



Larimer County DHS CYF Division

“NEW POSTING” Friendly Attendant Volunteer

Contact: Robin Carrier, Volunteer Coordinator
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The Friendly Attendant(s) will greet people coming in for appointments in the Suite E lobby; weekdays between the hours of 1:00 pm and 5:00 PM. They will attend to the needs in the waiting area and welcome visitors.

Need:

The purpose of this job is to help community members and visitors who access our services feel less anxious and more prepared for their next steps or appointments with the Children, Youth & Family Division.

Friendly Attendants will understand the various meetings and classes held at our buildings, and will provide information and genuine comfort for those who may be experiencing a crisis. These much desired volunteers will also help to reduce traffic in the HUB entrance during busy times. Having friendly volunteers will reduce confusion and improve relationships with agency and community partners in a busy lobby that is currently unattended.

Outcome:

Families, children and relatives will feel more at home in our government building. Community partners will be sure families and professionals are directed to the correct place to engage with the appropriate staff. The atmosphere of the lobby will be warm and inviting and informational handouts will be stocked and organized better to improve the first contact with clients.

Key Responsibilities & Work Environment:

The Suite E lobby is ADA compliant and has one set of double doors to the street. There is a set of furniture which can accommodate 10 or more people comfortably. We would like the attendants to help us design a “kids corner” so while parents are talking or filling out forms, the kids can have some quiet activities and feel relaxed. The door to the offices is locked at all times but accessible by key fob. There is a small table with two chairs and a counter for the volunteers to sit behind when they are not busy. The environment is busy but not too loud, and has a public unisex restroom attached.

Qualifications: Volunteers who are bilingual in English and Spanish are welcomed and adults who may have special needs will also be encouraged to apply. Volunteers must be able to read and write in English and have good verbal communication skills and be able to converse well with the public.

Volunteers may help with other tasks while the lobby is not busy.

Training and Support: Attendants will be a vital part of our CYF Team. Volunteers will be trained and supported by the volunteer coordinator and other staff who are collaborating together.

Time Commitment: Volunteers will be asked to work at least one day a week, for 3 or more hours a day, between 1:00pm and 5:00pm. Flexible scheduling is expected as we recruit up to 10 volunteers for this project.

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