



Position Title: Call Center: Information & Referral Volunteer -Richmond

Supports: Better Employment Together

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, as well as mental health treatment to students and adolescents experiencing multiple, ongoing incidences of trauma.

The Call Center: Information and Referral Volunteer is crucial to the success of Catholic Charities’ program Better Employment Together. This volunteer will serve as a first point-of-contact for members of our community who call into or walk into Catholic Charities’ Richmond office’s call center. 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, the Call Center: 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.

Essential Responsibilities:

- Welcome all visitors to Catholic Charities’ as a first point-of-contact
- Assist the Call Center 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

Position Title:

Call Center:
Information &
Referral
Volunteer

Location:
Richmond

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

Core Skills:

- Previous experience with strategic planning
- Excellent organizational skills needed. Must be able to prioritize responsibilities properly and handle multiple tasks relating to concurrent grant and development projects.
- College degree preferred.
- Ability to be an effective collaborator and to communicate with diverse populations. Must be able to work independently, multi-task continually and lead by example.
- Cooperative, friendly, and helpful attitude. Excellent communication, public speaking, and public relations skills; excellent organizational development and analytical skills.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of Catholic Charities and its clients.
- Ability to work independently and in a team setting.
- Ability to exercise good judgment in confidential matters.

Core Competencies:

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

Requirements:

- Must complete a Live Scan background check to be paid by Catholic Charities
- Must complete a brief online training in recognizing and reporting abuse

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 immigration legal services, 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.