

Advocacy Department

Position Title: Project SERVE Advocacy Coordinator

Summary of Program, including mission of program:

The Project SERVE Volunteer will be an integral part of Catholic Charities Advocacy team as we fulfill the Agency's values of teaching and working for justice before State governmental bodies. The Advocacy Department is tasked with advocating for systematic changes that benefit the individuals served by Catholic Charities. During the fall, we focus our attention on planning and executing a conference for front line staff; lead and participate in coalitions; as well as preparing for the legislative session. During the spring, our focus is on lobbying the General Assembly and the Administration.

Duties:

The duties vary between the interim and legislative session so we have broken them into two sections.

Interim

- Develop an understanding of the breadth of services Catholic Charities provides by visiting programs and sites
- Assist in the planning of the annual Welfare Advocates Conference
- Represent Catholic Charities at coalition strategy and planning meetings
- Collect stories and experiences from staff and clients for use in advocacy efforts
- Coordinate advocacy trainings for staff, clients, and families
- Coordinate legislative visits to programs
- Conduct research and reports on selected policy issues.

Session

- Serve as the coordinator of testimony
- Coordinate client and staff participation in advocacy activities including Catholic Charities Day in Annapolis
- Lead the Justice League, our Agency advocacy group
- Produce weekly advocacy updates for staff
- Attend briefings and hearings
- Represent Catholic Charities at coalition meetings

PROJECT SERVE

CATHOLIC CHARITIES IN ACTION

General schedule of volunteer position:

September-December

The volunteer will have the flexibility to choose the hours he/she would like to work during normal business hours (Monday-Friday; 8:00-6:00).

January – April

The SERVE volunteer should plan to be in the office from 8:00-8:30 each morning to pick up the days testimony. The volunteer will be picked up at 8:30 to drive to Annapolis – most days we leave Annapolis around 4:30. We generally also work from home in the evening Sunday-Thursday for 2-4 hours. There will be evenings where we are expected to stay in Annapolis for events and hearings that will go late into the evening.

May – July

The volunteer and supervisor will set a schedule that takes into account the extra hours worked during session.

Qualifications or skills:

- Attentive to detail and able to handle a fast-paced environment
- Strong organizational skills
- Interest in the legislative process
- Comfortable speaking with diverse groups of people
- Strong writing skills
- Strong public speaking skills
- Commitment to the issues of social justice

Esperanza Center

Position Title: Program Assistant

Summary of Program, including mission of program:

The Esperanza Center is a comprehensive immigrant resource provider – unique in Baltimore. Our mission is to welcome immigrants by offering hope, compassionate services, and the power to improve their lives. We provide a wide array of services through our five programs: Health Services, Immigration Legal Services, Education Services, Family Reunification and Anti-Trafficking Services, and Client Services.

Esperanza’s Project SERVE Volunteer will support several EC programs in their day-to-day operations as well as assist with volunteer recruitment and management. The Esperanza Center’s project SERVE’s duties and responsibilities will vary depending on the volunteer’s Spanish proficiency. Below we have outlined the duties of a Spanish-speaking Project SERVE, and an English-only Project SERVE. The key difference between the two positions is that the bilingual project SERVE would interact more with clients while the monolingual project SERVE would interact more with volunteers.

Duties:

Please note there are two possible positions below, the first for bilingual applicants, the second for non-Spanish speakers.

Esperanza Center Bilingual Project SERVE Program Assistant:

- **Client Services Program:**
 - Staff the front desk; assist clients with intake process
 - Answer phone calls, assist with form completion, make referrals
 - Data entry on occasion
- **Health Services (Clinic) Program:**
 - Assist with patient intake and discharge
 - Assist Clinic’s TAP Navigator with appointment coordination
- **Educational Services Program:**
 - Assist with informal class coordination (evenings if at all possible)
 - Tutor when needed

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- **Volunteer Coordination:**

- *Respond to email and telephonic volunteer inquiries*
- *Represent the Esperanza Center at volunteer fairs and recruitment events*
- *Assist with the maintenance of online volunteer database on Better Impact volunteer management software*
- *Attend CC Volunteer Workgroup meetings along with Client Services Manager*
- *Coordinate volunteer placement, training (if appropriate), and start date*
- *Assist in planning and execution of Volunteer Appreciation Thanksgiving Lunch*
- *Assist in representing the Esperanza Center at certain outreach functions, as needed*

Esperanza Center non-Spanish speaking Project SERVE Program Assistant:

- **Health Services Program:**

- *Assist Clinic's TAP Navigator with appointment coordination*
- *Assist front desk coordinator with clinical data entry*

- **Educational Services Program:**

- *Assist with informal class coordination (evenings if possible)*
- *Tutor in ESL informal program if needed*

- **Volunteer Coordination/other tasks**

- *Respond to email and telephonic volunteer inquiries*
- *Represent the Esperanza Center at volunteer fairs and recruitment events*
- *Maintain online volunteer database on Better Impact volunteer management software*
 - *Ensure the timely enrollment and processing of volunteers in database*
 - *Approve custom fields and update relevant training dates/information sessions*
 - *Record volunteer hours for certain programs' volunteers*
 - *Provide volunteer hour reports upon request of volunteers and supervisors*
- *Attend CC Volunteer Workgroup meetings along with Client Services Manager*
- *Conduct volunteer information sessions for prospective volunteers*
- *Coordinate volunteer placement, training (if appropriate), and start date*
- *Serve as point of contact for certain university, faith-based, and alternative break service groups*

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- *Assist in planning and execution of Volunteer Appreciation Thanksgiving Lunch*
- *Assist the Director and other program managers with the planning and execution of Center events*
- *Assist in representing the Esperanza Center at certain outreach functions, as needed*
- *Support the Program Director with building management responsibilities*

General schedule of volunteer position:

Monday through Friday, approximately 9:00 am to 5:00 pm, occasionally may work until 6:00 or 6:30 pm. Ideally, Project SERVE would be able to work from 1:00 to 8:30 pm at least once a week. Project SERVE will join Esperanza staff at staff retreats off-site and/or other events that staff may attend relating to immigration law, policy and service provision, when possible.

