



Project Homeless Connect Jefferson City Volunteer: Frequently Asked Questions

When and Where?

Time: 10:00am to 2:00pm
Where: 300 Block of Capital Avenue

What is Project Homeless Connect Jefferson City (PHCJC)?

Project Homeless Connect is a one-day event that provides one-stop for a wide variety of homeless services, including housing, medical, dental, ID procurement, haircuts, and many more services that will allow individuals experiencing homelessness to move their lives forward.

What is the role of volunteers?

Most volunteers will act as “Tour Guides” on the day of the event. Tour Guides are half of the “connection” in PHCJC. Our volunteers assist the participants around the event and create a welcome and festive environment. Additional general volunteers will work at a variety of locations in the event area, and fulfill other duties as needed.

Friday Volunteer Positions – These will be the position that we need to fill during the day.

- **Early Crew** – Last minute prep work. Very light duty usually.
- **Registration** – Helping our Guests Register and get started with PHC
- **Hospitality** – Helping our Guests as they register with water, snacks, etc
- **Tour Guide** – Walk with our Guests through the Event
- **Shower Monitor** – Stand/Sit in Hallway of Showers – Hand out Towels to Guests to use for showers
- **Tear Down** – Help with some general clean up. Stack up chairs, pick up lost papers, etc.

What are the shifts?

Our most needed shifts are Tour Guides for both shifts!

Pep Rally – 9:00am – 10:00am To get us all Energized and Ready to Roll!

These shifts include training time:

SET UP: Thursday – 3pm – 6pm (usually does not last this long)
PREP SHIFT: 8:00am – 9:30am Last minute prep of things before we start
AM SHIFT: 9:45am – 12:00pm 1st Shift – 15min prep – 2 hr shift
PM SHIFT: 11:45am – 2:00pm 2nd Shift – 15min prep – 2 hr shift

Medical - Must be approved to work in this area!

We need Doctors and Nurses that might be willing to donate a couple of hours to help us help our Guests with Basic General Care and Basic Health Assessments.

Is training provided?

Yes!

To ensure you feel comfortable working directly with the participants all Tour Guide shifts have a short training included in their shift time.

What should a PHCJC volunteer expect on the day of the event?

We expect to serve as many as 200 people during this day-long event. Our Guests that come to PHCJC may have been living on the streets, staying in one of the homeless shelters, or are facing homelessness without immediate interventions. You will meet single adults, couples, and families with children. Please keep in mind that trust can be an issue, and many will come with their belongings. They may be very protective of their things and will typically not want to separate from them or even let you help them carry their items. The kindness and compassion you show to your guest will help build trust quickly.

We would like our Volunteers will arrive at least 20-30 min before your shift.

You will –

1. Sign in at the Volunteer Registration Site at FBC (First Baptist Church) Lobby
2. Pick up Shirt if you need one – then change into it.
3. First Timers – will get a short training on their role
4. Start your shift
5. Stop by Volunteer Registration when finished to Sign Out

What are the first things I should do when paired with someone as a Tour Guide?

1. Greeting and tell them your **FIRST** name only
2. Ask their **FIRST** name (some will offer full name) and break the ice
3. Fill out “Participant Information” and prioritize services desired for the day
4. If mealtime, eat and talk together.
5. Set expectations, make a plan together and start visiting different service providers.

How should a PHCJC volunteer break the ice with the homeless guests?

There is a lot of anxiety when it comes to anyone entering a new situation. Just as you may be nervous about starting a conversation with a guest, they are nervous too! Will you judge them for their appearance, the way they carry their belongings, for their current situation or for what led them to this event?

- Try to ask questions in a non-threatening way
 - How did you hear about this event?
 - Is there anything that you would like to find help with today?
- Introduce yourself using your **FIRST** name only
- Tell them about yourself –
 - Do **NOT** give address – phone – specific place of work
 - **DO** tell them things like –
 - ✦ “I live here in Jefferson City”
 - ✦ “I have one child in grade school/high school/college/adult child”
 - ✦ “I’m retired” or “I work for the State” or “I work in ___(ie Insurance)”
- Be courteous. Respect the person, their space and their time.

What should a PHCJC volunteer wear?

Comfortable shoes and casual attire! You will be provided a red volunteer t-shirt upon check-in.

If you already have a PHCJC red shirt – Please wear it that day!

Where does a PHCJC volunteer check-in?

Volunteer Central will be at First Baptist Church on Capitol St. in their foyer.

Pre-Registered Volunteers can also get a parking pass for the City Garage on Madison St. Parking Passes will also be available on the day of the event until we run out. You will see signs the day of the event.

There is limited parking provided at the church. Please carpool when possible.

Can a PHCJC volunteer take breaks?

Yes!

It is recommended that volunteers take a brief 10 minute break if needed in between Tour Guide positions.

Coffee, water, snacks and restrooms will also be in Volunteer Break Room in First Methodist Church.

Is food provided?

Yes!

Lunch is provided.

You are encouraged to eat with the guest you are navigating.

Coffee, water and snacks will also be in Volunteer Break Room in First Methodist Church.

Who should a PHCJC volunteer ask questions to at the event?

PHCJC Committee Members are wearing **BLACK T-shirts** and can answer your questions.

What if a PHCJC volunteer feels uncomfortable?

Find a PHCJC Black Shirt who can take over the navigation or offer advice.

This should be a fun experience for everyone involved! No Stress!

Thank you for dedicating your day to helping individuals and families access the services they need.