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| **LOBBY GREETER/SERVICE NAVIGATOR**  **Volunteer Reports to**: Manager of Special Events and Volunteers  **Summary:** The Lobby Greeter/Service Navigator helps present and warm and welcoming environment to all people who visit Open Door Health Center of IL. This volunteer assists staff by welcoming clients to Open Door, assisting clients in understanding and completing all paperwork that is part of the intake process and acting as a guide within the building. Locations: Elgin, Aurora, DeKalb.  **Essential Duties and Responsibilities**  • Assisting clients in intake process  • Helping the understand the steps of the process  • Helping clients find their way around the clinics (i.e. bathrooms, vending, and departmental specific areas)  • Other duties that assist clients  **Requirements**  • Must be courteous, friendly, and personable  • Must be dependable and punctual  • Be self-directed, willing to take initiative, and detail-oriented  • Respect and maintain confidentiality of Open Door Health Center volunteers, partners, and donors  **Training & Supervision**  • Attends general volunteer orientation  • Completes office orientation which includes training on the following items:  o HIPPA  o Confidentiality  o Safety  E-Learnings managed by Compliance Officer  **Evaluation**  • All volunteers complete a 60 day evaluation  **Time Commitment**  • As needed (TBD by direct supervisor)  We can’t do it without you! Thank you for being part of our team. |
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