



## **Volunteer Greeter/Supporter**

### **Job Description**

Restoration House - WNC is a 501(c)3 non-profit organization with the purpose to provide restorative services for all people at zero to minimal cost in the Western North Carolina region. The restorative services are for the mind, body and heart and may include free medical care, free counseling, access to free food and supplemental education as well as temporary housing in emergencies.

#### **GENERAL JOB DESCRIPTION**

Our Greeter/Supporter is someone with a positive, non-judgmental attitude who is the first face that folks see when they arrive at RH. This face must be cordial and interested in helping others. They need to be familiar with the resources available through RH. They will operate with the highest possible levels of mutual trust, confidentiality and confidence.

#### **MAJOR DUTIES AND RESPONSIBILITIES**

**SMILE.**

Warmly greet everyone who walks into Restoration House - WNC (RH) doors.

Calmly ask "What can I do to help you?"

If they wish to make an appointment for the Clinic, let them know when they can come in and make an appointment.

If they need other services, ask them if they have spoken with anyone at the Department of Social Services (across the street). Direct them there, if not.

Be aware of the variety of services offered by RH.

Provide pamphlets/vouchers or other information about additional services in Swain County.

Ask them if they would like to pray. Pray with them if they want to do that or give them the contact information of someone who will pray with them. If they do not wish to pray, let it go and say OK.

Participate in an orientation session prior to volunteering for service.

## **QUALIFICATIONS FOR THE JOB**

*Education:*

High School Diploma or equivalent

*Experience:*

Previous experience working with the public is desirable.

Participation in the orientation session is mandatory.

## **KEY COMPETENCIES**

Communication Skills, Pleasant demeanor, Reading ability, Knowledge and appreciation of Confidentiality