Hospitality Volunteer Handbook
Welcome!

Dear Volunteer,

Welcome to Pathways to Housing PA! We are delighted that you have chosen to volunteer your time with us. We understand that time is valuable and we are honored that you are willing to spend it here.

We host daily hours for participants to meet with their case managers, attend medical appointments at our onsite clinic, or spend time socializing in our shared living room. It is during these hours where we will need your help the most. Hospitality volunteers like you are the key to ensuring a welcoming environment for our participants. Your efforts will help the most vulnerable in our community to be included.

Thank you for helping to make an impact on the lives of those most in need.

Sincerely,

Christine Simiriglia
President & CEO
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Mission

Empowering people with disabilities to improve their housing stability, achieve better health, and to reclaim their lives.

Pathways to Housing PA ends homelessness in Philadelphia for people who lived unsheltered for long periods of time, sometime decades. Our participants have a serious mental illness, substance use disorder, are medically fragile, and are marginalized in many other ways. Pathways uses a Housing First model and a harm reduction approach to service, which means that we house people immediately regardless of whether they choose to seek treatment for their mental health disorder(s) or not.

Pathways have an 85% housing retention rate with people previously thought to be non-compliant that were unsuccessful in traditional systems.

History

In 2008 we were asked to house and serve 125 of Philadelphia’s neediest and hardest to place citizens. We did so in 18 months. Today we are serving 400+ people with complex behavioral health and medical issues. We have grown and modified our programming to meet Philadelphia’s changing needs. In 2016 we launched a program to focus on people experiencing chronic homelessness with opioid use disorder in Kensington. Today, two staff teams support 150 people in that program. More than 65% of participants have engaged in some level of substance use treatment since joining the program.
Volunteer Expectations

What you can expect from Pathways to Housing PA:

- Respectfulness of your commitment to our mission and your time
- An inclusive welcoming culture
- To be given guidance and direction
- To be recognized and appreciated for your work
- The right to say no to projects and tasks that make you uncomfortable

What Pathways to Housing PA expects from you:

- Honor your commitment to volunteering to support our program
- Be respectful to our staff and participants
- Follow directions given by staff
- Keep all communications with or concerning participants in our program confidential

Volunteer Responsibilities

- Cooperate with Staff
- Adhere to organization dress code policy (see “What to Wear” on page 10)
- Be alert and sober while volunteering
- Act professionally at all times with honesty, integrity, self-control, and accountability
- Learn about and uphold our organization’s policies, programs, and people
- Be sincere in the offer of service and believe in the value of the job to be done
Hours of Operation

Volunteer hours are Monday through Friday between the hours of 10:30am-2:30pm.

Please choose one of the following shifts:

- Monday- 10:30am-2:30pm
- Tuesday- 10:30am-2:30pm
- Wednesday- 10:30am-2:30pm
- Thursday- 10:30am-2:30pm
- Friday- 10:30am-2:30pm
- Sat- Sun-Closed

Holiday Schedule

Pathways to Housing PA and the Philadelphia Furniture Bank are closed for several holidays throughout the year; therefore volunteer opportunities are not available on the following days:

- New Year’s Eve
- New Year’s Day
- Martin Luther King Jr. Day
- President’s Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran’s Day
- Thanksgiving Day
- Black Friday
- Christmas Eve
- Christmas Day
Contact Information

For scheduling and volunteer questions contact:

Sophia Peake
Development Associate, Volunteer Coordinator
Phone: 215-390-1500 ext. 1020
Email: volunteer@pathwaystohousingpa.org

Pathways’ Staff

Rob Wetherington
Manager of Community Inclusion
Phone: 215-390-1500 X1440
Email: rwetherington@pathwaystohousingpa.org

Christine Oleskey
Community Inclusion Specialist
Phone: 267-909-5362
Email: coleskey@pathwaystohousingpa.org

Valerie Johnson
Director of Institutional Advancement
Phone: 215-390-1500 ext. 1510
Email: vjohnson@pathwaystohousingpa.org

Sophia Peake
Development Associate, Volunteer Coordinator
Phone: 215-390-1500 ext. 1020
Email: speake@pathwaystohousingpa.org
Scheduling

Our Office is open for volunteers **Monday through Friday.** We ask that volunteers commit to a minimum of one shift a month. Shifts last from **10:30am-2:30pm.** Volunteers must be at least 18 years of age.

To schedule a volunteer day with us please complete and submit an application at:

[https://pathwaystohousingpa.org/volunteer](https://pathwaystohousingpa.org/volunteer)

At our office, we need support from hospitality volunteers.

**Tasks would include:**
- Welcome all participants as they arrive and offer assistance as needed
- Brew coffee, fill water dispenser, and keep kitchen and living room area tidy
- Provide light technical support for participants that need help using the computer
- Participate in activities: completing a puzzle, playing a card game, or going for a walk

Pathways to Housing PA is open for volunteers Monday through Friday from 10:30am to 2:30pm. Complete a background check and be at least 18 years of age. Additional information can be found in our

Hospitality Volunteer Application

Once your form has been submitted, a confirmation email with your volunteer date and time will be sent to you within 2-3 business days. All volunteer shifts must be scheduled in advance. No walk-in volunteer opportunities are available at our Pathways’ offices.

