



Catholic  
Charities  
East Bay

## Housing Services Volunteer

Location:  
Oakland  
Richmond  
Concord

**Position Title:** Housing Services Volunteer

**Supports:** Housing Case Managers

**Position Summary:** The Housing 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 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 6 hours per month for at least 3 months

**Agency Culture:** We are committed to maintaining a diverse and inclusive environment where all individuals are treated with respect and dignity. We do not discriminate on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation, national origin, age, disability, or genetic information. Our policies, practices, and decisions reflect this commitment to equal opportunity and non-discrimination in all aspects of our operations.

When you volunteer, you are doing good for others and the community, and that will provide you with a natural sense of accomplishment and will also give you a sense of pride.