



Position Title: Reception Information and Referral Volunteer

Supports: Administration/Operations – Intake, Reception, and Referrals

Position Summary:

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. 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.

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
- 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

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 5 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

Agency Culture:

Catholic Charities of the 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 resiliency, 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.

Reception
Information &
Referral
Volunteer

Location:

Oakland

Richmond

Concord