



Hospitality Volunteer

Position Overview

The Hospitality Volunteer supports the successful delivery of local and rural trainings by helping create a welcoming, organized, and supportive environment for participants. Hospitality Volunteers may include trained volunteers from the community who have completed ASW trainings and are committed to supporting the learning experience for others. Hospitality Volunteers also help with resource fairs and other outreach opportunities.

Key Responsibilities

- Welcome and greet participants as they arrive at trainings.
- Assist with **registration and check-in** for trainees.
- Help ensure the training space is **organized, comfortable, and ready** for participants.
- Support the **ASW trainer or facilitator** during sessions and activities.
- Assist with **transitions between training activities** and help keep the event on schedule.
- Encourage a **respectful, inclusive, and supportive environment** for all participants.
- Observe participant needs and help address logistical concerns when possible.
- Help prepare and organize **training materials, supplies, and resources**.
- Assist with general event flow and participant support throughout the training.

Qualifications

- Strong **communication and interpersonal skills**.
- Ability to communicate in a **clear, calm, and empathetic manner**.
- Comfortable interacting with diverse groups of people.
- Reliable, organized, and able to follow directions.

- Ability to remain calm and supportive in emotionally sensitive situations.

Preferred Skills and Experience

- Completion of **ASW training** or similar community training programs.
- Experience volunteering at **trainings, workshops, or community events**.
- Basic **facilitation or group support experience**.
- Strong organizational skills and ability to manage time and event flow.

Key Volunteer Competencies

- **Emotional Awareness:** Recognize when participants may feel distressed, confused, or uncomfortable and respond with sensitivity and compassion.
- **Active Listening:** Listen carefully and reflect participants' concerns respectfully and accurately.
- **Crisis Awareness:** Recognize signs of emotional distress and know when to refer concerns to the trainer or appropriate support resources.
- **Professional Boundaries:** Understand the scope of the volunteer role and avoid providing personal advice or counseling.
- **Cultural Awareness:** Respect and adapt to cultural, social, and individual differences among participants.

Benefits of Volunteering

- Support meaningful community training and education efforts.
- Gain experience assisting with **facilitation and community-based programs**.
- Build skills in **communication, organization, and group support**.
- Connect with community members and contribute to a positive learning environment.