Volunteer Service Description
Position: Family Stabilization Program Intern

GENERAL RESPONSIBILITIES:
The general responsibilities of this position include those shared by all employees of Catholic Charities Atlanta. These obligations include: understanding and performing in accordance with the values of the agency; endeavoring to provide quality services to clients; striving to find new, efficient, effective and economical ways to perform tasks; performing job duties in a thorough, accurate and timely manner; cooperating with others in the team; meeting attendance and punctuality standards; conducting business in a professional, courteous and tactful manner; demonstrating respect for the privacy of clients and employees; taking precautions to prevent accidents; and embracing diversity and respect for the cultural differences among clients and other staff.

SPECIFIC RESPONSIBILITIES

1. Return calls from potential Housing Counseling clients, screen for eligibility, schedule appointments.

2. Support staff for intake of clients seeking assistance with Earnbenefits screenings, collecting evidence of eligibility and contact information.

3. Support Refugee School Impact Grant staff, and Individual Development Account staff with intake, screening and collecting evidence of eligibility from potential clients and referring agencies

4. Provide administrative support to the Family Stabilization program staff.

5. Respond to telephone inquiries for service and provide appropriate referrals.

6. Develop, utilize and update resource library containing comprehensive information concerning available community resources;

7. Prepare and complete all necessary reports requested by immediate supervisor in order to comply with all the funding sources and CQI requirements

8. Assist Family Stabilization staff in the creation of documents and client files.

9. Support partnerships between Catholic Charities Atlanta and community organizations.

10. Responsible for establishing and maintaining positive working relationships with agency staff and volunteers.

Accountability: The reports directly to the Program Director of Family Stabilization.

Qualifications:

- Currently enrolled BSW, or Human Services students in their senior year.
- Skilled in Microsoft Office applications.
- Skilled in verbal and written communication,
- Familiar with basic case management,
- Able to interact over the phone and in person with a wide variety of clients.
- An appreciation for different cultures and willingness to work with people of different cultures needed.

Supervisory Responsibilities: NA

Comments: Position is unpaid

Location: Chamblee, GA

Contact: Margaret Prickett at mprickett@catholiccharitiesatlanta.org to inquire about this opportunity.