

# HUMBLE AREA ASSISTANCE MINISTRIES

## Volunteer Positions Available

### HAAM Client Services

Emergency Services & Outreach/ Self Sufficiency Programs

### Emergency Services/ Emergency Energy & Shelter Programs

#### Client Specialist (phone or lobby):

- **Duties:** Attends the social service meeting each morning at 9:45, greets clients and visitors and oversees client registration. General tasks include pulling case records, answering general questions (phone or in person), retrieving and communicating messages to others, and filing. May include helping clients complete forms, if needed.
- **Skills:** Friendly demeanor, enjoys talking to people (in person or on the phone), can stand for long periods of time, good communication and listening skills, ability to complete minimal forms, ability to file alphabetically.
- **Hours:** 9:45-2 M-TH

#### Greeter:

- **Duties:** Greets clients when they arrive; directing them to the correct location/line, briefly obtains the names and service needs of the first few clients in line each day. Attends the social service meeting each morning at 9:45.
- **Skills:** Friendly demeanor, enjoys talking to people, can stand for long periods of time, good communication and listening skills, ability to complete minimal forms.
- **Hours:** 9:30-11 M-TH

#### Interviewer I:

- **Duties:** Attends the social service meeting each morning at 9:45, meets with clients requesting help; completes/updates intake paperwork/client charts, completes the client service form, verifies documents and provides resource materials. Works with clients seeking food, clothing and other services provided by HAAM (not grant funded programs.)
- **Skills:** Friendly demeanor enjoys talking to people, good communication and listening skills, ability to complete multiple forms, ability to retain information for multiple programs and communicate details to clients.
- **Hours:** 9:45-2 M-TH

#### Interviewer II:

- **Duties:** Attends the social service meeting each morning at 9:45, meets with clients requesting help; complete/updates intake paperwork/client chart, completes the client service form, verify documents and provides resource materials. Works with clients seeking multiple services including grant funded programs. The Interviewer II receives specialized training in screening for the energy assistance and self-sufficiency programs.
- **Skills:** Friendly demeanor enjoys talking to people, good communication and listening skills, ability to complete multiple forms, ability to retain information for multiple programs and communicate details to clients.
- **Hours:** 9:45-2 M-TH

#### Phone/ Appointment & Screening:

- **Duties:** Listens to messages and calling clients to schedule/confirm appointments.
- **Skills:** Friendly demeanor enjoys talking to people, good communication and listening skills, ability to retain information for multiple programs and communicate details to clients, enjoys talking on the phone.
- **Hours:** anytime M-TH

#### Translator:

- **Duties:** Provides translation services for clients. Ability to communicate in English and 2<sup>nd</sup> language.
- **Skills:** Friendly demeanor enjoys talking to people, good communication and listening skills in English and 2<sup>nd</sup> language, ability to retain information for multiple programs and communicate details to clients. Translators may also provide Client Specialist and/or Interviewer duties.
- **Hours:** 9:45-2 M-TH

## Housing and Utilities

### **Intake and Case Management**

- **Duties:** Conduct interview with clients seeking assistance through our CEAP (Comprehensive Energy Assistance Program). Scan documents. Enter data online.
- **Skills:** Friendly demeanor enjoys talking to people, good communication and listening skills and enjoys talking on the phone. Computer literate.
- **Hours:** 10:00 a.m. – 2:00 p.m. One day per week.

## Employment & Education Services

### **Employment Center Advisors**

- **Duties:** Conducts interviews with clients seeking employment, completing job center intake paperwork, assessing needs, and providing guidance regarding job search. Job search guidance may include working on the computer/internet. Follow up with phone calls and appointments as needed. May assist clients with resume writing.
- **Skills:** Friendly demeanor enjoys talking to people, good communication and listening skills, ability to retain information for multiple programs and communicate details to clients.
- **Hours:** 10-2 M-TH/ T evenings 6-30

### **Employment Center Data Entry**

- **Duties:** Provides data intake (excel) for all client services in the employment center
- **Skills:** Ability to sit for long periods of time, adequate knowledge of keyboard and excel programs
- **Hours:** 10-2 M-TH

### **Teacher/ Instructor**

- **Duties:** Provides instruction to clients in a class room setting. Topics include ESL and job readiness/retention and related topics. May need to register clients when they arrive to class and set up classroom.
- **Skills:** Previous experience, degree or certification in education topic. Friendly demeanor enjoys talking to people, good communication and listening skills, ability to talk in front of groups.
- **Hours:** TBA

### **Bilingual Assistant (Spanish)**

- **Duties:** Provides translation services for teachers/instructors. Ability to communicate well in English and Spanish.
- **Skills:** Proficient in speaking, writing and reading English and Spanish. Friendly demeanor enjoys talking to people, good communication and listening skills in English and Spanish, ability to retain information for multiple programs and communicate details to clients. Translators may also provide Client Specialist and/or Interviewer duties.
- **Hours:** TBA

## CM & Mentoring Programs

### **Child Care**

- **Duties:** Interact with children through pre-planned activities.
- **Skills:** Friendly demeanor, patient, enjoys interacting with children.
- **Hours:** Evenings & Saturday AM classes

### **HAAM FOOD PANTRY**

Emergency Services & Outreach

### **Food Pantry**

- **Duties:** Fill orders and sort and stock food items.
- **Requirements:** Able to stand for 2-4 hours.
- **Hours:** Wednesday and Thursday 9:00 a.m.- Noon. or Noon - 3:00 p.m.

### **On-call Pick-up Driver**

Regular volunteers pick up food donations from several local businesses. From time to time these volunteers take vacation or are ill and are unable complete the pick-up. This position will require you to have a large vehicle such as a truck or an SUV.