

## Community Services “Triage” Volunteer Job Description

**Qualifications:** Positive attitude. Demonstrate good rapport with the general public and people in crisis. Have willingness to work with people in poverty, demonstrating empathy and an upbeat perspective. Good communication skills, organized and able to use multi-line phone, computer with e-mail and office equipment.

**Commitment:** Be able to commit to a 3 hour shift at least once per week.

**Volunteer Job Duties:** This person will serve as one of the first Agency contacts with our customers. They will introduce our customers to the basics of Northwest Michigan Community Action Agency programming and guide them to the appropriate programs.

Perform **Triage services** for Community Services Department customers:

- Welcome and receive customers by phone and walk-in, answering basic questions and providing basic information and referral. Give customers the client needs assessment and help them fill it out if they need help.
- Review client needs assessments, complete referral section and give out appropriate information and/or application packets.
- Copy and Forward client referral with needs assessments to the appropriate staff person(s). Keep a copy of all forwarded needs assessments on file.
- Pre-screen requests for utility assistance.
- Handout or mail out intake applications and/or information packets – explain what customer needs to bring to appointment. Record actions taken and keep a copy.
- Explain NMCAA Community Services programs and get the customer to the right staff person.
- Set appointments with customers for Community Service Representatives, Foreclosure counseling and FMS as able.
- Provide customers with weatherization information and referrals and give or send out referral forms.
- Sign customers up for classes: Financial Management workshops, Homebuyer education, Home Equity Conversion Mortgage and Foreclosure workshops
- Keep supply of information and/or application packets stocked.
- Other departmental assistance and special projects as time and interest allows.

For more information or to volunteer, contact:

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