

Interfaith Hospitality Network
Urbandale United Church of Christ

Volunteer Job Descriptions

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Interfaith Hospitality Network
Urbandale United Church of Christ

Volunteer Position: Overnight Host

Reports to: Overnight Host Coordinator

Hours of Service: 8:00pm – 7:00am

Position Overview:

The Overnight Host is responsible for being the church's presence while the guests spend the night.

Job Responsibilities:

The Overnight Host is responsible for:

- Being a host to the guests while they are in the church building, attending to any of needs as you would guests in your own home.
- Being a presence for the church for the duration of your shift (8PM to 7AM) while the families are relaxing or sleeping during the evening.
- Informing the Overnight Host Coordinator as soon as possible if you are not able to fulfill your responsibilities.

Job Duties

The Overnight Host will:

- 1) Arrive at the church about 8pm, ready to relieve the meal servers who should be there.
- 2) At that point, introduce yourself to the family members and tell them that you will be spending the night.
- 3) Note the IHN Volunteer Information Notebook in the kitchen that you might want to browse through. The notebook should contain a master schedule of all volunteers, a church directory, and information on the families, the volunteer signup sheet and a master key for the church.
- 4) If guests are still around the fellowship hall or in the "living room" space (northwest corner of fellowship hall, find out if the adults have any specific needs you can help. If they require supplies, let the supply coordinator know. That person will be on the master schedule, including contact information.
- 5) For the remainder of the evening, your time is free but you are encouraged as seems appropriate to spend some time chatting with guests and their children or playing games. Some of the time the adults will be watching TV or a movie. Since the families will be picked up by the IHN van about 6:30 am, they often head upstairs to get ready for bed quite early. We do not enforce a bed time hour.
- 6) Before the guests go to bed, confirm what time they are planning to wake up taking into consideration and check to make sure that they have alarm clocks (we have placed one in each room) and that the clocks are working. Ask them if they would like coffee in the morning. If the guests have already gone to bed, avoid going upstairs. The second floor is treated as private space, entered only if needed to wake up guests or in an emergency.

- 7) If guests want to change the temperature in their living quarters or in the fellowship hall, they can be adjusted with the thermostat. The thermostats are locked, but a key to them is with the west door key found in the volunteer information notebook.
- 8) If the phone rings, answer it. It will transfer to an answering machine after a few rings, but occasionally, people may use the church number to contact you or others at the church. If the person is calling for other than IHN reasons, you may request that a person call back during regular hours (9AM to 3PM weekdays) or take a message and slide it under the main office door.
- 9) Be certain that all the doors are locked, especially the west door, by 9pm. Also check the entrance doors at the south and east, too. Begin to shut off some lights at that point, leaving on the light in the stairwell leading up to the second floor. You will be sleeping in one of the classrooms on the east end of Fellowship Hall. If you would like, bring your own camping mattress or cot. Since smoking is prohibited in the church building, if guests are smokers, tell them 5-10 minutes before you are going to lock the door so they can have the opportunity to smoke before the door is locked.
- 10) At least once during your shift, check to make sure that there is enough breakfast, snack and lunch food. If it looks as if more food needs to be purchased, be sure to communicate that to the Supplies Coordinator. The coordinator's name and phone number is at the bottom of the schedule in the Volunteer Notebook.
- 11) Once the guests are upstairs you can turn in for the night. You can make a bed for yourself in the east classrooms. If desired, and the guests are not using the "living room," you can also sleep on the couches in that room. (The outside light pulsates brightly all night and that can disturb sleep.) Do not be alarmed if guests come downstairs during the night to get items out of the refrigerator.
- 12) When you go to bed, turn off all the lights in the fellowship hall and kitchen. Be sure to make sure that the fan in the kitchen is also turned off.
- 13) Wake up about 15 minutes before the guests are planning to get up. Make coffee for yourself in the small drip coffee makers, if desired, and for any guests who want some. (The coffee is in the refrigerator and the coffee maker is usually on the east counter or next to the sink opposite the dishwasher.) Put out cereal, milk, juice and break/bagels. Also put out the toaster (it is in the back pantry at the east end of the kitchen.) You may use the glass plates which are in the dishwashing area on wheeled racks covered with a red cloth dust cover. Smaller juice glasses and glass coffee mugs are in racks under the counter in the kitchen. Silverware is in a container on the counter next to the oven. Most often the families awaken quite early, have some breakfast and/or prepare sack lunches for the day.
- 14) When the guests appear, offer them breakfast and invite them to serve themselves.
- 15) Unlock the west door no later than 6:00am so the driver can get in.
- 16) The families should be ready to depart about 6:30am. If needed, knock on their doors no later than 15 minutes prior to the departure of the bus. The families occasionally need this kind of support in getting up in the morning.
- 17) Put away food, wash any dishes, and clean up the kitchen. You should be able to leave by around 7:00 am. Before you leave turn out any lights including the fans in the kitchen.

