



## **Volunteer Position Description**

### *Client Advocate*

#### **Description**

Client Advocate Volunteers assess needs and provide non-financial and/or financial services to individuals and families in crisis and make appropriate referrals. This position requires volunteers to interact with clients in a compassionate, non-judgmental manner to administer practical, short-term assistance with professional courtesy.

#### **Schedule**

Weekly shifts are set and require the volunteer to be on time and remain on duty for the entire shift. Volunteers may select one or more of the following shifts:

Mornings, Monday thru Friday	8:30 am - 12:30 pm
Afternoons, Monday thru Friday	12:30 – 4:30 pm
Thursday evening	4:30 – 7 pm

#### **Requirements**

- ✓ Basic computer skills
- ✓ Ability to work with diverse populations
- ✓ Ability to manage stressful situations
- ✓ Friendly, compassionate and non-judgmental
- ✓ Extensive training required prior to assigning clients

#### **Supervisor**

Director of Programs and Services/Client Advocate Supervisor