



## **HOPE NOW Foreclosure Workshops - Volunteer Roles and Responsibilities**

### **Greeter / Directional**

- Help direct Homeowners at venue entrance.
- Guide Homeowners from Registration area to appropriate Waiting Area for a Housing Counselor or the Mortgage Lender they are there to see.

### **Registration Table**

- Greet Homeowners and ask them who their Mortgage Lender is.
- Register Homeowner and provide them with a number to see their Mortgage Lender or Housing Counselor.
- Direct them to the Waiting Room for Mortgage Lenders and Housing Counselors.

### **Greeter / Exit Survey**

- Welcome and direct Homeowners to Registration table and Homeowner Waiting Area.
- Perform brief exit interview with Homeowners leaving event to get their feedback.

### **Housing Counselor Runner**

- Direct Homeowners from the Waiting Area to the Mortgage Lenders and Housing Counselors.
- Assist with crowd control, answering questions and ensuring Homeowners know where to be at all times.
- Provide relief to other Runners for breaks / lunches.

### **Translator/Interpreter**

If you are bilingual, and are comfortable with your skill, it is likely that you will be needed to work with borrowers in their native language - helping them understand the overall process, get registered, and possibly when meeting with their Mortgage Lender and/or Housing Counselor.

- Please RSVP to Sheila Squier at [ssquier@twcny.rr.com](mailto:ssquier@twcny.rr.com) to volunteer.
- **Orientation / training begins 1 1/2 hour prior to the public start time** in order to discuss volunteer assignments and answer any questions. Homeowners typically start to arrive 30 – 60 minutes prior to event time. We would like to get orientation completed so that you are at your volunteer assignment station and ready to start as soon as possible
- **Please be prepared to work approximately 8 hours the day of the event.** If you are not able to work this entire time, please note what times you are available in your RSVP.
- A meal is provided for all volunteers at the event.
- Wear comfortable shoes as most of our volunteers will be on their feet all day. Jeans and/or nice khaki pants are fine. We want you to be comfortable!