



## **Position Title: Reception Information and Referral Volunteer (East Bay)**

**Area/Program Focus:** Administration/Operations – Intake, Reception, and Referrals

**Position Summary:** 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.

The Reception Information and Referral Volunteer is crucial to the success of Catholic Charities. This volunteer will serve as a first point-of-contact for members of our community who call into or walk into Catholic Charities’ Oakland, Richmond, or Concord offices. They will make appointments for community members with Catholic Charities’ staff and volunteers, provide community members with information about the services offered at Catholic Charities’ and refer community members to other agencies in the area that could benefit them. As such, Reception and Information Referral Volunteer must be patient, polite, and helpful above all else. Bilingual (English/Spanish) volunteers are preferred for this volunteer role. This is an ideal volunteer opportunity for retired office professionals wanting to give back, students who want work experience at a busy social service agency, and anyone who wants to help people in crisis in our community.

Catholic Charities is willing to work with students and schools to provide class credits for this volunteer opportunity wherever possible.

**Reports to:** Administrative Coordinator in Concord or Oakland office

### **Responsibilities:**

#### **Essential Responsibilities:**

- Welcome all visitors to Catholic Charities’ as a first point-of-contact
- Assist the Administrative Coordinator with answering all phone calls, sometimes placing clients on hold to deal with multiple clients at once
- Collect basic, essential information from clients to determine which services are needed/requested by them in-person or over the phone

- Refer clients to Catholic Charities' programs and services or refer clients to relevant external resources, and occasionally assess crisis situations where appropriate
- Advise clients of program eligibility and income verification procedures
- Maintain a positive image of Catholic Charities' and be helpful to the general public, including clients, donors, potential donors, volunteers, parishioners, and Board members
- Work closely with interdepartmental staff to assist with short-term and long-term follow up phone calls for Housing Assistance and other programs
- Assist with special projects as assigned, such as the Referral Directory

### **Success Metrics:**

- Catholic Charities' clients, potential clients, donors, potential donors, volunteers, potential volunteers, and Board members are welcomed and assisted in a timely, friendly, and professional manner

### **Agency Culture:**

The business and social environment we operate in today has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- A commitment to the agency's mission, vision, and values
- A commitment to excellence in everything we do
- A commitment to accreditation as well as performance and quality improvement
- A commitment to outcomes and measured results
- A commitment to innovation and to what is possible

### **Qualifications/Requirements:**

- **Must complete a Live Scan background check (to be paid for by Catholic Charities')**
- **Must complete a brief online training on recognizing and reporting abuse**
- **Must be available to volunteer at least 8 hours per week (between Monday – Friday, 9:00 am – 5:00pm) for at least 3 months**
- Possesses excellent interpersonal and communications skills
- Proficient with Microsoft Word and Microsoft Excel
- Experience with social services is preferred
- Bilingual (English/Spanish) volunteers are preferred
- Fluency in any foreign language also preferred

### **Core Competencies:**

- Interpersonal skills
- Communications skills
- Computer skills, including Microsoft Word and Excel

- Cultural competency (the ability to understand, appreciate, and interact with persons from cultures and/or belief systems other than one's own)
- Professionalism

**Accountability:**

- The Intake, Reception, and Referral Volunteer is directly accountable to Catholic Charities' clients, donors, potential donors, volunteers, potential volunteers, Board members, and staff generally.

**Physical Requirements:**

Action	% of the day
Lifting	0
Standing	10
Sitting	10
Bending	10
Typing	10
Seeing/Reading	20
Hearing	20
Speaking	20