

Catholic Family Center needs volunteers for our Emergency Rent Assistance help line



The ideal volunteer is compassionate, able to do simple data entry and thrives in an energetic environment.

Bilingual is a plus. Training and support provided.

Turn this page over for a complete volunteer position description and contact information.

Please help us spread the word.

Date: June 1, 2020
Volunteer Role: Intake Specialist
Program: Emergency Rent Assistance



General Description

The Intake Specialist Volunteer works with the larger Emergency Rent Assistance team in addressing the critical need of City and County residents for rent assistance due to the impact of the COVID-19 pandemic. This volunteer works shifts in CFC's Rent Assistance call center, answering calls from community residents in need of help. The volunteer asks screenings questions, enters basic demographic data into a database and directs the caller to the next step in the rent assistance process.

Essential Duties & Requirements

- Answers calls in a call center type environment. Requires good customer service / phone skills and professionalism and patience with callers who are under financial stress
- Conducts a basic assessment of callers to gain understanding of their housing situation, financial assets and where they are in their eviction process
- Enters callers' basic demographic into a database, requires basic computer data entry skills
- Directs callers to the next step for assistance either to external providers or into CFC's program for help

Qualifications

Education: N/A

Credentials: N/A

Experience: None required. Previous experience in call center, customer service, human service roles is beneficial as is bi-lingual ability in languages such as Spanish, Ukrainian, Arabic, Somali, Nepali, Burmese, Chinese

Time Commitment

- At least two (2) four-hour shifts per week

Orientation & Training

- All Volunteers will be required to complete a CFC volunteer application and undergo a background check
- Volunteers will be required to complete basic CFC training
- Volunteers will be provided Rent Assistance program training that will include overview of the project, eviction process, script of talking points and discussion steps with callers and basic de-escalation practices

Workspace

- Volunteer will work in CFC's Rent Assistance Call Center which will be located at 1645 St. Paul St in Rochester
- Volunteers will work in a private office within the call center
- This facility is a secured building and maintains CFC safe health protocols
- Volunteer's interaction to clients is limited to over-the-phone and not in-person. Rent Assistance program clients are not accepted at this facility
- The Rent Assistance call center is supervised by an on-site CFC staff person (Intake Coordinator) who provides support and guidance to volunteers

Contact Claudia at cgill@cfcrochester if interested.