



Intake/Advocate Volunteer

Age restrictions: 18 or over
GED or High School Diploma required

Summary:

Our Intake/Advocate Volunteer assists with answering the 24-Hour Hotline and provide support and information to callers as well as attending to the needs of clients residing in shelter and assist shelter staff with various duties. Frequent client interaction.

Duties and Responsibilities may include but are not limited to:

- Answering 24-Hour Hotline, including client calls, law enforcement calls, and general info calls
- Direct client services
- Conducting intakes for new residents, including giving tour of shelter
- Data entry and filing
- Help set up shelter meals
- Being a resource for all clients residing in shelter

Schedule: A minimum of 4 hours once a week – flexible schedule

Required Experience:

- Communication skills
- Organization skills
- Conflict resolution
- Crisis intervention skills
- Trained in trauma informed care dialogue preferred but willing to train
- Multi-lingual preferred
- Education or work experience in a social service field preferred

Additional Eligibility Qualifications:

- Ability to read and comprehend instruction, correspondence, files and data entry.
- Require the ability to operate a variety of standard business machines, such as a computer, a keyboard, photocopier, postage machine, shredder, etc.
- While performing duties on this job, the volunteer is regularly required to sit, stand, and use hand to handle or feel. The volunteer frequently is required to talk or hear.

- The volunteer must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.