

Title: Northeast Services Hub Front Desk Greeter

Location: 6434 Castor Ave, Philadelphia, PA 19149

Shift Schedule: There are three shifts every weekday: 9am to noon, 11:30am to 2:30pm, and 2pm to 5pm.

Summary: The concept for the Northeast Services Hub: *Welcoming, connecting, empowering*, grew out of conversations with social service partners seeing the need to expand to meet unmet needs in Northeast Philadelphia. Partners will provide services to address a range of local residents' needs in a central, one-stop location. Services offered include: Feast of Justice (food relief and other basic needs); Family Promise (emergency housing and homelessness prevention); Nationalities Service Center (English classes and refugee resettlement); Jewish Community and Family Services (mental health counseling, case management and financial empowerment coaching); Mural Arts (community mental health and arts related programming); and State Representative Jared Solomon (constituent services and community building).

This volunteer will help to work with clients, let them know what services might be available to them, and direct them to the appropriate staff members.

Responsibilities:

- Welcome people as they arrive
- Provide information sheets about the Hub, as needed
- Have everyone sign in and note which organization they are there to see
- Direct clients to the offices they're looking for
- Answer phones and direct calls to the appropriate staff members
- Sorting mail as it comes in
- Other administrative tasks as time allows

Requirements:

- Age requirement: must be at least 18 years old
- Would be helpful, but not required, for volunteers to speak any of the following languages, in addition to English: Arabic, Chinese, French, Portuguese, Russian, Spanish, or Ukrainian
- It would be ideal to have a volunteer who can come on a regular or semi-regular basis

Other Helpful Information:

- **Parking:** When you arrive, please park back and enter through the back door. The on-site staff will be available to help you get set up.