

PADS Job Descriptions

***Volunteers need to always bring and wear your masks when serving at PADS**

***Our max number of guests is 25 people a night at PADS**

LUNCH PREP- Drop-off Team (2)

- Pre-make 10 lunches to be dropped off at “The Stadium” on **Saturday before 8pm**. “The Stadium” is located on the west side of The Chapel Grayslake property and is the building we house the Community Care Center. PADS has a refrigerator that is accessible through 2 gray doors located on the backside (the side facing the forest preserve) of the “The Stadium.” The lunches can be placed in that refrigerator.
- The lunches can include sandwich, piece of fruit, bag of chips, bottle of water, and a treat.
- The guests prefer the lunches in plastic grocery bags with handles
- Volunteers should wash hands and use gloves when available
- When you drop off the lunches (preferably on Saturday between 5pm-8pm), please check in with the site manager and they will assist you in placing the lunches in the PADS refrigerator.
- Sandwiches that include meat, cheese, or mayo should be pulled out of the lunch bags and placed in the PADS fridge. Leave a note with that information.
- Feel free to add a note of blessing and encouragement

DINNER PROVISION/Make or Pick-up and Delivery (1-2)

Saturday 5-6pm

- Provide Dinner for up to 25 people and **drop off between 4-6pm on Saturday** at “The Stadium.” You can partner with another person, get a donation from a restaurant, etc. You can utilize the Hot Box in “The Stadium” if needed to keep the food warm. Please note there is not an oven or stove in our kitchen. But you can utilize any kitchen utensils or appliances.

Set-up Team (3) *This is the only job for teens & supervised children

Saturday 5-6pm

- This is for adults, teens, and supervised children.
- Volunteers prepare the lobby for PADS by setting up 6 tables for dinner.
- Set out and “make” the pads with sheets, blankets, and pillows in the gymnasium.
- Set out games in the lobby seating area.

Dinner Lead (1)

Saturday 5:30-8pm

- Lead the dinner serving team in final food prep, buffet set-up, and clean-up
- Make sure food is heated or refrigerated as needed, and not left out

- Ensure that gloves are worn by all volunteers who handle food at any point.
- Organize the buffet and buffet workers so there are no unnecessary hang-ups in the line
- Ensure that 3-4 plates of food are prepared for late arrivals. These should be wrapped and labeled, and placed in the kitchen fridge
- Communicate with Bryan on specifics by Thursday prior to Saturday

Dinner Serve/Clean-up (2)

Saturday 5:30-8pm

- The kitchen servers for dinner will complete any final food prep needed, set-up the buffet, and clean-up the lobby and kitchen
- Make sure you wash your hands and wear gloves whenever handling food
- Once the food arrives, set up the buffet so it is ready to go when the bus arrives (6pm)
- Greet each guest with a smile and a “hello” and ask them if they would like what you are serving.
- Assist elderly and disabled guests with their plates and drinks
- Offer seconds on food once everyone has been served. Walk around with any items that can be brought out to the guests (drinks, cookies, etc)

Evening Shift (3)

Saturday 6pm-11pm

- Supervise the guests and assist them with accessing basic supplies and information.
- Announce the smoke breaks as designated by the site manager. Announce that the lights will go out in the sleeping room after the 8:00 smoke break.
- Pass out toiletries, socks, underwear, hats, gloves, and other clothing as available
- This is a great opportunity to ask the question “how was your day?” and see where God takes the conversation.
- There is also the opportunity to sit and talk with some of the guests as they eat dinner, or even play a card game or board game with them.
- Help promote an atmosphere conducive for those that are wanting to sleep.
- Watch for next shift of volunteers to arrive so they can be let in.

Overnight Shift (3)

Saturday 11pm- Sunday 3am

- Supervise the gym where the guests try to sleep
- Help promote an atmosphere conducive for the guests that want to sleep.
- Help ensure that the guests stay in either the gym or lobby throughout the shift
- Watch for next shift of volunteers to arrive so they can be let in.

Morning Shift (2)

Sunday 3am-7am

- Supervise the gym where the guests try to sleep until 5am

- Help promote an atmosphere conducive for those guests that want to sleep.
- Help ensure that the guests stay in either the gym or lobby until the lights go on at 5am
- Watch for next shift of volunteers to arrive so they can be let in (Breakfast & clean-up)
- Respond to the needs of the guests as they wake up and head to breakfast
- Assist the clean-up team

BREAKFAST PREP & SERVICE (2)

Sunday 5am-6:30am

- Have breakfast ready to serve at 5:30am
- Food can be prepped at home or made on a griddle.
- Ensure that gloves are worn by all volunteers who handle food at any point.

