

Background:

The UW Medicine Memory & Brain Wellness Center (MBWC) 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 new community center focused on living well with memory loss.

The Front Desk Volunteer joins MWBC 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.

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.

Responsibilities:

The Front Desk Volunteer works as a team with another Front Desk Volunteer to welcome visitors and support the daily programs and operations at the Memory Hub. Depending on the number of volunteers you may work alongside one-another at the reception desk, or may be stationed at another location in the building in support of a specific program, collaborator, or staff member.

With direct support from the Operations Lead, duties include maintaining a positive, safe, respectful and welcoming space; welcoming visitors to the space and helping them get connected to the program or staff person they are looking for; keeping an organized reception desk; answering questions; helping people complete registration forms as needed; handing out parking validations; taking note of any issues and reporting any concerns to Operations Lead. Other tasks are possible depending on interest and experience.

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 Front Desk Volunteer shift per week (see options below)
- Attend initial Memory Hub orientation, complete Harborview Medical Center onboarding requirements, and receive additional training as needed/desired

Volunteer Position Description
Front Desk Volunteer, The Memory Hub

Shift Options:

Volunteers can select from a Tuesday or Thursday schedule, with the following shift options:

- Morning: 8:45am - 12:45pm (4 hours)
- Afternoon: 11:45am - 3:15pm (3.5 hours)
- Full Day: 8:45am - 3:15pm (6.5 hours)

Requirements:

- Age 21+
- Able to be on-site for one shift weekly 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
- May be asked on rare occasion to lift up to 10 pounds 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 more about living with memory loss and caregiving, and make meaningful connections every day
- Make a difference in the lives of people living with memory loss and their caregivers
- Be a part of a new, vibrant community resource!
- Letters of recommendation available upon request

More Info or To Apply:

If you'd like 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 show proof of current vaccinations including COVID-19.

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