



POSITION DESCRIPTION

(In compliance with Diocesan Policy and specifically revised for the Feed the Hungry Program)



JOB TITLE:	FRONT DOOR LEAD	Schedule:	Up to twice per month Shifts available Sundays from 2:30pm to 6:00pm
Class:	Area Team Lead	Length of Commitment:	Two-year renewable term
Location:	St. Mary's Cathedral Hall (221 – 18 Ave. SW)	Direct Supervisor(s):	Program Manager via Assistant Coordinators

JOB SUMMARY

The primary responsibility of the Front Door Team Lead is to ensure the hospitality and safety of our guests. This is accomplished by coordinating with Feed the Hungry staff, security staff, and sponsor volunteers to safely and efficiently seat guests throughout the service.

ESSENTIAL DUTIES/ACCOUNTABILITIES

Responsibilities to the Guests:

- Create a culture of welcome and professionalism
- Maintain a steady and safe flow of guests through the front door to be seated
- Model and reinforce safety procedures with sponsor volunteers in relation to managing and seating guests
- Identify very intoxicated persons in line and ensure they are placed at designated tables
- Maintain a count of how many guests are seated throughout the service

Responsibilities to the Regular and Sponsor Volunteers:

- Maintain an atmosphere of respect and dignity towards our guests, volunteers, and staff members
- Assign duties, responsibilities and stations to front door volunteers
- Foster teamwork and guide volunteers on front door procedures
- Express appreciation to volunteers for their work
- Alert Assistant Coordinator of any potential incidents or risks

DESIRED TRAITS

- Ability to supervise groups of volunteers
- Ability to relate to diverse groups of people and cultures
- Ability to use sound judgement within defined policies and procedures to determine appropriate action
- A knowledge and appreciation for a safe working environment

MEDIUM RISK SCREENING CHECKLIST

(In addition to Dinner Volunteer requirements)

- A Vulnerable Sector Police Information Check (VSPIC)
- Training and orientation
- Supervision, periodic evaluations and participant follow-ups to be conducted
- Past experience as a Dinner Volunteer