



# Fall 2011 Project Homeless Connect

## Volunteer FAQ's

### ❖ What time and where do I check in as a volunteer?

When you arrive at Project Homeless Connect please park your vehicle in the designated volunteer parking areas. Signs will direct you from there to the volunteer check-in area, which is a different point of entrance than those who arrived for services. Once inside you will sign-in, be given a wristband, volunteer t-shirt, and assigned a volunteer position.

Depending on your volunteer shift, check-in time varies. We ask that those who are signed up for all-day shifts and for the morning shifts arrive at 7:00am on the day of the event. If you are scheduled for an afternoon shift, we ask that you arrive 30 minutes prior to your start time, in order to get checked-in, and oriented to the event.

### ❖ What time is the volunteer rally?

The volunteer rally will be held at 7:45am, in the theatre at Cashman. Event staff will direct volunteers to the theatre after they've check in for the morning/all-day shift.

### ❖ What do I wear as a volunteer?

Please wear something that is casual and comfortable. We ask that volunteers wear clothing that they can move easily in. Please note that upon arrival you will be provided a volunteer t-shirt that we ask you to wear over whatever you came in.

### ❖ Should I bring anything to volunteer?

You do not need to bring anything to volunteer. PLEASE NOTE: Please do not bring valuables or lock them in your vehicle. This includes purses, wallets, cell phones, computers, etc. The Nevada Homeless Alliance is not responsible for lost or stolen items.



## ❖ What are my duties as a PHC volunteer?

All volunteers are assigned a role at check-in. Please see the following job descriptions for those roles:

### ❖ Escort

- Escorts will serve as guides in assisting clients locate the service sections within Cox Pavilion. This provides volunteers with an opportunity to provide one-to-one contact with homeless individuals and families.

### ❖ Client Check-in Volunteer

- Volunteers working in the check-in section will be providing the first one-to-one contact with clients entering the PHC event. Check-in volunteers will greet and introduce clients to the services available at the event. Clients will be interviewed and a brief intake form with a needs assessment for services and release of information will be completed. Volunteers with a social work or social service background are highly desirable. Training in advance of the event will be available.

### ❖ Client Giveaways & Check-out Volunteer

- Volunteers working in the check-out section will be providing the final one-to-one contact with clients exiting the PHC event. Check-out volunteers will receive the client's paperwork and briefly discuss with clients the services received and their satisfaction with the event. A brief exit form will be completed. Volunteers may also be assigned to handing out giveaways. Training in advance of the event will be available.

### ❖ Event Volunteer

- Volunteers will assist in the service areas or in the main event areas where needed. Possible tasks include escorting, assisting with giveaways, monitoring safety of client flow in the event, helping to check client baggage, helping with pets, assisting with client personal care, and providing back-up for other volunteers. Please choose this opportunity if you are not sure or do not have a preference of where you would like to volunteer.

## ❖ Can I choose what my volunteer role is?

All volunteers will be automatically assigned a role upon registration. If, at check-in, there is a role that you would prefer to have, you may seek a position change with check-in staff. Please note that we cannot guarantee volunteer position changes, as there are limited needs for certain roles. If you have any problem or concern with the assignment provided you, please inform an event staff member immediately. This includes any issues due to level of comfort, language, or disability.

## ❖ May I bring my children to the event?

Due to liability reasons, we ask that all volunteers are 18 years of age or older.



❖ **Will lunch be served?**

Lunch is not provided for volunteer staff. At each event, there are limited quantities of snack items and beverages. Please feel free to bring your own sack lunch, or beverages. There will be a break area for volunteer use, and we ask that you not eat in front of clients.

❖ **May I access event services as a volunteer?**

As a volunteer, you may not access any services provided to the clients. This includes but is not limited to childcare, pet services, medical/dental/vision, haircuts, courts, giveaways, and lunch. If a volunteer is found to be accessing services at the event, he/she will be asked to leave immediately.

### **Registration FAQ**

❖ **How do I register as a volunteer for Project Homeless Connect?**

All volunteers must register at the Volunteer Center of Southern Nevada's website, [www.volunteercentersn.org](http://www.volunteercentersn.org). **Please note that if you are not already a registered site member, you must first register as a volunteer with the website, and then you must SIGN IN and SIGN UP for the Project Homeless Connect Event.**

❖ **How do I know if I have signed up for Project Homeless Connect?**

Your registration for Project Homeless Connect is complete when you receive a confirmation email regarding the PHC event details.