Clean-up Team (3)

Sunday 5:30am-7am

- The clean-up team works together to put away all the pads, pillows, etc, and get the lobby, bathrooms, and cafe back to its normal set up
- Gloves are available and recommended for clean up
- All the beds and pillows need to be stripped of sheets and pillowcases, and put in the laundry bags
- The pillows get stacked on the back shelf of the PADS storage area in the gym
- The blankets get folded and stacked on the shelves in the PADS storage area
- The pads get sanitized with designated mops for cleaning.
- Once the pads are dry, they get stacked in the storage area
- All foldable tables get moved into the gym and put up in front of the shelving
- The bathrooms need to be cleaned and sanitized (checklist is on the supply cart in the PADS closet)
- All garbage cans in the lobby and bathrooms get emptied and re-lined
- Any food that has not been eaten should be thrown out, unless directed for other plans
- Take all trash to the dumpster outside the back doors of the building

Laundry Team (2)

- There are usually a few bags of sheets, pillowcases, towels, and wash clothes that need to be washed and returned to the PADS storage area.
- Each volunteer can pick up the dirty laundry bags on Monday or Tuesday (between 9 am and 12:00 pm) from the PADS storage area in "The Stadium"
- Laundry soap is available in the PADS storage area.
- Laundry can be dropped off by the following Friday.

Site Manager (2)

Jim McClain

- There will be a site manager for Saturday evenings and one for Sunday mornings. Their job is to supervise all volunteer teams and guests.

- Set out PADS box and paperwork for the evening: volunteer sign-in sheets, site logs (communication sheets), name tags, job sheets.
- Read information that has been entered in the logs since the last time you worked & initial each entry.
- Make sure all NEW volunteers sign in & make a name tag with their first name only.
- Assist setup supervisor as needed & sign service sheets for youth doing setup.
- Check setup before those volunteers leave to be sure everything is correct & pads are made for guests.
- Supervise site preparation, making sure all volunteers have arrived; call those missing; contact volunteer coordinator for subs or rearrange job assignments as needed.
- To get bus numbers for the evening: After 5:00 pm, you may call 1-641-715-3900, then dial 945997#. Note the number of men, women, children, & Navy in the site log and inform the food coordinator of the number for the evening.
- Determine the number of pads available for walk-ins, modify layout & pre-assign pads & as needed to accommodate male & female guests.
- Assign volunteers as needed to monitor waiting area for walk-in guests arriving before bus, to monitor front & back of guest registration line, for registration duties, & to monitor areas where guests will be when they complete registration (dining/sleeping areas, etc.)
- Prepare for registration of guests: check in bus guests first as they arrive, then walk-ins; have volunteers assigning pads & doing other registration tasks.
- Check off guests on bus list as they present their PADS ID; write names of walk-ins with Service Point ID # (birthdate if they don't have PADS ID) & "WI" after each name.
- If guest whose name isn't on the bus list comes on the bus, register that guest AFTER the rest of the bus guests are registered but before walk-ins.
- Be aware of the level of sobriety & state of mind of each guest & handle accordingly. Be knowledgeable on handling disruptive guests, police calls, etc. & take appropriate action.
- Report bus discrepancies to PADS message machine later. Call 1-641-715-3900, then dial 926770# and leave message.
- Keep bus list & sleeping chart (if applicable) in a safe, easily accessible area away from guests.
- If extra help will be needed with morning cleanup, ask for guest volunteers & write their names & pad numbers in site log for morning shift.
- Have Navy & volunteers with health needs (diabetes, etc.) eat as soon as guests have received their first serving.
- Monitor & assist volunteers & guests throughout the evening, walk around the site, visiting with guests & watching for any signs of restlessness or discontent & be proactive to avoid problems among those present.
- Make all on-site management decisions; have volunteers refer guests to you rather than handling dissatisfied guests themselves.
- Diffuse disagreements & problem solve with leadership team.
- Ensure safety of volunteers and guests and protect site property through appropriate training and vigilance.
- No medication of any type (except for cough drops) can be given to guests for legal reasons.
- Take telephone calls & honor guests' confidentiality.
- Make sure ALL areas & ALL guests are monitored throughout the time the site is open.
- Do a headcount & have building checks done periodically throughout the evening to be sure all doors are locked & securely latched & that no one has wandered into an area that is off limits.
- Register late arrivals following the same procedures used for other walk-ins, offering food, toiletries, etc. and going over the site procedures with them.

- Call DCFS & police if a juvenile under the age of 18 comes to the site alone. (1-800-252-2873).
- If police call wanting to bring a guest, check banned list to be sure the person isn't on it. If person's name is on the list, tell the police that the person will not be allowed into any PADS site. If the person's name isn't on the list, tell the police that the person must be escorted into the site by them and give the directions to the proper church entrance to use. Enter info into site log.
- If police bring a guest without calling, check the banned list before accepting the individual, record the name & information into the site log & initial the entry. Write an incident report & call it in if a banned guest tries to enter the site. Call 1-641-715-3900, then dial 926770# and give date, site, your name & name of guest along with info regarding incident.
- Write good & bad incident reports, including reports on guests who help with cleanup, etc. Call negative incidents into PADS office at 1-641-715-3900, then dial 926770#. Leave message, giving day & date first, site name, your name, name of guest(s) involved & a brief description of the incident. If incident is significant & needs immediate attention, call Director of Shelter also.
- Make a record in the site log of all phone calls related to guests--listing time, person or agency calling & spoken to, & substance of conversation or the nature of the call if known and relevant.
- Check incident reports, bus list, & volunteer sign-in sheet for correctness & completeness. Ensure required paperwork is sent to the PADS office on the bus.
- Notify volunteer coordinator to report "no-shows" & other scheduling concerns (shorthanded, etc.)