



40 Prado Homeless Services Center Front Desk Internship

CONTACT INFO:

Address: 1030 Southwood Drive, San Luis Obispo, CA 93401

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POSITION DESCRIPTION

Are you a friendly, outgoing individual who has compassion and empathy for those in life's difficult situations and whose desire is to offer a warm smile and assistance to the participants? The Front Desk is the busy hub of the 40 Prado Homeless Services Center and as a Front Desk Volunteer, you are the face and the front lines of 40 Prado.

TYPICAL DUTIES

Front Desk Volunteer tasks include:

- Checking in participants.
- Phone calls – Answering calls, taking and relaying messages for staff and participants.
- Assist participants with making outbound calls.
- Receive and distribute incoming mail to participants and staff.
- Receive donations and provide In-Kind Donation receipts.
- Distributing personal care items

Other general duties associated with this position are answering participant questions, assisting participants with signing up for a locker, signing up to use the computer in the study lounge and dog kennel sign-up. Other duties associated with this position may vary from day to day.

COMMITMENT AND SCHEDULE

Schedules are determined by the Volunteer Coordinator and the availability of the intern. 40 Prado Homeless Services Center has front desk shifts available Mon-Sun between the hours of 7:30am and 3pm, so applicants must have some availability during these times. The required number of hours to be completed is dependent on the intern and their school or class requirements.

QUALIFICATIONS

Must possess intermediate computer skills with knowledge of and experience in Microsoft Office programs and Google products as well as telephone etiquette, professional demeanor and the ability to multi-task and work well under pressure.

LEARNING OPPORTUNITIES

Interns will gain experience working with people of diverse populations and develop communication skills.

ORGANIZATION DESCRIPTION

The 40 Prado Homeless Services Center operates 365 days per year. Various services are offered to help individuals and families improve their health and stability and move them towards self-sufficiency. Services available to all participants include:

- Overnight shelter (up to 100 beds)
- Meals
- Showers
- On-site laundry
- Mail & phone services
- Access to case management
- Primary medical care
- Animal kennels

On-site services offered to qualifying participants include the following:

- **Recuperative Care Project**-6 beds are provided per day to individuals requiring a safe place to recuperate from various ailments. The program provides around the clock staffing, case management, and is staffed by an RN. Clients are referred to this program by a discharging hospital or skilled nursing facility only.
- **SLO-Hub**-offers counseling and recovery services for homeless individuals experiencing co-occurring mental health and substance abuse challenges.

Warming Center

Additionally, 40 Prado serves as the Warming Center location for the City of San Luis Obispo during times of inclement weather. The Warming Center operates from November 1st through April 30th and only opens on nights when the weather is forecast to be 35 degrees or below or there is a 50% or greater chance of rain according to the NOAA (National Oceanic and Atmospheric Administration) Reports.