For Questions please email: volunteer@pathwaystohousingpa.org
Clearances

All volunteers are required to consent to a criminal background check run by Pathways to Housing PA.

Once you’ve submitted your application on our website, a member of the Pathways staff will be in touch with you to provide a copy of the consent form and answer any questions you may have.

Once you return that form, Pathways will submit the background check and results will be sent directly to Pathways upon completion.

Volunteers are **NOT** required to pay for this background check; those charges are covered by Pathways to Housing PA.
Location

Our office is located at: **5201 Old York Road, Philadelphia, PA 19141**
Getting Here

Transit
We are located near the Logan Station on the Broad Street Subway line. From there, it is about a 6 minute walk. Exit on the north side of the station and walk north towards Duncannon Avenue. We are also near the 16 SEPTA bus stop at Broad and Duncannon Avenue.

Driving
From I-76, take the Roosevelt Boulevard expressway north. Follow the signs to exit at PA-611/ Broad Street. Turn LEFT onto Broad Street, then RIGHT onto Duncannon Avenue. Make a sharp LEFT onto Old York Road and continue straight. The building will be on your RIGHT, inside the Logan Plaza.

Parking and Entering
There is typically plenty of free street parking around the blocks surrounding Pathways to Housing PA. Parking in the lots in front of and behind the building is permit only; volunteers should park on the street.

The entry will have a sign that reads “Welcome to Logan Plaza”. We share the building with a number of other offices including the Glendale County Assistance Office, and the SALT, ARRIVE, and FaSST programs of Resources for Human Development. Once inside, take the elevator to the 4th floor.

Please call us if you need assistance finding our office: 215-390-1500
Volunteering: Your Day with Us

An orientation will be provided to all new volunteers by the Manager of Community Inclusion, which will include an overview of our participant population, our programming, and the various staff departments that support our work. All volunteers must be at least 18 years of age.

Prior to open office hours, hospitality volunteers will prep beverages and tidy the common area. Following open office hours, hospitality volunteers will put away any activities and restore the common area. Shortly after, they will debrief with a member of the Community Inclusion team about the day’s activities.

Responsibilities and Duties:

- Brew coffee, fill water dispenser, and keep kitchen and living room area tidy
- Welcome all participants as they arrive and offer assistance as needed
- Provide light technical support for participants that need help using the computer
- Answer questions or direct participants to staff when appropriate
- Encourage activities: completing a puzzle, playing a card game, or going for a walk

Qualifications:

- Comfort or previous experience with people with behavioral health disabilities and/or people who have experienced chronic homelessness
- Desire to chat with and build relationships with many different people
- Light computer skills: checking email, searching the internet, etc.

What to Wear
Volunteers should present a clean appearance and are expected to wear clean clothing, free of holes and tears. Clothing should not be too revealing. Casual or comfortable clothing with closed toe shoes are acceptable.

Personal Belongings
Because of the traffic in our building and the limited space inside of the office, volunteers are cautioned to bring minimal valuables into the building. Pathways to Housing PA is not responsible for loss of personal property. Restrooms are located on the premises as well as a break table, refrigerator, and microwave should you wish to bring lunch.
Events & Campaigns

Chair Affair
In 2019 we celebrated our 10th birthday by auctioning 10 chairs at the Chair Affair! This unique event held in April each year showcases the teamwork and creativity of prominent local artists and designers, who re-purpose and re-imagine chairs from the Philadelphia Furniture Bank. The redesigned chairs are auctioned at the event, which also includes raffles for a chance at winning gift certificates and experiences. All funds raised through the Chair Affair directly benefit the Philadelphia Furniture Bank.

Generosity Series 5k
Each year Pathways to Housing PA takes part of the nationwide Generosity Series 5k, a multi-charity 5k Run/Walk that takes place in October at the Please Touch Museum. 2019 will mark our fourth year participating in the 5k.
Runners are invited to sign up to run with our Pathways to Housing PA team, and proceeds from the run go towards all of the programs operated by Pathways (including the Philadelphia Furniture Bank). Please reach out to us if you’d like to run on behalf of Pathways, and subscribe to our newsletter to stay in the know! pathwaystohousingpa.org/subscribe
Closing

Pathways to Housing PA came to the Philadelphia region with the belief that access to decent, safe, affordable housing without preconditions is a basic human right. Every person should have the opportunity to set their own goals and realize their full human potential. We work to end homelessness in Philadelphia for people who have been experiencing homelessness for long periods of time, sometime decades. These are people who suffer with serious mental illness, long term substance use, medical frailty, and are marginalized in many other ways.

We could not do what we do without the support of volunteers. The extra hands that ensure our participants are being served in a welcoming environment promote the community inclusivity they deserve.

With your help, we can continue to solve these issues for individuals by providing homes, restoring health, and reclaiming lives. We truly thank you for being a part of the Pathways team!

To make a donation please visit: 
pathwaystohousingpa.org/donate

Thank you for Choosing Us!

P.S. Get social with us!  🌐Pathwaystohousingpa  🐦@PathtoHuisngPA  📱@pathtohousingpa