- 18) Be sure the west door is locked as you leave. You will leave the key in the IHN Volunteer Information Notebook, but make sure the door is locked behind you as it leaves so the church is secure until someone else arrives.
- 19) Inform the Overnight Host Coordinator as soon as possible if you are not able to fulfill your responsibility as the Overnight Host.
- 20) If you want to communicate with other overnight hosts to alert them to special circumstances they may want to be aware of, use the notepad next to the notebook to make such notes.
- 21) Record your hours in the volunteer sign-in sheet found in the IHN Volunteer Information Notebook.
- 22) In the event of any incident that a) involves behavior that is out of the ordinary or in violation of IHN program guidelines (see IHN notebook); or b) is an injury or illness, please fill out an **Incident/Accident Report**. There is a blank report form in the Volunteer Information Notebook. Please also contact the IHN coordinator as soon as possible (phone number is at the bottom of the schedule in the IHN Volunteer Information Notebook.)

Interfaith Hospitality Network
Urbandale United Church of Christ

Job Title: IHN Meal Preparer

Reports to: IHN Meal Coordinator

Hours of Service: 4:45pm – 7:00pm

Position Overview:

The Meal Preparer is responsible for selecting a menu, preparing an evening meal and, as needed, serving it.

Job Responsibilities:

The Meal Preparer is responsible for:

- Working with the Meal Coordinator to select an appropriate menu for the evening meal.
- Ensuring that the meal is ready to be served no later than 6 pm.
- Working with the food servers to serve the food in an attractive, considerate manner, and doing whatever is necessary to ensure the guests have an enjoyable meal. The Bible views a meal as sacred space and sacred time. Table fellowship and nourishing food are gifts from God to feed our bodies and souls. Try to bring this sense of sacredness to the meal you prepare.
- Informing the Meal Coordinator as soon as possible if you are not able to fulfill your responsibility.

Job Duties

Meal Preparer will:

- 1) Select an appropriate menu. In selecting a menu consider avoiding foods to which guests may be allergic, strong food likes and dislikes (the Meal Coordinator may have some ideas about this) and avoiding similar types of meals being prepared during the week. Some preparers have planned special meals in conjunction with birthdays or holidays.
- 2) Confirm ahead of time the number of guests you will be feeding and the ages so a suitable amount of food can be prepared. Be sure there is plenty of food, but also know that on occasion there have been a lot of leftovers. Sometime the other volunteer Meal Preparers and Servers may want to eat, too, so consider them when determining how much food to prepare. If you are confused about how much to prepare talk with the Meal Coordinator. Remember, you are responsible for all leftovers (see #10 below).
- 3) If you are not familiar with the church's kitchen, ask the Meal Coordinator to give you an orientation to the kitchen sometime prior to your shift. Also know that there is a notebook on the right-hand wall just as you enter the kitchen. It includes a lot of useful information about the kitchen and where items are located. Feel free to use any utensils, pots and pans, and the stove or oven.

- 4) When purchasing food for the meal, 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 your purchase to be considered a donation, please note that clearly on the form.
- 5) Prepare the meal on the day you are scheduled either at the church or at home. The meal should include a main course, vegetables and/or salad, a side dish and dessert. Beverages will be available in the form of milk, water, coffee or juice. You are encouraged, especially if preparing a meal for 15 or 20 is daunting, to identify others to help you prepare food such as someone to make a salad, another dessert, and so on. You are responsible for the meal but that does not mean you have to actually prepare everything yourself. Contact the Meal Coordinator if you want his or her assistance in helping with your planning or identifying other helpers.
- 6) Plan to arrive by 4:45 pm or earlier if you want to prepare some or most of the meal in the church's kitchen. You will be the first person at the church and it may be locked. Work with the Meal Coordinator to ensure you have a way to get in. There will be a key for general use during IHN week in the IHN Volunteer Information Notebook found in the kitchen. Please be aware that the guests may arrive soon after you do. You may be the only one at the church until the Meal Servers arrive (their shift starts at 5:00 pm) so be sure you are assuming any host responsibilities during this time including greeting the guests, introducing yourself, asking if there is anything they need and giving them an approximate serving time for dinner.
- 7) By 5:00 pm, meal server volunteers should arrive. Their job is to help you with whatever preparation you need, as well as help you serve the food and serve as a direct host to the guests. Please coordinate with them ahead of time so they will know what you are expecting them to do. Absent any direction from you, they will help serve and attend to any guest needs, as well as converse or play with/watch children as needed.
- 8) When the meal is over, put away food, wash any dishes, and clean up the kitchen. Use the servers to help you, if needed, or ask them to do it if you do not have time. (But set up that expectation ahead of time!)
- 9) Sometimes you may only be able to prepare the meal and not actually be available to serve. This is all right but make arrangements in advance with the servers so they know you will not be there during the serving of the food and that they will be available early enough so you can provide them with instructions
- 10) If there are leftovers, ask the guests if they are interested in having the leftovers for lunches, assuming the leftovers are conveniently consumed as part of lunch. If so, package them up so they are easy to access and place in a lunch sack. If they are not interested in having leftovers, you are responsible for taking the leftovers home and using them as you desire, even if the food was purchased with IHN money. Avoid leaving a lot of extra food in the kitchen because no one eats any food from the kitchen unless there is a specific plan to do so. If you are preparing food on or before Wednesday, and a Wednesday Night Alive is scheduled, you can inform the Wednesday Night Alive food preparers that extra food is available.
- 11) Inform the Meal Coordinator as soon as possible if you are not able to fulfill your responsibility as the Food Preparer.

