



Respite Bed Site Volunteer

About The Emergency Shelter Network

The Emergency Shelter Network (ESN) consists of 41 respite bed sites, located in all 5 boroughs of New York City. During the winter months, the capacity of the network exceeds 400 beds. The Emergency Shelter Network is a non-governmental agency. Our network is an alternative to the city operated shelters for homeless adult individuals. It is ESN's belief that the personal attention, intimate setting (member shelters typically accommodate between 10 and 20 guests), and most importantly respect, give our guests a firm foundation to find rest, stability, and eventually move out of homelessness, ESN's ultimate goal. More information can be found at our website:

<https://emergencyshelternetwork.org>.

Volunteer Roles

ESN respite site volunteers have a great impact on the well-being of people experiencing homelessness by providing skills-based support and a warm and welcoming atmosphere for the guest during their stay. **We require all volunteers to be vaccinated and boosted to help safeguard yourself, staff, and guests.**

Volunteer Responsibilities

- Entering and managing confidential information
- Keeping a professional, kind, and friendly demeanor
- Collaborating with other staff and volunteers on tasks and projects
- Logging volunteer hours
- Adhering and educating others about shelter policies and guidelines to ensure the safety and comfort of guests and volunteers throughout their stay
- Addressing and solving issues, complaints
- Providing assistance with minor accidents and injuries
- Assisting with other activities as needed

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Volunteering-Different Positions

Overnight Hosts

- Arrive by 9:00 P.M. Overnight hosts spend the night.
- Makes sure any perishable items are not left out overnight
- Makes sure lights and TV are turned off by 10:00 P.M.
- Check that the alarm is set for 5:00 A.M. and is turned on
- Wake up guests at 5:30 A.M.

Morning Hosts

- Arrive by 5:00 A.M.
- Assist overnight host and guests with cleaning up the room
- Prepare tables, chairs, and table settings for the guests
- Assist with serving breakfast
- Ask guests to clean tables and put away chairs

Dinner Hosts

- Arrive by 6:00 P.M.
- Prepare tables, chairs, and table settings for guests
- Serve meal and dine with guests
- Ask guests to clean tables and put away chairs
- Ensure all beds are set up with linens and bedding

Volunteer Qualifications

- 18 years of age
- A high school diploma or GED
- Exposure to working in a similar environment
- Ability to work with a diverse population

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- Ability to work as a team
- Being bilingual is a plus but not a requirement
- **Must be vaccinated and boosted**

Benefits of Volunteering at a Respite Bed Site

- A great sense of pride and self-worth
- A personal confidence booster making you feel wonderful knowing that you are doing something that really makes the difference in the lives of others
- An amazing diverse range of people and their experiences
- Opens your eyes to the precarious nature of all of our lives
- Provides an opportunity to hone skills that will help you in everyday life, i.e. How to speak to people, resolve issues and potential conflicts, teamwork/working in groups, administrative skills, and cleaning skills

To volunteer at any of our respite bed sites, please go to our website at: <https://emergencyshelternetwork.org> and click on the icon that says volunteer and we will contact you.

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