



— Your community partner for responsive, effective and affordable behavioral health care —

**Contact Information:**

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## Waiting Room Greeter Volunteer

**Description:** The Waiting Room Greeter will work directly with customers of the Mental Health Center. They will be responsible to interact with customers by greeting them with a smile, answering questions related to facility or bus routes, directing customers to appointments, and dispensing coffee or water to customers in the waiting room. Volunteers should sign-in on the Volunteer Time Sheet at the start and end of their shift.

**Preparation:** A general overview of Zumbro Valley Mental Health Center and its programs will be conducted by the Volunteer Coordinator at the start of the scheduled volunteer time. Volunteers will be provided a tour of the facility to include vending and restroom availability. The Volunteer Coordinator will provide any program-specific information required as part of the orientation process. Tasks include:

- Greet customers and vendors as they enter the lobby through the main door
- Assist with directing customers to appointments to group sessions
- Provide information to customers regarding bus routes
- Ask customers and vendors if they would like coffee or water and provide

**Qualifications:** Volunteers should want to help their community through volunteering; have the ability to follow simple directions; be able to read and write at a high school level or above; and work well in a group setting. Volunteers should be outgoing and friendly, yet demonstrate appropriate boundaries and judgment through their interactions with clients and staff.

**Benefits:** Volunteers will develop an understanding of mental illness and chemical dependency. By providing a friendly face to someone in need, volunteers will get satisfaction from helping to make the customer's experience at ZVMHC pleasant.

**Supervision:** Volunteers will work directly with the Volunteer Coordinator and Front Desk staff, and are encouraged to ask questions they have about the volunteer opportunity.

**Dress or Equipment Needed:** Casual dress is acceptable as long as it is neat and clean. Volunteers will be asked to adhere to the agency dress code; a copy of which will be provided. If your shift is around lunch or dinner, please eat prior to your volunteer time. Vending is available.

**Location:** Zumbro Valley Mental Health Center  
343 Wood Lake Drive SE  
Rochester, MN

ZVMHC volunteers are responsible for their own transportation to and from the volunteer opportunity. Parking is available in the agency lot. Volunteers and staff are requested to park in spaces to the rear of the lot leaving spaces close to the building for customers. Fees and transportation for recreational or other customer activities will be provided by Zumbro Valley Mental Health Center.