



## **Host & Reception Assistant**

Karlis Family Center  
1777 Kipling Street  
Lakewood, CO 80215  
(303) 462-1060

### **Key Responsibilities**

- Create a welcoming environment while greeting and assisting clients upon their arrival at Karlis Family Center or on the telephone.
- Engage children in playful activities while they are in the reception area and help maintain cleanliness of the center.
- Hosting the waiting area, which includes helping children feel comfortable, maintaining a safe environment, and notifying specialists and counselors when clients arrive.
- Answering the telephone and transferring the caller to appropriate extension as well as providing referrals.
- Supervising children three months to 12 years of age while they are waiting in the reception area.
- Helping children to understand appropriate behavior for indoor and outdoor play, and interactive play with other children.
- Supervising children's use of the computer.
- Assisting with maintaining cleanliness of center, for example, empty the trash.

### **Initial Impact**

- Our organization's constituents will receive premier service and be connected with the best Family Tree staff member to meet their needs.

### **Sustained Outcome**

- Host and Reception Assistant will demonstrate the value of effective volunteer engagement and attract additional volunteers that can help build Family Tree's capacity.
- This role will help Karlis Family Center and CentrePoint staff to fulfill strategic priorities.

### **Training & Support**

- We ask each volunteer to attend the following trainings led by Family Tree experts: Volunteer Orientation, Domestic Violence Symposium and Homelessness 101.
- Host/Reception Assistant will have additional training from Karlis Family Center staff.

## **Commitment**

The Host/Reception Assistant is expected to be available for 3-6 months, 4 hours per week during evenings and/or weekends.

## **Qualifications**

- Completion of volunteer orientation and background check.
- The volunteer will act in a non-discriminatory manner toward all clients, regardless of age, sex, race, national origin, religion, physical handicap, political affiliations, social or economic status, affliction preference, or choice of lifestyle.
- Sufficient knowledge of conditions that may require the use of our facility, i.e. domestic violence, physical or sexual abuse, neglect, chemical dependency, and/or mental illness.
- Must be able to maintain confidentiality.
- Must be dependable – when scheduled to volunteer, must honor commitment and understand the consequences of calling in or no-showing for a shift.
- Must have good judgment, maturity, common sense, and a high degree of responsibility.
- Fulfill initial training and orientation process requirements.
- Satisfy mandatory follow up training requirements including, but not limited to the Domestic Violence training.

## **Benefits**

- Becoming part of the Family Tree team, providing solutions for families in crisis to become safe, strong and self-reliant.
- Opportunities to make a difference in the lives of children and to create a more child-friendly community.
- Opportunity to participate and be active with a dynamic team of social service providers.
- Work experience to enhance the strength of your resume.
- On-going support, supervision and recognition.
- Opportunity to be considered for employment with Family Tree.

## **Getting Started**

If you are interested in this position, please email Erika Nelson, Director of Volunteer Services at [enelson@thefamilytree.org](mailto:enelson@thefamilytree.org).