- 12) Record your hours in the volunteer sign-in sheet found in the IHN Volunteer Information Notebook.
- 13) In the event of any incident that a) involves behavior that is out of the ordinary or in violation of IHN program guidelines (see IHN Volunteer Information Notebook); or b) is an injury or illness, please fill out an **Incident/Accident Report and place it in the Volunteer Information Notebook**. There is a blank report form in the Volunteer Information Notebook. Please also contact the IHN coordinator as soon as possible (phone number is at the bottom of the schedule in the IHN Volunteer Information Notebook.)

Interfaith Hospitality Network
Urbandale United Church of Christ

Job Title: IHN Meal Server

Reports to: IHN Meal Coordinator

Hours of Service: 5:00pm – 8:00pm

Position Overview:

The Meal Server is responsible for being the church's presence while the guests arrive at the church at the end of the day, eat dinner and spend the evening at the church prior to the arrival of the overnight hosts.

Job Responsibilities:

The Meal Server is responsible for:

- Being a host to the guests while they are in the building
- Providing any needed assistance to the food preparer in preparing, serving and cleaning up the evening meal.
- Engaging, as needed and appropriate, with the guests.
- Working with the food preparer to serve the food in an attractive, considerate manner and doing whatever is necessary to ensure the guests have an enjoyable meal. The Bible views a meal as sacred space and sacred time. Table fellowship and nourishing food are gifts from God to feed our bodies and souls. Try to bring this sense of sacredness to the meal you serve.
- Informing the Meal Coordinator as soon as possible if you are not able to fulfill your responsibility.

Job Duties

Food Server will:

- 1) Plan to arrive by 5:00 pm. The food preparer should already be there.
- 2) Greet the guests, introduce yourself, and see if they need anything. If they mention needing supplies, be sure to inform the Supply Coordinator whose contact information (phone and email) is found in the IHN Volunteer Information Notebook or at the bottom of the schedule in the notebook.
- 3) Connect with the food preparer and determine what help they need in preparing the food, and clarify roles during the serving and eating of the meal (i.e., who is going to do what).
- 4) Feel free to use any of the dishes in the kitchen. Large and small glass plates are in the dishwashing area on wheeled racks covered with a red cloth dust cover. Smaller juice glasses and glass coffee mugs are in racks under the counter in the kitchen. Silverware is in a container on the counter next to the oven.
- 5) During the meal, plan to eat with the guests if there is space at the tables and you feel welcome to do so.

