van, and Urbandale UCC's extravagant welcome also begins with the driver. The driver is the first human contact the guests have with our church and thus is responsible for the first impression our church leaves with them.
- All volunteers are responsible to informing the IHN Coordinator as soon as possible in the event of any church property or van damage, evidence of alcohol or drug use, physical violence or unusually high levels of verbal altercations. Such events warrant the filling out of an Incident/Accident Report which is found in the IHN Volunteer Information Notebook. The IHN Coordinator may request that the person reporting the incident fill out the report.

Job Duties

The IHN Transportation Coordinator will

- 1) Identify all needed volunteers to provide transportation. Many volunteer by placing their name on the white board which is set up in the narthex.

- 2) At least a week prior to the arrival of the guests, fill any unfilled vacancies by contacting individuals directly. Potential volunteers can be found among past volunteers (contact the Urbandale IHN Coordinator for a list) or from those indicating an interest in working with IHN or with individuals who are homeless (church secretary has those lists). A commercial driver's license is not required.
- 3) Be available to fill in to drive in the event that one or more volunteers are not able to. In other words, while you should rely on others to provide transportation, it is the responsibility of the coordinator to ensure the driving is done.
- 4) Signs in on the volunteer sign sheet each day for any work performed on behalf of IHN and remind any volunteer drivers to do the same.