



Justice Resource Institute

## **VOLUNTEER POSITION DESCRIPTION**

**PROGRAM: Southeast Corporate Office**

**POSITION REPORTS TO: Director of Service Coordination and Navigation**

**DESCRIPTION DONE BY: Director of Service Coordination and Navigation**

**POSITION TITLE:** Service Navigation Administrative Volunteer

### **QUALIFICATIONS (Education and Experience)**

- There are no formal education requirements however experience in the social work field preferred
- Familiarity with Excel and Microsoft office programs
- Ability to be pro-active and reliable.
- Strong organizational skills and ability to multi task
- Ability to promote a caring and respectful attitude toward service recipients, staff and other volunteers, respecting privacy and confidentiality.
- Must display strong communication skills in person and via telephone

JRI seeks to find the best volunteer for an available position. The agency does not discriminate with regard to gender, marital status, pregnancy, sex, color, race, age, national origin, ancestry, religion, or creed, physical or mental disability, sexual orientation, gender identity/expression, genetics, military or Veteran's status, political beliefs or other protected status.

### **PRINCIPLE ACCOUNTABILITIES**

#### **General Duties and Responsibilities:**

- Dress appropriately and be punctual.
- Notify your supervisor if you are unable to keep your schedule.
- Keep a record of your service hours on the posted form in the office.
- Follow the agency's Confidentiality Policy.

#### **Specific Responsibilities:**

- Initiate follow up contact with potential clients via telephone
- Data entry -update excel tracking spreadsheet
- Development of state wide resource guide

## **OTHER RELATED RESPONSIBILITIES**

All long-term volunteers (performing a total of more than 20 hours of service) at JRI complete an intake and orientation that includes Criminal Offender Record Information (CORI) clearance, reference check, Occupational Safety and Health Administration (OSHA) training, information on Community Care Services' mission, including its philosophy, goals and general policies. The OSHA training is repeated annually.

Volunteers are encouraged to attend additional training, including First Aid and CPR, This training is our gift to you.

## **WORKING CONDITIONS:**

Volunteers will work with the Service Navigator at JRI's Southeast Corporate office, 99 South Main Street, Fall River, MA 02721 or remotely if applicable.

## **AGENCY SUMMARY:**

Justice Resource Institute is a non-profit 501(c)(3) human services agency. JRI is dedicated to addressing the most confounding challenges of both the human services and educational systems and the persons and families these systems were created to serve. JRI pursues the social justice inherent in opening doors to opportunity and independence. Although our range of services is as varied as those we serve, our approach is uniformly characterized by compassionate support, innovation, and community leadership. We work in partnership with individuals, families, communities and government to address their shared challenges in a comprehensive, coordinated, systematic, and effective manner. JRI seeks new knowledge and improved evidence-based practice, in research and in the field, in order to inform our continuous search for excellence in service.

## **Contact:**

Heather DePalma

99 South Main Street; Fall River, MA 02780

508-821-7777, ext. 3132

[hdepalma@jri.org](mailto:hdepalma@jri.org)