

VOLUNTEER OPPORTUNITY DESCRIPTIONS—SOCIAL WORK DEPARTMENT

Zena Baum Service Center Aide

Summary:

The Zena Baum Service Center is one of the cornerstones of the Hannan Center's Social Work Department. The volunteer will primarily support the operations of the Zena Baum Center and assist the Social Work staff with client services. The Zena Baum Center includes a call-in line for services and referrals, legal clinic appointments, service coordination by appointment, as well as distribution of emergency funds and resources. Volunteers will assist Hannan staff in working with clients to meet their needs. The ideal candidate will understand how to provide excellent customer service and will embody the friendly and welcoming environment of the Hannan Center in person and with telephone contact with clients.

Sample Duties and Responsibilities:

- Provide information to the public about the Zena Baum Program services and events
- Take telephone messages and assist with follow-up communications such as returning calls
- Schedule legal clinic appointments
- Update and maintain resource library (online/on the computer)
- Canvas community for possible/new resources and document resource information
- Communicate with other service providers to network and build partnerships
- Provide assistance to support Zena Baum events as instructed

Interests:

- Talking with new and different people (especially on the phone)
- Matching individuals' needs with resources
- Learning about services and supports
- Working in an office environment

Ideal Qualifications, Skills, and Abilities:

- Excellent customer service
- Good oral and written communications skills
- Ability to utilize digital databases
- Flexible to adapt to changes, interruptions and unexpected situations