

**POSITION TITLE:** Client Services and Outreach Intern

**DEPARTMENT:** Chore Program

**SUPERVISOR:** Donna Hennessey/Abby Lund

**HOURS AND COMMITMENT:** 10-20 hours/ week with a 3 month commitment

**OUR MISSION:** *To act as a catalyst for positive change, both in the community and in the lives of the people we serve.*

**PROGRAM SUMMARY:**

The Volunteer Chore program provides volunteers to help the elderly and adults with disabilities remain independent in their own home. Volunteers do chores like housekeeping, shopping, laundry, yard work and minor household repairs, helping this vulnerable population when other resources are unavailable.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Client services**

- Evaluation client's needs and help allocate program resources
- Perform client intake and assessment interviews, on the phone and in person
- Become knowledgeable about community resources and make alternate resource referrals
- Maintain and report on contact with clients
- Promote program to prospective volunteers, clients, and the general community
- Interface with case managers, social workers, and other care providers from numerous human resource agencies

**Outreach**

- Update and revise primary materials that are used to promote the program within the community
- Promote program to prospective volunteers, client, and the general community
- Contact community groups and arrange speaking opportunities
- Represent the program at events and speaking to groups
- Assist the Program Director in interviewing both volunteers and clients and documenting their stories in writing, photographs, and possibly video

**DESIRABLE SKILLS:**

- Ability to plan and complete work independently and on time
- Ability to communicate and work effectively with entire Chore team
- Confidence in speaking publicly
- Strong telephone communication and keyboarding skills
- Interest in volunteerism and community service
- Creativity and enthusiasm
- Accuracy and attention to detail
- Ability to prioritize tasks

- Computer skills, including ability to use word
- Skills with photography, videography and graphic design a plus
- Personal experience as a volunteer with the Chore program a plus

**PHYSICAL REQUIREMENTS:**

- Sitting, Standing, Walking, Lifting: less than 25 lbs, Carrying: less than 25 lbs

**WORKING CONDITIONS:**

Work is generally performed in a fast-paced office environment with frequent interruptions. May require travel within the agency's service area for community networking, meetings, outreach and other job-related activities.

**BENEFITS:**

- Builds valuable experience for certain university majors (Human Services, Psychology, Sociology, etc.)
- Letters of recommendation can be provided after minimum 3 month commitment

**APPLICATION DEADLINE:** Open until filled. (Early applications are encouraged. We are looking to fill this position as soon as possible.)

**TO APPLY:** Apply online at <http://www.opcco.org/how-to-help/>, please specify "Client Services and Outreach Intern" in the "Special Skills" section of the application.