

House Volunteer FAQ Sheet

What does being a House Volunteer entail?

House Volunteers are responsible for giving tours to our guests, tidying up common areas, assisting the House managers with miscellaneous tasks, and engaging our guests so that we can best fulfill our mission to make them feel as “at home” as possible.

Where do House Volunteers work?

Volunteers work at our house located at 5308 Liberty Avenue in rotating 3-4 hour shifts.

What time are the shifts?

We have shifts 7 days a week in the following time blocks:

- 11:30am-3pm
- 3-6pm
- 6-9pm

Is every shift the same?

Duties of each shift vary, but there are certain tasks throughout the day that are the same. As a guide, shift specific responsibilities are as follows:

11:30am-3pm:

- This shift tends to be the least amount of guest interaction but is busy!
- Clean Kitchen: wipe down countertops, check appliances for cleanliness, organize food basket items for guest use.
- Clean Cubbies: keys that have been returned from private food storage are taken to the pantry. Volunteers check to make sure the cubbies are emptied, cleaned, and have the appropriately numbered basket inside.
- Lounge Restock: every floor is equipped with a guest lounge. Volunteers check all five lounges to tidy, organize, and restock supplies.

- Baking: when free time is available, some volunteers utilize this shift to bake treats for our guests.
- Our Check-In time begins at 3pm so it is possible that volunteers will greet new guests and give them a tour during this shift.

3pm-6pm:

- This shift tends to be a little bit of checking guests in and a little bit of working on tasks around the house.
- Check-Ins: Direct guests to available Front Desk staff members, give tours of first floor, explain Shuttle Schedules, Uber Rides, etc.
- Misc. tasks: Restock the floor lounges, water house plants, tidy up indoor and outdoor communal spaces.
- Notices: Distribute check out or bathroom cleaning notices.
- Volunteer Dinner Support: sometimes we have volunteer groups visit to cook and serve dinner to our guests. If there are leftovers from a previous dinner, House Volunteers may be asked to assist in reheating and serving food to guests.

6pm-9pm:

- This shift has the highest amount of guest engagement and can get busy depending on how many check-ins are scheduled.
- Check-Ins: Direct guests to available Front Desk staff members, give tours of first floor, explain Shuttle Schedules, Uber Rides, etc.
- Volunteer Dinner Support: sometimes we have volunteer groups visit to cook and serve dinner to our guests. If there is a dinner, our House Volunteers may be asked to support with clean up.

What is the time commitment of a House Volunteer?

We ask House Volunteers to commit to at least **two shifts per month**. Most volunteers work consistent shifts (i.e. every week/twice a month).

Some volunteers find that it best suits their schedule to be a “floater” volunteer, filling in for open shifts when they are available. Open shifts will be sent out during the month prior. For example, the open shifts for May would be sent out around April 22nd, typically.

What is the onboarding process?

- Prospective volunteers will fill out an application to express their interest. The application can be found at: <https://familyhouse.org/volunteer-at-family-house/>

- A phone screen or in-person meeting will be completed with the Volunteer Program Manager to answer any questions you may have.
- Two trainings will be completed at our house.
- FBI Criminal Background Check will be completed between the first and second training shifts.

What is the dress code for a House Volunteer?

House Volunteers may dress casually for their shifts. Please wear comfortable shoes (i.e. sneakers), as volunteers move often. Denim is allowed if there are no stains or holes in the fabric.

Where do I park?

There are three designated volunteer parking spaces in front of the building. Look for a green sign that says “Family House Volunteer Parking.”

Metered street parking is available nearby and is free after 6pm. Additional parking can be found at the UPMC Shadyside Hospital Parking Garage at 520 S. Aiken Ave. Pittsburgh, PA 15232.