

# Community Resource Center

## Intake Volunteer (Volunteer position)

*Our Mission: With dignity and respect, the Community Resource center helps individuals and families get to the next step of their journey towards self-sufficiency and stability.*

The Community Resource Center is currently seeking volunteers to serve as Intake Volunteers. The purpose of the Intake Volunteer position is to effectively engage, screen, assess, refer, and provide resources to low income families and individuals in need of financial assistance. They ask a series of questions for the purpose of compiling data, and then use this data to determine the best next course of action for that client. When working with individuals who are facing an emergency such as eviction or utility disconnection, it is helpful to possess certain skills:

- **Critical Thinking:** Volunteers should be able to understand what a person needs when coming to them in crisis. Being able to find solutions for a myriad of issues will be necessary.
- **Problem Solving:** Volunteers play an important role in identifying solutions for the problems their clients bring to them. An awareness of local resources is helpful.
- **Respect:** It is our culture to treat all people with respect and dignity.
- **Compassion:** Volunteers see people during moments of trauma or crisis, where they and their family are vulnerable. Being compassionate is an asset in assisting them.
- **Patience:** Being patient with people who may have trouble communicating or understanding what is happening is important.
- **Communication Skills:** Volunteers need to be good listeners and good speakers. They communicate with clients and their families and often are the go-between them and landlords, utility companies or other providers.
- **Computer Skills:** Volunteers create and update electronic client files as part of the intake process. Must be comfortable using a computer to complete simple entry fields.

Intake Volunteers have the option of working from 10 am – 1 pm, or 1 pm – 4 pm. These shifts are available Monday through Friday. Intake volunteers are encouraged to volunteer one shift per week, or a minimum of two shifts per month at their convenience. For more information, please call Ryan Cohen, Program Manager for the Community Resource Center at (302) 260-6922.