



Position: Housing Intake Support & Outreach Assistant
Classification: Volunteer
Supervised By: Housing Program Managers

Home Start is a non-profit social services agency committed to a community-based collaborative effort to reach at risk children and families and provide supportive services to the unhoused population.

Home Start is seeking an organized, dependable volunteer to provide administrative support to our East County Housing Office to help with intake assessments and screen clients. This volunteer will work directly with Home Start clients and staff and will be supervised by the Home Start Housing Program Staff to support day-to-day operations at this site. This position is a great opportunity to grow experience in direct client services and administration, while supporting Home Start's mission to prevent child abuse and neglect.

Primary Duties/Responsibilities:

- Prescreen clients by completing basic intake assessments and required forms.
 - Determine appropriate service required- (e.g. rental assistance, immediate needs.)
- Answer main phone line and direct callers to the appropriate resources.
- Return main phone line voicemail messages and emails to main intake address and follow up with clients to determine needs.

Additional Duties/Responsibilities:

- Maintain accurate and up-to-date organization files, records, and documentation.
- Maintain client files and completes data entry, including copying and filing documents.
- Support Home Start staff providing community outreach and supply distribution.
- Assist with food bag and sanitation kit assembly and distribution.
- Performs other duties as assigned.

Required Skills/Abilities

- Excellent verbal and written communication skills.
- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Excellent organizational skills and attention to detail.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

- Relevant experience or demonstrated interest in related field required.
- Spanish or Arabic bilingual preferred, but not required.
- Prior related office experience preferred.

Physical Demands

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 20 pounds at times.

Home Start, Inc. is an equal opportunity employer and does not discriminate in the hiring of personnel because of gender, race, color, religion, creed, national origin, ancestry, citizenship pregnancy, age, marital status, sexual orientation, medical condition, genetic information, gender identity or gender expression, physical or mental disability, military or veteran status or any other consideration made unlawful by federal, state or local law.