



**FAMILY HOUSE**

## House Volunteer FAQ Sheet

### *What does being a House Volunteer entail?*

House Volunteers are integral to the overall operations of Family House. With three facilities and a high volume of guests, we are always looking to expand our volunteer count and welcome folks into our Family House family. House Volunteers are often the first, friendly face that a guest is greeted by upon arrival to the house. The House Volunteers are responsible for giving tours to our guests, setting up guest room with toiletries, assisting the House managers with various extracurricular 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?*

House volunteers work at each of our three locations in rotating 3-4 hour shifts. Our locations are:

- **Neville:** 514 N Neville St, Pittsburgh PA, 15213
- **University Place:** 116 Thackeray Ave, Pittsburgh PA, 15213
- **Shadyside:** 5245 Centre Ave, Pittsburgh PA, 15232

### *What time are the shifts?*

Shift times are as follows:

- Monday-Thursday: 11a-3p, 3p-6p, and 6p-9p
- Friday: 11a-3p or 12p-4p
- Saturday: We do not have volunteer shifts on Saturdays.
- Sunday: 11a-3p or 12p-4p and 3p-7p or 4p-8p (Neville is not current open on Sundays, so these shifts are only available at University Place and Shadyside.)

### *Is every shift the same?*

Each shift is a little bit different and, in fact, varies a little from house to house. Generally speaking, the shift specific responsibilities are as follows:

- **11a-3p:** The 11a-3p shift tends to be the least amount of guest interaction but is definitely busy! Volunteers on this shift are given a clipboard by the house manager, with a list of clean rooms that will need to be set up. Room set ups include placing linens and toiletries in empty/clean guest rooms that new guests will be occupying. Our Check-In time begins at 1PM so, it is also possible that the 11a-3p volunteer will assist in checking guests in.
- **3p-6p:** This shift tends to be a little bit of checking folks in and a little bit of working on tasks around the house. There is a shift checklist at each of the volunteer desks, in each of the houses, and this list contains things like: organize food cubby baskets, wrap donated pastries, organize linen room, deliver packages, water plants, etc.
- **6p-9p:** The 6p-9p shift has the highest amount of guest engagement! This shift is primarily a check-in shift, and can get pretty busy depending on how many check-ins are scheduled. Helping to check guests into Family House includes showing them how to use keys, providing a tour, explaining the kitchen rules, showing them to their room, etc.

### *What is the time commitment of a House Volunteer?*

This is totally up to you, the volunteer. We ask you to commit to at least **two shifts a month**. Most volunteers work consistent shifts (these typically run every other week or every week). We can take a deeper look at available slots, if this is your preference.

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

### *What is the onboarding process?*

- Two training shifts will be completed, either at the house you will be placed in, or, at two different houses (if you are thinking of subbing).
- FBI Criminal Background Check- This will be completed between the first and second training shifts before you work a shift on your own.

*What is the dress code for a House Volunteer?*

House Volunteers are asked to look “nice.” A nice top and jeans/khakis are fine. If you are wearing jeans, please just make sure that they aren’t ripped or stained. Wear comfortable shoes like sneakers, as you will be moving around a lot.

*When I arrive at the House for my training or shifts, where do I park\*?*

This is dependent on the house where you are training.

- **Shadyside:** There are two designated volunteer parking spaces in the front of the building. When you pull into the driveway they will be on your left.
- **Neville:** The Neville house also has designated parking spaces for volunteers.
- **University Place:** The parking situation is a little different at University Place. Family House does not own the parking lot in the front of the building (it belongs to the University of Pittsburgh). Family House has four permit parking spaces for guests, two manager spots, and a volunteer spot. You are welcome to park in a Family House specific spot if there is one available otherwise, parking is street parking.

\*Please note that when you begin working your regularly scheduled volunteer shift, you will always have the volunteer spot to park in.