



VOLUNTEER POSITION DESCRIPTION

For more information please contact:

Micki Hickox, Volunteer Coordinator

mhickox@interfaithservices.org

CLIENT INTAKE VOLUNTEER

An intake volunteer is essential to the service Interfaith offers to people in the community. You will be the connection to resources for clients who need assistance with basic needs, vital documents, prescriptions, employment services, transportation, public benefits, and more. With empathy and resourcefulness, an intake volunteer provides intake, assessment, and referrals for the homeless and low-income populations, with the goal of moving clients from crisis to self-sufficiency.

Supervising Staff:

- Veronica Blea, Inland Program Manager (Escondido office)
- Vannessa Marshall, Coastal Program Manager (Oceanside office)

Time Commitment:

- This is an ongoing (6+ months), weekly commitment
- One shift per week or multiple shifts per week
- Mondays, Thursdays, or Fridays, 8:00 am to 12:00 pm (Escondido office)
- Thursdays and Fridays, 8:00 am to 12:00 pm (Oceanside office)

Key Responsibilities:

- Provide direct service to clients including assessment, referrals, and crisis intervention.
- Provide guidance and support to help clients identify their own strengths and resources.
- Work with a client advocate to ensure clients' needs are met.
- Identify resources and advocate for clients' needs.
- Link and network clients with resources within Interfaith and utilize other public and private social service agencies as necessary.
- Attend and participate in mandatory training sessions
- Maintain accurate file notes and ensure the highest standards of client confidentiality at all times.
- Utilize our database to input results from daily client registrations, assessments, and services delivered.
- Assume other duties as delegated by staff supervisor.

Training and Support:

- Volunteer Coordinator provides general orientation on services and programs provided by Interfaith Community Services.
- Ongoing oversight from supervising staff to provide direction, training and feedback on specific program and department activities, procedures, priorities, performance, and agency updates.
- Office equipment including telephone system, photocopier machine, computer equipment, etc.
- HIPAA guidelines.
- Mandated Reporter training.



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Qualifications:

- Must clear criminal background check.
- Experience in social services preferred.
- Established experience in customer care / client relations required.
- Excellent verbal and written communication skills including vocabulary, grammar and spelling in English.
- Proven interpersonal skills with the ability to easily work with a diverse population.
 - ✓ Demonstrate poise, tact, diplomacy and empathy when working with clients and visitors.
- Ability to establish quick rapport with clients.
- Knowledge of mental illness and substance abuse.
- Absolute solid values: honest, loyal, hardworking, and sincere.
- Accomplish assignments successfully through your professionalism, leadership skills, wisdom, initiative, good judgment, and strong attention to detail.
- Proficient with computer applications and databases (e.g., MS Office – Excel, Word, Outlook, PowerPoint; Web-based applications).

Screening Requirements:

- FBI / DOJ Background check

Benefits:

- Engage with and impact your community in a hopeful way, making a difference every day.
- See the positive results of your contribution of time and talents.
- Experience working in a professional business office environment.
- Become familiar with community resources and services.
- Interact with a diverse population of community members.
- Résumé building experience and networking opportunities.