

Volunteer Position Description
Front Desk Volunteer, The Memory Hub

Position Title: Front Desk Volunteer

Location: The Memory Hub, 1021 Columbia St, Seattle, WA 98104

Supervisor: Debra Cayz, Operations Lead, 206-221-8284, debcayz@uw.edu

Background:

The UW Medicine Memory & Brain Wellness Center (MBWC) at Harborview Medical Center promotes the well-being of persons living with memory loss and their families by providing exceptional care, advancing scientific understanding and clinical best practices, and building dementia-friendly communities. As part of its mission, the MBWC offers a variety of education, support and social engagement programs for the community, and operates the Memory Hub, a community center focused on living well with memory loss.

The Front Desk Volunteer joins MBWC staff at the Memory Hub, along with partner organizations called “On-Site Collaborators,” as part of the Memory Hub team. Together, we aim to create a unique place of connection, learning, growth and discovery for people living with memory loss, their family and friends, and industry professionals. This volunteer serves as the initial point of contact for visitors and phone calls to the Memory Hub during public hours. While this position does not work directly with a specific program, the volunteer may be asked to provide temporary support for in-session programs. We are currently seeking volunteers to support this ongoing need.

Responsibilities:

The Front Desk Volunteer is a member within a small cohort that individually and collectively welcome visitors and support the daily programs and operations at the Memory Hub. The primary role is to staff the front desk, receive visitors and promote a welcoming atmosphere.

With direct support from the Operations Lead, primary duties include staffing the reception desk; maintaining a positive, safe, respectful and welcoming space; answering the phone; greeting visitors or callers and helping them get connected to the program or staff person they are looking for; keeping an organized reception desk; answering questions; helping people sign up for programs or services; handing out parking validations; opening garden gate for visitors; taking note of any issues and reporting any concerns to Operations Lead. While most front desk volunteers work solo, they may be paired with another front desk volunteer during training or at busier times.

Other light tasks are possible depending on opportunity, interest and experience (for example: making reminder calls, assembling packets, assisting with program set-up). These tasks, and any time stepping away from the reception desk, is coordinated with the Operations Lead, as either a staff person or Front Desk volunteer must be at the reception desk at all times so as to ensure hospitality and safety. During slower occasions, Front Desk Volunteers will staff the desk but may enjoy personal reading or other quiet activities.

Time Commitment:

We aim to help volunteers develop a meaningful relationship with the Memory Hub community, and we are dedicated to training and supporting our volunteers as part of our team. Therefore, we ask for the following:

- Commit to serving at least 6 months in the Front Desk Volunteer position
- Commit to one volunteer shift per week or another set schedule (some options below)

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- Attend initial Memory Hub orientation, complete Harborview Medical Center onboarding requirements, and receive additional training as needed/desired
- Attend quarterly volunteer meetings in-person or via Zoom as possible

Shift Options:

Volunteer shifts are currently scheduled for 3.5 hours to cover most of our public hours between 9am - 4pm on Monday, Tuesday, Wednesday or Thursday schedule. There is a 30 minute overlap midday to enable staff to take a break and for the morning shift to connect with and update the afternoon shift. Currently, the shifts are the following options:

- Morning: 8:45am - 12:15pm (3.5 hours)
- Afternoon: 11:45am - 3:15pm (3.5 hours)

Other possible volunteer shifts include select Fridays, quarterly events, and occasional after hour shifts.

Requirements:

- Age 21+
- Able to be on-site for one shift weekly or another set schedule at the Memory Hub
- Experience within a community environment serving members of the public
- Interest or experience with supporting people living with memory loss
- Reliable and dependable
- Enjoys hospitality and helping others feel welcome
- Excellent interpersonal and communication skills
- Good judgment
- Willingness to ask clarifying questions or seek help as needed
- Be able to lift up to 10 pounds (very rarely) or provide stand-by light mobility support as needed

Volunteer Benefits:

- Learn about the clinical, research and community education offerings of the UW MBWC
- Learn about the mission, programs and opportunities offered by the Memory Hub and its On-Site Collaborators
- Learn about living with memory loss and caregiving, and make meaningful connections
- Make a difference in the lives of people living with memory loss and their caregivers
- Be a part of a vibrant community resource!
- Letters of recommendation available upon request

More Info or To Apply:

To learn more, please reach out to Debra Cayz, Operations Lead, 206-221-8284, debcayz@uw.edu. To express interest in the position, please complete a brief [online interest form](#). From there, you may be asked for an interview. Selected volunteers will then complete Harborview Medical Center volunteer paperwork and onboarding, a background check, and proof of required vaccinations or evidence of immunology (annual flu vaccine, MMR, Chickenpox, Tdap and Tuberculosis screening).

Thank you for considering service with the UW Memory & Brain Wellness Center at the Memory Hub!