



Position Title: Call Center: Information & Referral Volunteer

Supports: Better Employment Together (BET)

Position Summary: 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.

Essential Responsibilities:

- Welcome all visitors to Catholic Charities' as a first point-of-contact
- 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
- Work closely with interdepartmental staff to assist with short-term and long-term follow up phone calls for Housing Assistance and other programs

Core Skills & Competencies:

- Excellent organizational skills needed.
- Must be able to prioritize responsibilities properly and handle multiple tasks relating to concurrent grant and development projects.
- Excellent communication, public speaking, and public relations skills.
- Proficient with Microsoft Word and Microsoft Excel
- Experience with social services is preferred
- Bilingual volunteers are 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 CCEB
- Must complete a brief online training in recognizing and reporting abuse

Agency Culture:

Catholic Charities East Bay provides innovative solutions to help people who struggle with poverty and other complex issues. We work with youth, children, and families to promote self-sufficiency, strengthen families and pursue safety and justice. Help is offered through counseling, case management, financial support when facing a housing crisis, and more. We serve and work in partnership with all and celebrate the diversity of our community, including people of all backgrounds, regardless of race, ethnicity, gender identity, sexual orientation, and religious or spiritual affiliation or belief.

Call Center:
Information &
Referral
Volunteer

Location:
Richmond