- 6) When the meal is over, help the guests know where to take dirty dishes. Graciously accept any offer they make to help.
- 7) As needed, help the food preparer put away food, wash dishes, clean up the kitchen and wipe down tables.
- 8) If guests would like to prepare a lunch for the following day, encourage them to do so and put out any lunch makings available. The Supply Coordinator should have purchased bread, cheese, lunchmeats and condiments, small bags of chips, fresh fruit and cookies. Feel free to encourage the packing of leftovers from dinner if appropriate.
- 9) For the remainder of the evening, your time is free but you are encouraged as seems appropriate to spend some time chatting with guests and their children or playing games. Some of the time the adults may be watching TV or a movie. You will be relieved at 8:00 pm by the overnight hosts.
- 10) If the phone rings, answer it. It will transfer to an answering machine after a few rings, but occasionally, people may use the church number to contact you or others at the church. If the person is calling for other than IHN reasons, you may request that a person call back during regular hours (9AM to 3PM weekdays) or take a message and slide it under the main office door.
- 11) If guests want to change the temperature in their living quarters or in the fellowship hall, they can be adjusted with the thermostat.
- 12) Inform the Meal Coordinator as soon as possible if you are not able to fulfill your responsibility as a Meal Server.
- 13) Record your hours in the volunteer sign-in sheet found in the IHN Volunteer Information Notebook.
- 14) If you want to communicate with other meal servers to alert them to special circumstances they may want to be aware of, use the notepad next to the notebook to make such notes.
- 15) In the event of any incident that a) involves behavior that is out of the ordinary or in violation of IHN program guidelines (see IHN Volunteer Information Notebook); or b) is an injury or illness, please fill out an **Incident/Accident Report and place it in the Volunteer Information Notebook**. There is a blank report form in the Volunteer Information Notebook. Please also contact the IHN coordinator as soon as possible (phone number is at the bottom of the schedule in the IHN Volunteer Information Notebook.)

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

Reports to: IHN Set-up/Tear-down Coordinator

Hours of Service: Sunday (start of IHN; Set-up) 2:00pm – 4:30pm; Sunday (end of IHN; Tear-down) 7:00am – 8:30am

Position Overview:

The Set-up/Tear-down Volunteer is responsible for working with the Set-up/Tear-down Coordinator to prepare two living areas at the church during IHN week and disassemble them at the week's end. The two areas include a sleeping area and a living room area.

Job Responsibilities

The Set-up/Tear-down Volunteer is responsible for assisting the Set-up/Tear-down coordinator in:

- 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 themselves, and 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

Job Duties

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- 1) 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, assemble 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. Place a family name outside each room so it appears we are clearly expecting them and awaiting their arrival.
 - 2) 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.) There is additional storage space in the closet next to the elevator on the second floor.
 - 3) 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 (if needed; extras should be in the IHN closet located in the southwest classroom opposite the former associate pastor's office)
 - c. night lights (also found in the IHN closet)
- 4) Make sure the one room on the second floor of the education wing, the former associate pastor's office, is locked.
 - 5) Help 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.
 - 6) At the end of the week, help return 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).
 - 7) At the end of the week, bundle up all the dirty bed linens and place them in large plastic bags in the alcove by the IHN Linen Closet. Do not tie the plastic bags shut. Either leave them open or close them with a twist tie.
 - 8) Inform the Set-up/Tear-down Coordinator as soon as possible if you are not able to fulfill your responsibility as a Set-up/Tear-down Volunteer.
 - 9) If guests want to change the temperature in their living quarters or in the fellowship hall, they can be adjusted with the thermostat. The thermostats are locked, but a key to them is with the west door key found in the volunteer information notebook.
 - 10) Record your hours in the volunteer sign-in sheet found in the IHN Volunteer Information Notebook.
 - 11) In the event of any incident that a) involves behavior that is out of the ordinary or in violation of IHN program guidelines (see IHN Volunteer Information Notebook); or b) is an injury or illness, please fill out an **Incident/Accident Report and place it in the Volunteer Information Notebook**. There is a blank report form in the Volunteer Information Notebook. Please also contact the IHN coordinator as soon as possible (phone number is at the bottom of the schedule in the IHN Volunteer Information Notebook.)

Interfaith Hospitality Network
Urbandale United Church of Christ

Job Title: IHN Driver

Reports to: IHN Site Coordinator

Hours of Service: Mornings, Monday-Friday: 6:45 am (or earlier if needed) to 7:15am. Evenings, Sunday through Saturday: 4:45 pm to 5:15. Saturday morning, 9:30am to 10:30am

Position Overview:

The IHN Driver is responsible for transporting the guests in the IHN van in the morning from the church to the IHN day shelter at Westminster Presbyterian Church (4114 Allison Avenue) and/or in the evenings from the IHN day shelter to the church.

Job Responsibilities

The IHN Driver is responsible for:

- Being in contact with the Transportation Coordinator to ensure s/he knows you will be driving and when.
- Ensuring you know where to pick up the van and where to leave it based on what the Transportation Coordinator determines
- Ensuring where you get keys and where you leave them based on instructions from the Transportation Coordinator.
- Ensuring you are comfortable driving a large 15-foot van.
- Ensuring that the IHN office at Westminster has a photocopy of your driver's license.
- Driving our guests from the day shelter at Westminster (4114 Allison Avenue) and in the evenings from the IHN day shelter to the church.
- Representing the church and its commitment to hospitality while meeting the families and driving them to the church or to the day shelter.

