

Night Captain

- **Shift hours: 5:00 p.m. – 8:00 a.m.**
- **Number of volunteers needed: 1**

Goal:

Promote an atmosphere of kindness, respect, and hospitality. Use assigned authority and responsibility to ensure that warming center operations run smoothly.

Responsibilities Include:

- Complete online CSUMC Warming Center training (available on CSUMC Warming Center webpage) prior to arrival at warming center.
- Communicate with Volunteer Coordinator regarding status of volunteers for that evening's shifts.
- Check in with Food Coordinator to confirm evening and morning food plans and schedule.
- Upon arrival, sign in on the Volunteer Sign-in Sheet.
- Make sure Warming Center signage outside of church is in place. Sandwich boards should be located at:
 - Cumberland Avenue entrance (bottom of hill)
 - Top of Cumberland entrance at courtyard
 - Entrance to Welcome Center
- Coordinate volunteers.
 - Make sure all volunteers sign in on Volunteer Sign-in Sheet and have read the one-page Welcome Center Training document.
 - Upon their arrival, meet with Set-up and Welcome Volunteers as a group to review desired room set-up, sign-in and welcoming process, and answer any questions.
 - Upon their arrival, meet with Overnight Volunteers as a group to review their responsibilities and answer any questions. Ensure that they have viewed the online training information (including the videos on Trauma Response and Overdose Recognition).
 - Upon their arrival, meet with Clean-up and Take Down Volunteers as a group to review cot cleaning process, cot storage location, and desired Parish Hall/Welcome Center set-up.

- Serve as the primary overnight interface with the Office of Housing Stability (OHS) and other warming centers.
 - Work with the on-call OHS person to find accommodation for any families that arrive at the warming center.
- Partner with on-site security
 - Review Parish Hall/Welcome Center security plan with security officer upon their arrival (or shortly thereafter).
 - Assist overnight with monitoring entrances and exits, as well as access points to other parts of the church.
- As much as possible, maintain a presence at the check-in location until doors are closed (10:00 p.m.)
- Sometime before “lights out”, remove Parish Hall motion detection devices and place in labelled container. Place container in storage room off Hospitality (vending/coffee bar) area. Reinstall devices in the morning.
- Immediately prior to “lights out”:
 - Perform a guest head count immediately prior to “lights out”. (Suggest having all guests stand/sit at their cots for head count.)
 - Distribute any requested bus passes.
- Ensure any late-arriving (after 10:00) guests sign in on Welcome Center Guests sign-in sheet located on Welcome Table.
- Be a resource for any questions regarding responsibilities or any concerns/situations that may arise.
- Sign out on the Volunteer Sign-in Sheet at conclusion of shift.