



WELCOME DESK VOLUNTEER

OPPORTUNITY SUMMARY

The Welcome Desk has been established in Fortune's main reception area as a much-needed adjunct to the Admissions Department. Volunteers staffing the Desk are among the very first people new participants meet as they enter The Fortune Society, and thus they serve a very important role in making new participants and the people who accompany them feel welcomed.

After potential new participants sign in at the front desk, our Welcome Desk volunteers greet them, answer questions, go over the admissions process and describe optional additional programs to those who might be interested.

STAFFING

The Welcome Desk functions from 9 to 12 every weekday. Ideally we wish to have 2 volunteers on each shift. Volunteers should commit to staff the desk at a minimum of twice a month.

Reports to: David Sicher, Volunteer Committee. Additional support from Admissions staff.

Location: Main Reception area, Long Island City office

Days/Hours: Monday – Friday 9 AM – 12 PM.

PREFERRED BACKGROUND

- Required: sensitivity toward the populations represented in The Fortune Society and the ability to assist them without bias.
- Open, warm, outgoing personality.
- Volunteers will need to understand how the agency works and be able to explain the various program options to participants. Training is, of course, provided.
- Spanish speakers a plus.