Qualifications or skills:

- Strong writing skills
- Ability to work independently
- Ability to balance multiple priorities and deadlines
- Strong interpersonal skills required, some experience with public speaking ideal
- Experience coordinating volunteers or service groups
- Strong communication skills
- Ability to use Microsoft office and online volunteer management software
- Spanish proficiency strongly preferred, but not required

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My Sister's Place Women's Center

Position Title: Administrative Assistant

Summary of Program, including mission of program:

My Sister's Place Women's Center is a comprehensive resource center that is open from 7:00 a.m. until 7:00 p.m. for homeless and impoverished women and their children in Baltimore City. Services include housing assistance, healthcare services, education and life skills opportunities, benefits advice and enrollment, case management, financial literacy, personal services and links to other community providers. Three (3) meals are provided each day to women and their children. Our mission to provide resource and referrals for women and children in need.

The Project SERVE Volunteer will assist the case management team and intake and referral team to provide direct client services for women and children who visit MSPWC. The Volunteer will complete duties as described below:

Duties:

- Assist clients in completing rental applications and checking on the status of applications submitted.
- Assist clients and the case management team in acquiring verification of homelessness and verification of disability.
- Provide supplemental services at the Samaritan Center and Front Desk
- Work in conjunction with the Intake and Referral Specialist to provide telephone and in person screening of individuals who call our Samaritan Center Line.
- Screen and provide referral services to individuals who are not eligible for services and do initial phone screens for all incoming calls.
- Determine eligibility for Eviction Prevention and Utility Assistance.
- Have face to face interviews with any individual who is deemed eligible during initial phone screen and will provide financial assistance.

General schedule of volunteer position:

The volunteer will work Monday-Friday from 8am-4pm with a 30 minute lunch break each day. (Total of 37.5 hours/week)

Qualifications or skills:

Must have a basic knowledge of poverty, the causes of homelessness, substance abuse, and mental illness.



Sarah's House

Position Title: Assistant Volunteer Resource Manager

Summary of Program, including mission of program:

The Project SERVE Volunteer assists the Volunteer Manager with the coordination of the volunteer program at Anne Arundel County's homeless shelter, including scheduling and hosting volunteer orientations, recruiting volunteers for various tasks, monitoring volunteer activities and documenting volunteer hours accordingly.

Duties:

The Project SERVE Volunteer will:

- Recruit volunteers from the community to fill needs
- Screen possible volunteers, Schedule and host volunteer orientations
- Monitor volunteers on property and document volunteer hours accordingly
- Be a part of special events planning committees (Christmas, Volunteer Appreciation Dinner, Bull Roast, etc)
- Help form new relationships in the community

General schedule of volunteer position:

Volunteer schedule will fluctuate based on scheduled orientations and volunteer groups. (8 am being the earliest start time and 8 pm being the latest end time, outside of special events)

Qualifications or skills:

Exceptional interpersonal and administrative skills
Excellent verbal and written communication skills
Ability to project a friendly attitude
Ability to work with a variety of ages and personalities
Strong leadership and customer relations skills
Ability to work well within a team
Ability to handle multiple tasks, identify and swiftly solve problems

Transportation:

Driver's license mandatory (Sarah's House has vehicles for use once at work)



Weinberg Housing and Resource Center

Position Title #1: Project SERVE Volunteer Coordinator

Summary of Program, including mission of program:

The Project SERVE Volunteer assists the Volunteer Manager with the coordination of the volunteer program at Baltimore City's primary homeless shelter, including placing volunteers in meal service, Administrative Services, Client Programming, Case Management Services and the Volunteer Resident Monitor (VRM) Program. The meal program serves over 400 meals each day for breakfast and dinner. The VRM program is a combination of a workforce development and self-esteem-building program for the residents of WHRC. This program saves WHRC \$26,000+ per month – and is an amazing opportunity for residents experiencing homelessness!

Duties:

The Project SERVE Volunteer will:

- Schedule outside volunteers and VRMs for service
- Conduct VRM info sessions / orientations and outside volunteer orientations
- Give tours of WHRC to volunteers as needed
- Assist with in-kind donation collections / sorting / distributing
 - Primary support with Adopt a Resident for Christmas campaign – the PSERVE and the Volunteer Manager collect over 400 donated Christmas gifts matched to WHRC residents!
- Oversee and guide interns with administrative tasks to support Baltimore City youth in growing their skills and potential
- Listen to feedback from VRMs and volunteers and channel comments in the appropriate direction (with strong support from the Volunteer Manager)
- Participate as part of the Leadership Team – an amazing learning experience to share feedback, learn about other departments, and grow from wise mentors!

General schedule of volunteer position:

Monday through Friday 8 hours per day - approx. from 10am to 6pm (flexible – can be shifted to 9am to 5pm, based on preference of the Project SERVE member)

Qualifications or skills:

- Friendly, personable, and easy to talk to – can interact with a wide variety and large quantity of people every day!
- Good computer skills – many tasks are completed on the computer (Outlook, Word, Excel, etc.)
- Keeps calm in busy environments; remains professional in challenging situations
- Sense of humor! We laugh a lot 😊
- Energetic, on-the-go and loves to have fun!