Montgomery County, Maryland / City of Gaithersburg

Homeless Resource Day

Volunteer Roles and Responsibilities

Volunteers are needed for two shifts 7:00am to 12:00pm and 11:00 to 4:00pm.

Please register at www.montgomerycountymd.gov/HRD and click on the link to Volunteer Opportunities.

BASICS

- Must complete training prior to event.
- Arrive on time at Bohrer Park, 506 South Frederick Avenue, Gaithersburg, Maryland.
- Report to the volunteer registration area to sign-in.
- Will be given assignment and team leader.
- To remain flexible with assignment, as the need arises volunteers may be called to do other tasks.

ASSISTING VENDORS

- Assist vendors in setting up tables and chairs and signs, etc.
- Assisting with parking of patrons and directing vendors to unload and load
- Assisting with clear-up and taking down tables, chairs and signs

GUIDES

- Assist guests with registration and navigation of services.
- May stay with guest the entire time, including lunch.
- Assist families with children with children's activities available in the building.
- Assist guest with the following tasks:
    1. Assess their needs (they will be asked to sign "client consent form" on the back of the "guest form")
    2. Fill out the Guest Intake Form with them and answer any questions they may have.
    3. Use the checklist to check off services they need as you go through the guest intake form.
    4. Guide them from one service to another.
- The very last stop will be the discharge/giveaway area. Work with the guest to fill out their survey.

GREETERS/ESCORTS

- Greet guests at buses or when they enter area. Provide directions to service providers, volunteers, and guests. Create a welcoming, hospitable atmosphere.
- Take guests that just arrived to the Registration Area.
- Escort those in need of translation services to the translation table.
- Greeters are located at entrances and exits inside and outside of the buildings.
- Dress According to the weather

RUNNERS

- Make copies of documents for service provider
- Get lunch to the service providers
- Retrieve information
- Sign in guests for service providers and service provider registration
- Other duties as assigned