
Job Posting

Position: Access and Volunteer Services Coordinator
Department: Clinical and Community Services
Reports to: Department Manager
Application Process: Email resume and cover letter to Chrissy Taylor at ChristineT@jfsann Arbor.org . No phone calls, please.

Overview of Position

To assist clients in obtaining needed resources by completing the intake process, providing resource advocacy, and providing appropriate referrals. Serves as the central access for volunteers.

Essential Duties and Responsibilities

1. Assists prospective or existing clients by answering telephone calls, inquiries and online requests for service.
2. Identifies preliminary service needs assessment by gathering and evaluating information received from all inquiries.
3. Maintains in depth knowledge of all JFS departmental intake processes.
4. Maintains training materials of JFS intake processes and procedures for new staff, student interns, and professional volunteers to utilize.
5. Provides assistance to walk in clients by conducting interviews to identify problems and service needs and assessing for potential resources.
6. Identifies solutions by providing community referrals or forwarding client information to the appropriate JFS social worker.
7. Maintains wait lists for appropriate JFS departments.
8. Serves clients by analyzing their needs, addressing their concerns, referring them for appropriate services.
9. Maintains client documentation standards by preparing and completing, in a timely manner, all required records and reports for all assigned clients.
10. Maintains professional and technical knowledge by attending agency in-service programs, educational workshops, reviewing professional publications and establishing personal networks.
11. Maximizes the utilization of agency financial assistance by maintaining comprehensive, up-to-date information on available community and government resources.
12. Responsible for the training and daily supervision of tasks for student interns and professional volunteers.
13. Maintains client confidence and protects operations by keeping information confidential.
14. Maintains agency resource manual for internal JFS use.
15. Responsible for creating and maintaining appropriate client resource guides and mailings.
16. Responsible for **volunteer** recruitment, interviewing, and screening including background checks.

17. Works closely with appropriate JFS staff on establishing volunteer needs and matching volunteers with appropriate assignments.
18. Maintains volunteer information current in the volunteer management database and oversees general volunteer communications.

Employment Qualifications

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Minimum of a bachelor's degree in Social Work or a related field. 2 years of experience providing direct service to clients and/or volunteer management is preferred.
2. Proficiency in Microsoft Word, Excel and PowerPoint, and Client Database.
3. Ability to organize and prioritize work and to work independently with little supervision.
4. Must have excellent oral and written communication skills and outstanding time management and organizational skills.