



## **Position Title:** Housing Services Volunteer

**Supports:** Housing Case Managers

**Position Summary:** The Housing Intake Volunteer provides support to the Housing 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 volunteer may also be trained to complete Season of Sharing applications. Will aid staff with appointment reminders and post-service follow-up calls. As such, a volunteer in this capacity must be friendly, positive, professional, detail-oriented and organized. Training is provided.

### **Essential Responsibilities:**

- Conduct screenings over the phone or in person
- Make phone calls for appointment follow ups, reminders and referrals
- Complete Housing Assistance Applications
- Enter clients' information into Salesforce for data tracking
- Complete housing assistance applications, including document collection

### **Success Metrics:**

- All clients in the Housing & Financial Services Program are followed up after 60 days and 6 months with a target of 85% still stably housed
- 85% of clients given an appointment with a Housing Case Manager are viable and complete services
- 90% of all applications will be approved

### **Core Skills:**

- Cultural competency- 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
- Highly detailed with our multi-step processes

### **Requirements:**

- Must complete a Live Scan background check, paid by Catholic Charities
- 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:**

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.