Job Duties

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- 1) Prior to the start of IHN week, confirm your driving time with the Transportation Coordinator.
 - 2) Prior to the start of IHN week, make sure you have sent a photocopy of your driver's license to the IHN office at Westminster Presbyterian Church in Des Moines or provide to the transportation coordinator to do it for you.
 - 3) At least 24 hours before your scheduled time to drive, confirm with the Transportation Coordinator how to pick up the van keys, where to pick up the van and where s/he wants the van to be left at the end of your transportation duties.
 - 4) The keys you will be given include a key to the church's west door. This will allow you to let yourself in (if driving in the morning) or the guests in (if driving in the afternoon). This may

- be necessary if the overnight hosts do not unlock the door by the time you arrive or if the food preparers have not arrived when you are bringing the guests to the church for the night. Always wait with the guests at the church until someone else arrives and do not leave them alone.
- 5) If you are taking guests from the day shelter to the church, meet them with the van at Westminster Presbyterian Church in Des Moines (4114 Allison Avenue) anytime before 4:45 pm. Greet the guests at the day shelter, introduce yourself, and tell them you are from Urbandale United Church of Christ. Load the families into the van and transport them to the church. Try not to arrive at church before 5:00PM. Please note that sometimes families have a car and can and want to drive themselves. In such cases, ensure those families know where the church is and/or invite them to follow you to the church.
 - 6) There is a key to the church with the van keys. If you are the only one at the church when you arrive with the guests, please stay until another volunteer (probably the Meal Preparer or Meal Server) arrives. If they are late, check the schedule in the Volunteer Information Notebook and contact them using the directories in the book. If you cannot get a hold of them contact the Meal Coordinator.
 - 7) If you are taking guests from the church to the day shelter, meet them with the van at the church at least 10 minutes prior to leaving. Departure times from the church are based on family needs such as when the children need to catch a bus from school or parents need to be available to go to work. In any event, the families should leave the church no later than 7:00 AM. The day shelter opens at 7:00 AM, but when the families need to be there earlier to catch a school bus, the shelter may open as early as 6:30 AM.
 - 8) The overnight hosts should have the west door of the church open by the time you arrive. As a precaution, it is advisable that you get the cell phone number of the overnight hosts and the number of the church so you can call them if the door is locked when you arrive. The schedule of overnight hosts is in the IHN Volunteer Notebook and the contact information for all of the volunteers is in the notebook as well.
 - 9) If you are picking up the families for the first time (Sunday afternoon), be sure each person has a mattress which they can check out from the IHN Day Shelter. Also ask the IHN staffperson on duty for a pump. They may ask you to sign it out which you should do. In any event, be sure you take a pump with you.
 - 10) In the event of any incident that a) involves behavior that is out of the ordinary or in violation of IHN program guidelines (see IHN Volunteer Information Notebook); or b) is an injury or illness, please fill out an **Incident/Accident Report and place it in the Volunteer Information Notebook**. There is a blank report form in the Volunteer Information Notebook. Please also contact the IHN coordinator as soon as possible (phone number is at the bottom of the schedule in the IHN Volunteer Information Notebook.)

Interfaith Hospitality Network
Urbandale United Church of Christ

Job Title: IHN Launderer

Reports to: IHN Set-up/Tear-down Coordinator

Hours of Service: Sunday, end of IHN week. Until all the laundry is finished

Position Overview:

The IHN Launderer is responsible for washing, drying and folding all the linens used during the IHN week.

Job Responsibilities

The IHN Launderer is responsible for:

- Picking up the laundry at the church.
- Washing and folding the laundry.
- Returning the laundry to the church.

Job Duties

1. At the end of IHN week, pick up the dirty linens used by the guest families. Those linens should be in large plastic bags in the alcove with the IHN linen closet. The alcove is located at the north end of the top floor of the education wing. If you go to the top of the stairs leading up from the fellowship hall to the education wing, and enter the hallway from the door, the alcove is on your immediate right.
2. Wash in hot soapy water all the linens and dry complete.
3. The amount of laundry can be considerable, so consider using larger machines at a laundry mat. You may request reimbursement for any expenses related to your laundering responsibilities. If so, 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 your purchase to be considered a donation, please note that clearly on the form.
4. Fold the linens and put them back into fresh large plastic bags.
5. Try to have the laundry completed and returned to the church within 3 weeks of the conclusion of the IHN week.
6. Return the bags to alcove.
7. Record any time you spent traveling, washing, and folding the laundry and report the hours and days to the IHN Site Coordinator.