



Volunteer Title: **Hospitality Liaison - Volunteer Position**

Leadership Level: (Hospitality Volunteer Team Leader: ES, MS, or HS)

FLSA Status: Non - Exempt

Status: Part Time (3-4 hours/week)

Reports to: Hospitality Coordinator

POSITION SUMMARY:

This position is for the role of **HOSPITALITY LIAISON**. This role is primarily responsible to welcome and coach hospitality volunteers coming to serve program meals. Hospitality Liaison builds relationships with volunteers and students, and strategically encourages volunteers to plug into the ministry more consistently. HL is responsible to uphold all policies laid out by the Board and is directly accountable to the Ministry Director for executing Volunteer Description, and exercising "Competencies and Character" well.

ESSENTIAL FUNCTIONS:

1. Communicate well with the Hospitality Coordinator to understand ministry responsibilities and roles within SAYM.
2. Welcome nightly volunteers and gather their contact info.
3. Ensure that the Hospitality Checklist is executed well.
4. Help retain hospitality volunteers for future meals and/or other volunteer or intern positions within the ministry.
5. Help recruit volunteers as a Champion in your sphere of influence.
6. Assist in special events as available and take on delegation responsibilities in specific instances.

VALUED FUNCTIONS:

1. Sitting down with students to commune during dinner after everyone is served.
2. Google Drive literate (hospitality calendar, event sheet purposes, program development, reporting, etc.)
3. Willingness to pick up catering if needed.
4. Scheduling flexibility/reliability/consistency and available mornings, nights, weekends as needed for Special Events.

CHARACTER (Team Leader):

Resilience: Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks. Maintains composure and direction in high pressure situations. Accepts negative feedback in a constructive manner and adjusts behavior accordingly, offers positive feedback to those in your care when necessary, and is capable of maintaining a positive attitude when others don't respond well.

Accountability: Holds oneself accountable for measurable high-quality, timely, and effective results. Determines objectives and sets priorities. Accepts responsibility for mistakes. Complies with established policies, processes, and procedures in accordance with all Best Practices. Investigates conflict or missteps in policy, procedure, or conduct and encourages individuals to take responsibility.

Interpersonal Skills: Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations, including students, parents, staff, volunteers and others always--but especially while representing SAYM.

Teachable Heart: Willing to learn new ways, tools, information, etc. in order to love and equip team and students better. Longing to learn/understand truth and context more.

COMPETENCIES (Team Leader):

External Awareness: Well aware of surroundings, local current events that can impact the temperature of the communities we serve and the neighborhoods we drive through. Spatial awareness is also important to the physical safety and public safety of self and other children.

Flexibility: Is open to change and new information. Rapidly adapts to new information, changing conditions, or unexpected obstacles. Able to go with the flow and manage frustrations of changing plans and environments.

Communication (Written and Oral): Can communicate needs, wants, ideas, frustrations, etc. in a clear, concise, and timely manner, as well as the ability to listen well to the communication of others. Should be willing and able to use whatever means necessary (call, text, email, etc.) to gather needed information and deliver information.

Shepherding: Has a strong desire to walk closely with volunteers and to see them develop. Able to use the truth combined with tools and coaching strategy to help individuals sort through the ups and downs of life. Able to teach leaders how to use tools for teaching/discipleship.

QUALIFICATIONS:

1. Must be in agreement with our SAYM Statement of Faith.
2. Background Check.

Review:

1. All volunteers are subject to reviews ranging from 3-12 months and will be notified of the frequency prior to starting.
2. As SAYM is a non-profit in an ever changing climate: know that functions, qualifications, character needs, and competencies are subject to change and will be agreed upon at review if any changes are necessary.

SIGNATURE:

I have reviewed and understood this volunteer description.

Volunteer's name

Volunteer's signature

Today's date: _____

Supervisor name

Supervisor signature

Today's date: _____