



Housing & Financial Services

Location:
Oakland, Concord,
or Richmond

To volunteer or for more
information:

[www.cceb.org/get-
involved/](http://www.cceb.org/get-involved/)

510-768-3166



Position Title: Housing Intake Volunteer

Area/Program Focus: Fostering Self Sufficiency, Housing & Financial Services

Supports: Housing Case Managers

Position Summary: Be the first voice of hope for someone experiencing a housing crisis. The Housing Intake Volunteer provides support to the Housing & Financial Services' staff by conducting screening assessments to determine if someone is eligible for housing assistance. This position also serves to connect people to additional resources to address needs. This position will also assist with appointment reminder and post-service follow-up phone calls. As such, a volunteer in this capacity must be friendly, positive, professional, detail-oriented, and organized. Basic computer and phone skills are essential to a volunteer in this role. Training is provided.

Essential Responsibilities:

- Conduct screenings over the phone or in-person
- Make phone calls for appointment reminders and follow-ups
- Enter clients' information into Salesforce for data tracking
- Refer clients to other social service organization

Success Metrics:

- 85% of clients given an appointment with a Housing Case Manager are viable and complete services.
- All clients in the Housing & Financial Services Program are followed up after 60 days and 6 months with a target of 65% still stably housed.

Core Skills:

- Cultural competency, previous experience working with marginalized and underserved populations is strongly preferred
- Strong communication, virtual, over the phone, and in-person
- Basic proficiency with Microsoft Office and cloud-based applications
- Proficiency in a second language is strongly preferred

Requirements:

- Must complete a Live Scan background check to be paid by CCEB
- Must complete a brief online training in recognizing and reporting abuse
- Must volunteer at least 16 hours per month for at least 3 months

Agency Culture: Every year, Catholic Charities of the East Bay moves thousands of youth, individuals, and families from Crisis to Stability to Prosperity through 3 primary program areas: "Fostering Self-Sufficiency" provides services designed to strengthen families and increase income to livable wages; "Welcoming the Stranger" offers legal immigration, refugee relocation, and refugee employment services; "Healing Trauma" delivers immediate and sustained support to victims of crime, especially those impacted by community, domestic, and family violence, as well as mental health treatment to students and adolescents experiencing multiple, ongoing incidences of trauma.

Review/Approval

Supervising Staff _____ Date: _____

Volunteer Coordinator Review _____ Date: _____

CAO Initial _____ Date: _____