



## Volunteer Advocate Position Description

### **Purpose:**

Advocates work in teams to provide regular, on-going support to clients, both individuals and families, in Lane County, who are refugees or have applied for or been granted asylum. Advocates assist clients with issues and challenges they are facing as they seek to become self-sufficient members of the community. They may problem-solve, help clients enroll in health insurance and other government-provided assistance, connect with potential employers or housing resources, and enroll their children in public education.

### **Essential Responsibilities:**

- Be available to work with the client 2-4 hours/week.
- Assist clients with the issues they are facing as they seek to become self-sufficient members of the community.
- Communicate with CCS case manager regarding any issues the client(s) may have
- Attend initial training, read required materials and participate in on-going trainings as available
- Submit activity reports and hours in a timely manner
- Maintain confidentiality
- Be respectful of the clients and their cultural traditions
- Work effectively with language interpreters

### **Qualifications:**

- Minimum of 18 years of age
- State issued photo ID
- Ability to pass a criminal background check
- Access to a computer and the ability to use it for record-keeping and communication
- Have a cell phone and the ability to send and receive text messages
- Ability to work cooperatively in a team with other advocates
- Ability to communicate clearly and effectively in English

### **Commitment:**

- Available to meet with clients 2-4 hours/week; this is an estimate and flexibility is essential.
- Commit to spending a minimum of a year with a client household
- Commit to documentation of work activities